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Important Up-to-Date Information

Active Community Resources

The following section contains various official government and non-profit resources that can be trusted to provide accurate information about programs, services, and pandemic-related developments.

BC 211

Description

BC 211 is a public 24/7 phone-line for resource and service inquiries in the province.

More information

<http://www.bc211.ca/>

BC Centre for Disease Control

Description

The BC Centre for Disease Control website contains the most up-to-date official messaging related to the COVID-19 outbreak.

More information

covid-19.bccdc.ca/

COVID-19 Screening Tool and Next Steps

Description

A useful government provided self-assessment tool if you suspect you may have contracted COVID-19, along with appropriate next steps.

More information

covid19.thrive.health/

Federal Government Updates

Description

Updates from the federal government related to the COVID-19 pandemic can be found from various sources, including major news media. For a centralized website containing all the up-to-date information, see below.

More information

www.canada.ca/en/public-health/services/diseases/coronavirus-disease-covid-19.html

Fraud Warnings

Description

Active Community Resources

Be warned that a number of fraudsters and scammers are taking advantage of the pandemic to attempt to defraud others. The website below contains a number of common examples of current fraudulent calls and emails, and tips for avoiding any new ones.

More information

<https://antifraudcentre-centreantifraude.ca/features-vedette/2020/covid-19-eng.htm>

Healthlink BC

Description

Healthlink BC is a government resource with detailed information about various public health issues, including the COVID-19 virus.

More information

<https://www.healthlinkbc.ca/health-feature/coronavirus-covid-19>

Non-Urgent BCCDC Covid-19 Call Centre

Description

If you wish to speak to an agent regarding your concerns about COVID-19, or are unsure what to do if you suspect you might have contracted the disease, you can phone the non-urgent line operated by the BC Centre for Disease Control.

More information

Phone: 1-888-COVID-19

Provincial Government Updates

Description

For information and news releases from the provincial government regarding their various responses and programs, please see their official website.

More information

Website: <https://www2.gov.bc.ca/gov/content/home>

Greater Victoria Coalition to End Homelessness: Street survival guide

Description

Active Community Resources

A resource Guide updated to 2022 which includes a comprehensive list of resources including: Crisis, Shelter, Housing, food security, legal support, family services, indigenous services, youth services, senior services and more.

More information

[Street Survival Guide](#)

Vancouver Island Health Authority Updates

Description

For information from the local health authority regarding local alerts, procedures, hospital access, and more, please see the official Island Health website.

More information

<https://www.islandhealth.ca/learn-about-health/diseases-conditions/novel-coronavirus-information>

Victoria City Updates

Description

For information about municipal services, including recreational facilities, parks, waste and recycling, libraries, and more, please see the official City of Victoria website.

More information

<https://www.victoria.ca/EN/meta/news/news-archives/2020-news/covid-19-information.html>

World Health Organization Updates and FAQ's

Description

For information regarding international efforts to control the spread of COVID-19, please refer to the World Health Organization website and press releases.

More information

<https://www.who.int/>
<https://www.who.int/news-room/q-a-detail/q-a-coronaviruses>

Covid-19 - Caring for yourself and others

Government of Canada Guidelines and Recommendations

Description

The federal government of Canada has provided some guidelines and recommendations on various situations that citizens may find themselves in during the pandemic (i.e. how to safely care for a relative or housemate who has a positive diagnosis of COVID-19).

More information

Adults at home:

<https://www.canada.ca/en/public-health/services/publications/diseases-conditions/how-to-care-for-person-with-covid-19-at-home-advice-for-caregivers.html>

Children at home:

<https://www.canada.ca/en/public-health/services/publications/diseases-conditions/how-to-care-for-child-with-covid-19-at-home-advice-for-caregivers.html>

Self isolation (no symptoms):

<https://www.canada.ca/en/public-health/services/publications/diseases-conditions/coronavirus-disease-covid-19-how-to-self-isolate-home-exposed-no-symptoms.html>

Self isolation (with symptoms):

<https://www.canada.ca/en/public-health/services/publications/diseases-conditions/covid-19-how-to-isolate-at-home.html>

Being prepared:

<https://www.canada.ca/en/public-health/services/publications/diseases-conditions/covid-19-be-prepared.html>

Beyond Covid - "Caring for Myself" and "Caring for Others"

Description

For some interesting and potentially helpful tips from community health professionals and wellbeing experts, check out *Beyond COVID's* "Caring for Myself" and "Caring for Others" guided pathways to wellbeing for strategies and resources for taking care of yourself and your loved ones. Coming Soon: Listen to our 'Do What You Love' podcast to learn about strategies for doing what you love for your wellbeing.

More information

Website: <https://www.beyondcovid-19.com>

Social media: @beyondCOVID

Email: anna@beyondcovid-19.com

Crisis Support

Vancouver Island Crisis Line

Description:

Available to anyone in Canada 24/7

More Information:

Phone: 1.888.494.3888

Crisis Text services also available 6-10 pm PST 7 days a week at 250-800-3806

Burnside Gorge Community Centre

Description:

BGCC is a local community centre for the Burnside-Gorge neighbourhood that also provides some services to the wider Victoria-area community. Staff are onsite to take phone calls and deal with emergency walk-ins in relation to family homelessness; financial crisis, youth and families in crisis.

More information:

Phone: 250-388-5251

Email: info@burnsidegorge.ca

Website: <http://www.burnsidegorge.ca/>

Crisis Intervention and Suicide Prevention Centre of BC

Description:

The crisis centre provides 24/7 phone services that are confidential, non-judgmental, and provide free emotional support for people experiencing feelings of distress or despair. Online chat and other alternatives are also available. Interpreters are available in over 140 languages.

More information:

Phone line: 1.800.784.2433 (1.800.SUICIDE)

Website: <https://crisiscentre.bc.ca/>

PEERS Victoria

Description:

Peers Victoria is an innovative, multi-service grassroots agency that was established by, with, and for sex workers in 1995. Through direct service delivery and community partnerships, Peers provides an array of outreach and drop-in harm reduction and support services alongside education and employment training for current and former sex workers. please see their website or call for up-to-date information on available services.

Active Community Resources

More information:

VictoriaNight 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 anytime

Housing: 250-415-1874 Answered M-Th 10-4; text anytime

Prevention: 250-217-5937 T-Th 12-4; text anytime

Website: <https://www.safersexwork.ca/>

Saanich Neighbourhood House

Description:

Saanich Neighbourhood Place (SNP) is a non-profit organisation that delivers a wide range of programming aimed at helping families access resources and support they feel they need, in a barrier free environment and within their own neighbourhoods. The majority of services are targeted at families, though some exceptions exist. Their website contains a frequently updated listing of what is running.

More information:

Website: <http://saanichneighbourhoodplace.com/>

Victoria Sexual Assault Centre

Description:

VSAC provides a 24/7 information and support line for victims of sexual assault, along with a variety of supplemental crisis support services.

More information:

Phone: 250.383.3232

Office line: 250.383.5545

Address: #201-3060 Cedar Hill Rd

Website: [Response to COVID-19](#) or <http://vsac.ca/>

VictimLINK

Description:

VictimLinkBC is a toll-free, confidential, multilingual telephone service available across B.C. and the Yukon 24 hours a day, 7 days a week by calling 1-800-563-0808 or sending an email to VictimLinkBC@bc211.ca. It provides information and referral services to all victims of crime and immediate crisis support to victims of family and sexual violence, including victims of human trafficking exploited for labour or sexual services.

More Information:

Phone: 1.800.563.0808

Active Community Resources

Email: VictimLinkBC@bc211.ca

Child, Youth, and Family Services

Burnside Gorge Community Centre

BGCA offers a wide range of services & supports for families including: community-based counselling services for families who struggle with parenting, finances, and other issues that are a barrier to meeting their children's needs; direct housing and financial assistance to families who are homeless or at risk of becoming homeless; long-term financial literacy and asset development for families in subsidised housing; parent and child drop-in programs including a weekly community dinner; and a Resource Room for low-income families to access free clothing, food, and toiletries

More Information:

Website: <https://burnsidegorge.ca/family-programs/>

Address: 471 Cecelia Rd., Victoria, BC

Phone: 250-388-5251

Email: info@burnsidegorge.ca

Last updated: May 9 2023

Esquimalt Neighbourhood House Society

Free supportive Adult Counselling and Youth & Family Counselling. Also offers programs and services for children & youth, families, and seniors.

Address: 511 Constance Ave

Phone: 250.385.2635

More information: www.enh.bc.ca

Last updated May 9 2023

Foundry Youth Clinic

Foundry Victoria offers young people 12-24 access to mental health and substance use support, primary care, peer support and social services. Foundry centres are now re-introducing in person services, but will continue to offer select services virtually – over the phone or video chat. Please call your local Foundry centre for the most up to date information on service availability. Please **call Foundry Victoria at 250-383-3552 starting at 9:30 AM daily or visit** www.victoriayouthclinic.ca for the most up to date information on service availability.

Address: 818 Douglas Street

Phone: 250-383-3552

Toll free: 1-833-308-6379

Hours: 10:30am-4:30pm

More Information: <https://foundrybc.ca/>

Last updated May 9 2023

Kids Help Phone

From the website: “We offer professional counselling, information and referrals and volunteer-led, text-based support to young people in both English and French. Whether by phone, text, mobile app or through our website, you can connect with us whenever you want, however you want. Our service is completely confidential — you don’t even have to tell us your name if you don’t want to.”

24 hours per day, 7 days per week

Text CONNECT to 686868

Kids Help Phone: 1-800-668-6868

More information: <https://kidshelpphone.ca/>

Military Family Resource Centre

Responsive to the changing needs of the Canadian Armed Forces (CAF), our programs and services contribute to operational readiness by making our members stronger at the individual and community level. Members who are stronger mentally, socially, physically and financially are better prepared to serve our country and protect Canadian values.

Providing programs and services for CAF members, Veterans and their families in your community, and across the nation.

Website: <https://cfmws.ca/about-us>

Pacific Centre Family Services Association

PCFSA provides a range of counselling and social services for residents across South Vancouver Island. These include work with isolated seniors, individuals addressing family violence, youth outreach and email counselling, youth gang and exploitation prevention and intervention, family and couples counselling, counselling to address substance use, mental health counselling, and trauma therapy.

Counselling and Social Services – 250.478.8357

Westshore Community Health Centre – 250.480.7333

More information: <https://pacificcentrefamilyservices.org/about-pcfsa/>

Late Updated May 9 2023

Quadra Village Community Centre

Providing many essential services such as housing outreach, family outreach, senior support, and community support. Visit website for more information on Services offered: <https://www.qvcc.ca/>

Active Community Resources

Phone: 250 388 7696

Email: info@quadravillagecc.com

Last Updated: May 9 2023

Representative for Children and Youth BC

<https://rcybc.ca/>

Clothing

Victoria Women in Need Community Cooperate

WIN operates four resale stores in the Greater Victoria area which offer an array of second hand clothing that is Affordably priced and inclusive to all genders and ages.

For more information on WIN resale shops visit: <https://www.womeninneed.ca/stores>

WIN also offers a gift certificate program:

WIN's gift certificate program provides practical support to women, trans, non-binary, and two spirit people in crisis by providing a discrete shopping experience to access items within our stores such as clothing. The Gift certificate program empowers participants to freely choose the items that will best support them and their dependents. WIN's program coordinator works directly with participants who connect by phone at 250 480 4006 extension 206 or email at: programs@womeninneed.ca

WIN also partners with over 30 local organisations to expand accessibility to this program.

Phone: 250-480-4006 ext 206

Email: programs@womeninneed.ca

More information : <https://www.womeninneed.ca/gift-certificate-program>

Community Support

COVID-19 Coming Together

This is a local Facebook group to help people connect to share resources, support each other, and build community. <https://www.facebook.com/groups/901597300275359>

Dental

Cool Aid Dental Clinic

Visit Website for more information:

<https://coolaid.org/how-we-help/health-services/#dental>

Domestic Violence and Sexual Assault Support

Anti Violence Project

Our support services are completely non-judgmental and confidential, and available to anyone who has experienced violence, anyone who has caused harm, and anyone who has supported someone who has experienced violence or caused harm.

We can provide you with emotional support, information about services on and off campus, and help in connecting with the services that might be right for you. We have a team of trained volunteers who provide peer support as well as staff members. To learn more about AVP peer support

Phone: 1-778-400-5007

Email: community@antiviolenceproject.org

More information: [Anti Violence Project](#)

Last updated: may 9 2023

Battered Women's Support Services

Battered Women's Support Services provides education, advocacy, and support services to assist all victims and survivors in our aim to work towards the elimination of gender-based violence and to work from a feminist perspective that promotes gender equity.

Call: 604.687.1867

Toll Free: 1.855.687.1868

Email: intake@bwss.org

More information: [Battered Women's Support Services](#)

Last updated: May 9 2023

Bridges for Women

Bridges for Women Society provides trauma-informed counselling and healing-focused pre-employment programs to self-identified women, non-binary people, and two-spirit people who identify with the women's community

Toll-free: 1-866-896-3356

Local Phone: 250-385-7410

Email: info@bridgesforwomen.ca

More Information: <https://www.bridgesforwomen.ca/programs-2/>

Last updated: May 9 2023

Get Checked Online

Free and confidential online sexually transmitted infection (STI) testing service provided by BC Centre for Disease Control (BCCDC)

More information: <https://getcheckedonline.com>

Last updated: May 9 2023

Haven Society

Provides shelter, counselling, crisis support, and resources to women and their children experiencing intimate partner violence in the mid-island.

Phone: 24/7 Crisis line 1-888-756-0616

More information: [Haven Society](#)

Last updated: May 9 2023

Island Sexual Health

“Our Confidential clinical services include:

- Pap, pelvic, and genital exams
- Testicular and breast/chest exams
- [Gender Affirming Care](#) (Hormone Assessment/Access/Service Referrals) Services **GAC is restricted to clients 16 years+** Initiating GAC operates through a wait list rotation which may vary in duration. Clients seeking renewal are not subject to waitlist. Please call us directly for an appointment.
- Sexually Transmitted Infection (STI) testing, treatment, prevention (including PrEP for qualifying patients), vaccination, and support. Our clients can access onsite blood draw services for HIV, Hep B & C, Syphilis testing on Saturdays.
- Lower cost birth control
- Specialised IUD insertion clinics and removals
- Nexplanon removals (please note insertions are not currently available in Canada)
- Pregnancy testing and pro choice options and support
- Free condoms and lube and bleed control products
- An expanded line of [sexual health products](#) for sale in our Frisky Business store including lower cost latex free condoms, dams, lube, and toys.

More information: [Be informed, not surprised! | Island Sexual Health Society](#)

Phone: 250-592-3479

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.

- **To access this service**, call the Vancouver Island Crisis Line (1-888-494-3888) and request to speak to a VSAC Sexual Assault Support Worker, or attend at Victoria General Hospital.

Last updated: May 9 2023

Sooke Transition House

Provides emergency shelter, counselling, and education for women and their children who are in crisis resulting from family violence.

Phone: 250-642-2591 available 24/7

More Information: <https://www.sooketransitionhousesociety.com/transitionhouse>

Last updated: may 9 2023

The Cridge Transition House for Women

The Cridge Transition House is a safe place for women with or without children who are escaping violence or abuse in their homes. Abuse can be emotional, psychological or physical.

24hr Emergency Phone: 250.479.3963

More information: [The Cridge Transition House for Women - Cridge Centre](#)

Last updated: May 9 2023

VictimLink BC

Immediate 24/7 crisis support for victims of family or sexual violence is available by phone through VictimLink BC's 24/7 telephone service. This service also provides information and referrals for all victims of crime.

Phone: [1-800-563-0808](tel:1-800-563-0808)

Email: VictimLinkBC@bc211.ca

More information: [VictimLink BC](#)

Last updated: May 9 2023

Victoria Sexual Assault Centre

If you have experienced a sexual assault, you can call the number below or see the attached link for what steps you can take to seeking support.

Next Steps Document:

<https://vsac.ca/wp-content/uploads/2017/06/Info-and-Resources-for-recent-survivors-text-with-pictures-version.pdf>

Active Community Resources

CRISIS/INFO LINE Phone: 250.383.3232

Office line: 250.383.5545

Address: #201-3060 Cedar Hill Rd

More information: <http://vsac.ca/>

Last updated: may 9 2023

Victoria Women's Transition House

Shelter for women, with or without children, who have experienced physical, verbal, financial, emotional or sexual abuse in their intimate relationship. Includes individual and group counselling and on-site support, children's programs, housing and legal referrals. Also offers a Safe Home program for older women in transition.

24hr Crisis Line: 250.385.6611

Last updated: may 9 2023

Employment

Cool-aid REES Support Services

From their website: At REES, we use a co-operative, recovery-based approach to help reduce isolation from community, friends and family that is often a result of mental illness and addictions. We often work with families and professionals too. Services include: Resource Centre with computers, Casual Labour Pool jobs, Assistance and advocacy navigating income assistance, disability claims, and more

To book an appointment, email or call:

The Casual Labour Pool – please contact Wendy at 250-388-9296, wstone@coolaid.org or text 250-886-5476

REES Outreach 250-595-8619 or reesoutreach@coolaid.org

All other inquiries can be directed to 250-595-8619 or rees@coolaid.org

Drop in computer and phone access are Monday to Friday from 9:00 am to 3:30 pm

LOCATION & HOURS

REES Support Services

465 Swift Street

Victoria, BC

250-595-8619

rees@CoolAid.org

For more information: <https://coolaid.org/how-we-help/recreation-well-being/>

Last updated: May 9 2023

WorkBC

If you are looking for a job, an employee, help with your small business, or other employment needs, click on the link below!

More Information: <https://www.workbc.ca/>

Financial Supports

Burnside Gorge Community Centre

Family Self sufficiency program From their website:

The Family Self Sufficiency program (FSS) is an innovative and comprehensive three-year financial literacy and asset building program for low income families receiving housing subsidies in the Capital Region.

Through financial literacy, skill building, goal setting, and action planning, families are able to strengthen their capacity to provide a more stable and healthy way of life for themselves and their children. With the help of bi-weekly meetings with their Family Advisor, participants set life and financial goals to improve budgeting, create savings, reduce debt, increase employability or education, improve health and wellness, and strengthen positive relationships with their children and others. Action plans are developed to help participants track their progress and adjust as needed. Participants benefit from one-on-one coaching as well as group workshops on a range of financial topics such as understanding credit (good debt vs. bad debt), exploring habits and attitudes around money, and self-identified topics such as small business start-up.

Homeless Family Outreach program: The Burnside Gorge Housing Outreach helps families who are homeless or at risk of becoming homeless to find shelter and/or maintain their housing. We work with single parents, two-parent and extended families, and pregnant women. Outreach workers support families by:

- Responding to immediate physical needs such as housing/shelter, food and warm clothing
- Advocating for families with employment and assistance workers, landlords, hotel managers, and others as required
- Connecting children and parents with existing support services
- Encouraging families to become involved in BGCA community activities and become an active part of their community

More information on these and other BSG Programs: <https://burnsidegorge.ca/services/>

Address: 471 Cecelia Rd., Victoria, BC

Phone: 250-388-5251

Email: info@burnsidegorge.ca

Last updated May 9 2023

Telus for Good Programs

Internet for Good TELUS Internet for Good offers subsidised, high-speed Internet to qualified low-income families and seniors, youth ageing out of care and people with disabilities in need.

For more information:

<https://www.telus.com/en/social-impact/connecting-canada/connecting-for-good-programs>
#internet-for-good

Mobility for Good for youth provides a free smartphone and plan to youth ageing out of foster care, helping them successfully transition to independence.

Mobility for Good for seniors provides access to a discounted smartphone and subsidised mobility rate plan for Canadian seniors receiving a Guaranteed Income Supplement (GIS) amount of \$6,500 or more annually, ensuring that they stay connected to loved ones and can access important resources and information.

For more information:

<https://www.telus.com/en/social-impact/connecting-canada/connecting-for-good-programs>

Last updated may 9 2023

Ministry of Social Development and Poverty Reduction

My Self Serve: [My Self Serve - Home](#)

Last updated May 9 2023

Prosper Canada Benefits wayfinder tool

Tool for locating and determining likelihood of eligibility for financial resources.

More information: <https://benefitswayfinder.org/>

The Greater Victoria rent bank:

From their website: a Rent Bank provides financial assistance in the form of a no-interest repayable loan to households at risk of eviction for reasons such as non-payment of rent or essential utilities.

Active Community Resources

The loan can also be used as a damage deposit and/or first month's rent to move to safe and sustainable housing.

For more information visit: <https://communitycouncil.ca/rentbank/>

Ceridian Cares:

Offers quality of life and basic necessity grants open to all Canadian for more information visit: <https://www.ceridiancares.ca/application>

Hydro customer crisis fund:

support with hydro payments during a financial crisis for more information visit: <https://app.bchydro.com/accounts-billing/bill-payment/ways-to-pay/customer-crisis-fund.html>

Low income Transit assistance program (LITA)

For more information: <https://communitycouncil.ca/low-income-transit-assistance-program/>

Food Security

Goldstream Food Bank

Providing food hampers the first three Tuesdays and Wednesdays of the month from 9am to 12pm.

Address: 761 Station Ave., Langford (Legion)

Phone: 250-474-4443

Last updated May 19, 2020

Our Place

Providing 3 meals a day

Phone: 250-388-7112 press 0

More information: <https://www.ourplacesociety.com/how-we-help>

Last updated November 30, 2020

Saanich Neighbourhood House

Please see the link for SNH's most recent update on their food program.

<http://saanichneighbourhoodplace.com/food-assistance-form/>

Shelbourne Community Kitchen - Pantry Program

Providing pick-up and delivery food options twice a month. To request an order, please phone one day in advance of your expected pickup/delivery day Tuesday to Friday between 10am and 2pm.

Pre-made lunch bags distributed at the door.

Address: 3541 Shelbourne St., Saanich

Phone: (250) 590-0980

Last updated May 19, 2020

Living Edge Community Markets

As described on their website, Living Edge: "provides nutritious, free, fresh food to working families, single parents and others through vibrant, community-focused, farmer-style markets in the city and suburbs of Victoria. All are welcome!". Multiple markets are available and operate at different times of the week. Please check their website for the most up-to-date schedule.

More information: <https://livingedge.ngo/>

Active Community Resources



Housing: Market Rental Resources

Public Internet Resources

Warning – both property management companies and private landlords post advertisements on these websites. While some private landlords offer better prices than property management companies, be wary of anything that seems “too good to be true”. Scammers do use these websites to trick hopeful searchers out of their money. Don’t give anyone money until you’ve seen the unit in person.

Last Updated May 26th, 2020

Craigslist

<http://victoria.craigslist.org/apa>

Facebook Marketplace

Please access this using your facebook account by clicking on the house link

Kijiji

<https://www.kijiji.ca/b-house-rental/victoria-bc/c4311700173>

Times Colonist Classifieds

<http://classifieds.timescolonist.com/victoria/real-estate-rentals/search>

Used Victoria

<http://www.usedvictoria.com/classifieds/apartment-rentals>

Official Property Management Company Websites

In general, you can trust that the listings on the websites below are legitimate. There are other property management companies not on this list, but these are some of the largest companies in Victoria.

Last Updated May 26th, 2020

Brown Bros Property Management

<https://brownbros.com/property/residential/>

Active Community Resources

Capreit Apartments

<https://www.caprent.com/apartments-for-rent/victoria-bc/>

Cornerstone Properties Ltd

<https://www.cornerstonepmvictoria.com/rentals/buildings/residential>

Devon Properties Ltd

<https://devonproperties.com/properties/residential/>

Duttons & Co. Real Estate Ltd

<https://duttons.com/rentals/listings/>

Equitex Property Management

<https://equitex.ca/residential-listings/>

Kahl Realty

<http://jksrealty.ca/rentals/>

Newport Property Management Ltd

<http://www.newportrentals.ca/rentals>

Pemberton Holmes

<https://thepropertymanagers.ca>

Proline Management Ltd

<https://www.prolinemanagement.com/for-rent/>

Housing: Subsidized and Supportive Options

The majority of subsidized and supportive housing not operated by private non-profits, co-operatives or landlords is only accessible through the BC Housing Subsidized or Supportive Housing Registry. The resources listed below can assist you with submitting an application and provide you with more detailed information. The BC Housing website contains a number of links to allow you to search for privately run co-operatives or affordable housing in your area.

Alert - BC Housing is now accepting applications as of June 1, 2020

BC Housing

Housing applications are being accepted again as of June 1, 2020. BC Housing is the government agency responsible for funding and supervising most publicly funded housing projects in the province. They are currently enforcing a ban on evictions for non-payment of rent in BC Housing-funded buildings. BC Housing is involved in a number of other temporary initiatives to house marginalized or vulnerable individuals without shelter during the pandemic. See their website and press releases for up-to-date details.

Housing Registry Inquiry Line: 604-433-2218

COVID-19 Inquiry Line: 1-888-COVID19 (1-888-268-4319)

Non-medical information about COVID-19 available 7:30am-8pm, 7 days a week

More information:

<https://www.bchousing.org/housing-assistance/rental-housing/subsidized-housing>

Last Updated June 25, 2020

Co-operative Housing Federation of BC

<http://www.chf.bc.ca/what-co-op-housing/find-a-co-op>

Phone: 250-384-9444

Address: 301 - 821 Burdett Avenue (Victoria Regional Office)

Email: islandinfo@chf.bc.ca

Notes: CHFBC is the central body for co-operative housing projects in BC. See their website if you might be interested in applying to a co-operative.

Last Updated May 26th, 2020

M'akola Housing Society (for Indigenous families only)

Description:

Active Community Resources

M'akola is the largest indigenous housing provider in the province. They manage a wide variety of supportive and supported housing for families and individuals.

Phone: 250-384-1423

Housing applications: 1-877-384-1423

Victoria Regional Office: 554 Goldstream Avenue, Victoria BC, V9B 5N5

E-mail: applications@makola.bc.ca

More Information: <http://makola.bc.ca/>

Last Updated May 26th, 2020

Pacifica Housing

Description: Pacifica Housing is a large non-profit housing operator in Victoria, BC. Their Cormorant St. drop-in office can provide support in applying to the subsidized and supportive housing registries. Open 9-4pm Monday to Friday. Supportive housing and Fairfield Hotel staff at supported housing buildings remain on site with increased measures to avoid direct contact.

Phone: 250-385-2131

Victoria Downtown Outreach Office: 826 Cormorant St, Victoria BC, V8W 1R1

More information: www.pacificahousing.ca

Last Updated: August 6, 2020

Housing: Rental Supplements and Support

BC Temporary Rental Supplement

<https://www.bchousing.org/BCTRS>

Phone: 1-877-757-2577

Notes: Administered by BC Housing, this new program is part of the province's COVID-19 response and will provide a temporary rental supplement for April, May and June 2020. It will cover part of the rent for low- and moderate-income renters who have lost income as a result of COVID-19. Applicants will only have to apply once and the program is approved until August 2020 so far. The program gives \$300 per month for eligible households with no dependents, and \$500 per month for eligible households with dependents. See the website for application details, or call the info line with questions.

Last Updated August 7, 2020

Rental Assistance Program (RAP)

<https://www.bchousing.org/housing-assistance/rental-assistance/RAP>

Notes: Administered by BC Housing, this supplement is primarily targeted at low-income working families. "Funding for rental housing support for renters and clients of BC Housing Rental Assistance Programs, SAFER and RAP, is now available.

BC Housing has made the following temporary changes to the Rental Assistance Program (RAP) and SAFER. These changes support our new and existing clients who experience a loss of employment income due to the COVID-19 crisis. To request an adjustment please contact our office toll free: 1-800-257-7756 or 604-433-2218.

To learn more: [Service Updates - Temporary program changes](#)

RAP/SAFER Reapplications: [Citizen Portal - Online services for existing clients](#) or visit: the [Applicant Services section - Tools & Portals](#)

The BC Temporary Rental Supplement (BC-TRS program) has been extended for July and August 2020. For program details and the online application: [BC Temporary Rental Supplement \(BC-TRS\) program](#)

Last Updated May 26th, 2020

RentSmart Education and Support Society

<https://rentsmarteducation.org/rent-smart/>

Phone: 250-388-7171

Notes: RentSmart provides certified tenancy education and information.

Last Updated May 26th, 2020

Shelter Aid for Elderly Renters (SAFER)

<https://www.bchousing.org/housing-assistance/rental-assistance/SAFER>

Notes: Administered by BC Housing, this supplement is targeted at elderly (60+) renters who pay rent for their homes.

Last Updated May 26th, 2020

TAPS

www.tapsbc.ca

Phone: 250-361-3521

Email: tenancy@tapsbc.ca

Address: 828 View Street, Victoria, BC V8W 1K2

Notes: TAPS is a non-profit tenancy and legal advocacy organization that provides a wide variety of support services to low-income individuals in the community. Drop-in services are currently closed, except in extreme circumstances, though the staff are still accessible by phone or email. TAPS has produced a number of factsheets about COVID-19 related provincial and federal benefits that can be accessed on their website.

Last Updated June 9th, 2020

Tenant Resource and Advocacy Centre (TRAC)

See entry under Legal resources.

Hygiene

Hand Hygiene

Link: [How soap kills the coronavirus](#)

Our Place

Bathrooms are available in the afternoon and morning in between meals for washroom use and showers.

Foot Care is available on Mondays and Thursdays from 10:30am to 11:30am.

Phone: 250-388-7112 press 0

More information: <https://www.ourplacesociety.com/how-we-help>

Last updated June 25, 2020

Rock Bay Landing

Provide showers for a maximum of 3 people at a time. Showers available 9-11am & 1-3pm daily.

There is a clothing room available however, items will be brought out with limited availability. There are no 24hour washrooms available unless using the shower.

Address: 535 Ellice St., Victoria

Phone: 250-383-1951 + press "1" for front desk

Last updated June 25, 2020

Soap for Hope Canada

Providing soap and hygiene products to organizations and communities at no cost

Email: victoria@soapforhopecanada.ca (Anne or Kara)

Phone: 250-590-1462

Street Community Survival in COVID Times: What's Open / Closed / New / Different in Lkwungen Territory (aka 'victoria')

This resource list includes hygiene services and many other helpful resources.

More information: [Street Survival in COVID Times](#)

Updated daily

Immigrant & Refugee Services

Inter-Cultural Association of Greater Victoria

The following update has been taken directly from the website.

CFUV Radio COVID-19 PSAs

Members of our CPN community worked together with ICA and CFUV Radio to produce a series of public service announcements in ten languages.

<http://www.icavictoria.org/covid-19-updates/>

Settlement Services

Please call or email your Settlement Worker or contact:

ICA Main Reception at: (250) 388-4728

LINC English Classes

LINC classes have been postponed until further notice.

ICA will be offering online English language training starting April 6 using EduLINC courseware designed for LINC levels 1-8 along with web conferencing.

This will be available to current ICA LINC students only.

Each online course will be taught and supervised by LINC instructors.

Childcare

We are offering support to the families in whatever capacity may be needed (resources, activity ideas, educational Youtube videos, Kindergarten prep etc.)

We will also try to have some Zoom “meet-ups”.

For more information, students and families can contact:

Chieko Iza, Administrative Assistant

Email: ciza@icavictoria.org

Phone: 250.388.4728 Ext. 126

Employment Services

All Employment Services Programs are up and running with online program delivery, phone consultations, and appointments for registered clients.

If you have any questions about our programs or would like to register please contact:

Nicole Chen, Employment Client Advisor

Active Community Resources

Email: nchen@icavictoria.org

Phone: 250.388.4728 Ext. 144

Settlement Workshops Now Offered By Phone + Online

Conversation Chat Room / Women's Group Chat Room + Seniors Check-in Program

Visit our Workshops Page for details or contact

Jennifer Lei King, Training Facilitator

Email: jking@icavictoria.org

or Main Reception at Phone: 250.388.4728

Youth & Family Services

Online Program Delivery Using Zoom

1. Culture Catch-Up. This happens every Tuesday and Thursday from 3pm-3:40pm (ages 15-25)

2. We are starting our Landing Spot program online on the week of April 6.

It will be Wednesdays from 3:10-4pm.

This program is for children and families ages 6+

[Times are pending based on how the school board does their online programming].

3. We will be holding online drop in programs as well.

Our online drop in for ages 15-25 is on Fridays from 11am-11:40pm.

Our online drop in for our families ages 6+ are Mondays from 11am-11:40pm.

If you have any questions, please contact.

Nabeela Ramji, Settlement Youth Worker

Email: nramji@icavictoria.org

Phone: 778-677-7146

Phone: (250) 388-4728

Address: 930 Balmoral Rd

Website: www.icavictoria.org

Last updated June 24, 2020

Victoria Immigrant and Refugee Centre (VIRCS)

Taken from the VIRCS Website: From March 23rd we will be serving clients by phone or email and we will refer you to a case manager to assist you. Be ready for online workshops!

Phone: (250) 361-9433

Email: info@vircs.bc.ca

Address: 1004 North Park St

Active Community Resources

Website: www.vircs.bc.ca

Last updated June 24, 2020

Indigenous Specific Resources

Aboriginal Coalition to End Homelessness

Closed; staff working from home. Email with general questions/needs.

Address: 101-2860 Quadra St., Victoria

Email: operations@acehsociety.com

Last updated May 27, 2020

Aboriginal Legal Aid BC

More information: aboriginal.legalaid.bc.ca

BC Aboriginal Child Care Society

More Information: acc-society.bc.ca

BC 3C Challenge

Entrepreneurial Training for Indigenous Youth

More information: bc3cchallenge.org

Decolonizing Community Care

More information: [Decolonizing Community Care in Response to COVID-19](#)

Esquimalt Nation

More information: www.esquimaltnation.ca

First Nations Community Guide on Accessing Additional Supports

More information: [COVID-19: First Nations Community Guide on Accessing Additional Supports](#)

First Nations Health Authority

FNHA Benefits: <https://www.fnha.ca/benefits>

More information: www.fnha.ca

First Peoples' Cultural Council

The First Peoples' Cultural Council is a First Nations-run Crown Corporation with a mandate to support the revitalization of Indigenous languages, arts, culture and heritage in British Columbia. We

provide funding and resources to communities, monitor the status of First Nations languages and develop policy recommendations for First Nations leadership and government.

More information: [First Peoples' | First Peoples' Cultural Council Homepage](#)

Hulitan Family and Community Services Society

We will be opening our doors to the public on June 1, 2020. At this time we are putting safety precautions in place according to work safe bc guidelines. we look forward to seeing you.

****Update:** We have received funds to temporarily support Indigenous Families in Greater Victoria to have access to adequate food supply and we will also be providing support to those who need assistance to apply to the various COVID-19 financial relief programs. Application form has been posted to our website.

More information: [Hulitan Family & Community Society Services - Greater Victoria Area, BC](#)

Last updated July 17, 2020

Indigenous Harm Reduction Team

IHRT is doing outreach most nights to the multiple sites where people in the street community -- Indigenous and non-Indigenous -- are sheltering. IHRT is distributing general survival supplies as available (incl. snacks/food, hygiene & wellness supplies, harm reduction supplies, DIY handwashing stations, tents/tarps, bottled water) as well as providing cultural support specifically for Indigenous people; getting info to people about street community survival services; and checking about people's needs and impacts of service closures. IHRT is also doing 1:1 support for Indigenous street community members who have been moved into motels, to help address survival needs in those spaces.

The Indigenous Harm Reduction Team has put together a list of what's going on with survival resources/services for people who are unhoused & precariously housed, in light of the COVID-19 closures & reduced hours for food, shelter, etc. It's being updated daily and people can let IHRT know if something needs to be changed by commenting on the document.

Access directly via: <https://tinyurl.com/streetsurvivalservices>

IHRT's FB page: [Indigenous Harm Reduction Team - Home](#)

Last updated April 20, 2020

Island Métis Family and Community Services Society

The agency is offering our regular family support services by phone or through other virtual means (zoom) where possible, along with the following virtual programs, as a way to maintain connections during this period of social distancing.

For Métis or those who identify as Métis:

- Crafting Group - Girls ages 7 to 12 years Thursdays 1:30 to 2:30

Active Community Resources

- Women's Connection Group - Women 19 and over; Thursdays 3:00 to 4:00
- Youth Trivia - Youth ages 12 to 30, Wednesdays 2:00 to 3:00
- Dads Group

Programs for all Indigenous youth and families:

- Ayshiinoo Famii Drop-In - Families with children 0 to 8 years, Tuesdays and Thursdays 10:00 to 11:00

Other support groups coming soon:

- Nobody's Perfect
- FASD Support Group for foster parents and caregivers

The agency is also providing meal and gift card support to families and youth presently involved with the agency. For further information please contact Team Leader/Program Manager Virginia Treadwell

Email: virginia@metis.ca

Facebook page: [island métis family & community services society](#)

Last updated May 27, 2020

ISPARC - Indigenous Sport, Physical Activity and Recreation Council

More information: [ISPARC Move | Play | Compete](#)

M'akola Housing

More information: makola.bc.ca

Malahat Nation

More information: Malahat Nation.com

National Indian Residential School Resolution Health Support Program (IRS RHSP) – For BC Residents through FNHA

Enables survivors of residential school or Missing and Murdered Indigenous Women, their children-and grandchildren (if they are cared for by the survivor) to access support at no cost to meet individual's needs: Traditional healer, treatment center, counselor, etc. Transportation and childcare is eligible if needed to access health and wellness services. This program includes the Indian and Residential School Mental Health Support Program.

Phone: 1-877-477-0775

More information: <http://www.fnha.ca/benefits/mental-health>

<http://www.fnha.ca/benefits/about-the-program>

[Other regional/provincial contacts](#)

NIL TU,O Child and Family Services Society

On Tuesday May 26th, 2020 NIL TU,O CFSS will be open for:

Intake: An Intake Social Worker will be available 9:30 a.m. to 12:00 p.m, and 1:00 p.m. to 3:30 p.m
Monday to Friday

Face-to-Face Meetings: Will be booked in advance, if required please connect with your Worker, or
phone 250-544-1400

We have policies in place to prevent transmission of COVID-19. Before entry, all Clients and
Community Members will be asked to:

Wear a disposable mask (provided by NCFSS)

Sanitize hands

Individuals who have symptoms of a cold, flu, or COVID-19 should not come to the NIL TU,O Office &
NIL TU,O Workers can continue to offer remote support services.

Our children and families are at the centre of our work, and we continue to offer support services.

More information: www.niltuo.ca

Last updated June 25, 2020

Surrounded by Cedar Child and Family Services

Surrounded by Cedar Child & Family Services is taking precautions to stop the spread of the
COVID-19 virus.

SCCFS essential service providers continue to work from the office on a rotating schedule. This allows
us to maintain proper physical distancing.

Face-to-face meetings continue to be limited. If you need to meet with a member of our team,
please make these arrangements via telephone or email.

Staff contact information remains available on our website.

****Please avoid dropping into the office without a scheduled appointment****

Our non-essential service providers continue to work primarily from home. This includes our Cultural
Programming and Cultural Continuity staff. Should you need to reach any of these staff, please do so
via email or cell phone.

Our Office Hours are: Monday – Friday, 8:30 – 4:30 p.m. (with a closure between 12 and 1 p.m.)

Phone: (250) 383-2990 Fax: (250) 383-2509 Toll Free: 855-383-2990

More Information: surroundedbycedar.com

Last updated June 25, 2020

Scia'new First Nation

More information: [Home — Scia'new First Nation \(Beecher Bay\)](#)

Active Community Resources

Songhees Nation

More information: [Songhees Nation](#)

Tsartlip First Nation

More information: [Tsartlip First Nation](#)

Tsawout First Nation

More information: [Tsawout First Nation: Home](#)

T'Sou-ke Nation

More information: www.tsoukenation.com

Victoria Native Friendship Centre

VNFC has reduced services and will continue to provide remote services where needed via phone, video, or email. We are posting updates on our website.

More information: www.vnfc.ca

Last updated June 11, 2020

Legal

Access Pro Bono

Free legal advice on a range of legal matters to those who qualify on a financial basis. Telephone service by appointment.

Phone: (604) 878-7400

Toll free: 1-877-762-6664

Website: www.accessprobono.ca

Community Legal Assistance Society (CLAS)

Provides legal assistance to disadvantaged people throughout British Columbia. Specialize in the areas of poverty, disability, workers' compensation, employment insurance, mental health, human rights and equality law. Telephone service.

Phone: 1-888-685-6222

Website: www.clasbc.net

Email: contact@clasbc.net

Family Duty Counsel

Provide free advice about family law matters to those who qualify on a financial basis. Telephone service by appointment. With sufficient notice, Family Duty Counsel may be able to appear during Provincial Court Family Management Conferences.

More information: www.lss.bc.ca/legal_aid/familyDutyCounsel

Phone: (250) 356-7035 (Victoria)

Last updated July 14, 2021

Family Law in BC Website

Legal Aid website providing self-help materials to help people resolve their family law problems, current family law information and resources, and links to useful related sites.

Website: www.familylaw.lss.bc.ca

Family Law Line

Free family legal advice to those who qualify. Legal Aid supported program. Telephone service.

Phone: (604) 408-2172

Toll free: 1-877-577-2525

Website: lss.bc.ca/legal_aid/FamilyLawLINE

Justice Access Centre

Information regarding separation and divorce, court system and procedures, legal information, referrals to resources. No in-person services offered (this includes Self Help Resource Rooms). Family Justice Services Division will continue to provide a full range of services through telephone and videoconferencing (including mediation with Family Justice Counsellor and Child Support Officer).

For detailed information on current services see:

www2.gov.bc.ca/gov/content/life-events/divorce/family-justice/fjsd-covid-19

Phone: (250) 356-7012

Address: 225-850 Burdett Ave.

Last updated July 14, 2021

Lawyer Referral Service

Connects the public with a local lawyer who will provide a half-hour of free legal consultation.

Phone: 1-800-663-1919

Email: lawyerreferral@accessprobono.ca

Legal Aid BC

Information, advice, and representation for those who qualify for service. Criminal and Family Law matters. Application by phone.

More information: legalaid.bc.ca

Aboriginal Legal Aid: www.aboriginal.legalaid.bc.ca/

Phone: (250) 382-4620

Toll free: 1-866-577-2525

Last updated July 14, 2021

Parents Legal Centre Victoria

Provide free legal advice over the phone on MCFD/Ministry/Social Worker/Child Protection and related issues.

Phone: (250) 984-6955

Email: PLCVictoria@lss.bc.ca

Website: <http://www.familylaw.lss.bc.ca/visit/parents-legal-centre>

Last Updated July 14, 2021

Parents Legal Centre Duncan (Serving Duncan/Cowichan Valley)

Phone: (778) 455-5070

Email: PLCDuncan@lss.bc.ca

Parents Legal Centre Campbell River (Serving Campbell River, Courtney, Port Hardy and surrounding areas)

Phone: (778) 336-9480

Email: PLCCampbellRiver@lss.bc.ca

Tenants Resource and Advisory Centre (TRAC)

Information, education, support and research on residential tenancy matters. Telephone service.

Website: www.tenants.bc.ca

Phone: (604) 255-0546

Toll free: 1-800-665-1185

The Law Centre

Assist with questions related to employment, tenancy, family law, criminal charges, human rights, credit/debit, social assistance and other government benefits, small claims, wills and incapacity planning and other essential legal matters for persons who cannot otherwise afford a lawyer.

Telephone and email service only.

Address: 850 Burdett Ave

Website: www.thelawcentre.ca

Phone: (250) 385-1221

Email: reception@thelawcentre.ca

Last updated July 14, 2021

Victoria Courthouse

Open to the public, for in-person registry service. All filings accepted. Most appearances will be conducted by telephone or videoconferencing.

Address: 850 Burdett Ave., Victoria

Phone: (250) 356-1478

Provincial Court Website: www.provincialcourt.bc.ca/

Supreme Court Website: www.bccourts.ca/supreme_court/

Last updated July 14, 2021

Victoria Parole

Office will remain open (essential service – public safety)

Preference for PO to meet in the community. Clients are encouraged to call their PO and confirm appointments and location. If clients are feeling sick they are to call for a rebook appointment.

Phone: (250) 363-3267

Last updated December 21, 2020

Victoria Probation

All phone reporting. Core programs cancelled

Phone: (250) 387- 6321

Last updated December 21, 2020

LGBTQ2S+

Facebook Groups

[South Island Gender Variant Drop In Group](#)

[Queer Abilities](#)

[Vancouver Island LGBTQIA2s Spoon Sharing Group and Community Support](#)

Gender Spectacular

"Gender Spectacular Caregiver Support Group

1st Wednesday of the month 7:00pm – 9:00pm

What to expect: Come meet parents, caregivers, and close adult family members of trans, gender non-conforming, and Two-Spirit children, youth, and young adults. This group is facilitated by a trans person and a parent (on a rotating basis). We always have food and bus tickets available. No childminding on site, but childminding subsidies available.

Contact: support@genderspectacular.com

Gender Spectacular Families Drop-In

- 3rd Sat of the month (until the end of December 2019) 2:00 – 4:00pm
- 4th Sat of the month (Jan 2020-June 2020) 2:00 – 4:00pm

What to expect: Fun for families* of Two-Spirit, trans, and gender creative kids in Gr. 8 or younger. After about 30 minutes of free-play, we hold a community gathering and move into facilitated games and activities. We always have food and bus tickets available. Parent support and resources accessible onsite too.

*We consider families to be self-determined. Bring grandparents, siblings, aunties, cousins, chosen family. If someone is important to you and wants to help celebrate your gender spectacular family, we would love to meet them."

Contact: support@genderspectacular.com

Alternate Email: gendercreativetransvictoria@gmail.com

Last updated: July 21, 2020

Lux - Program run through the Foundry

Peer Support, Resource Navigation and Medical Advocacy with Trans Care BC @ Victoria Youth Clinic. Peer support and resources for youth ages 12-24 and identifies as Two-Spirit, trans, non-binary and/or otherwise gender-diverse. Phone, email, Facebook M-F 9-5pm

Email: Lux.welsh@phsa.ca

Facebook: [Lux \(they/them/theirs\)](#)

Last updated: July 21, 2020

Sogi 123 Crisis Support

[Youth Line](#): text or live chat for LGBTQ2S+ youth

[Life Voice](#): crisis support for LGBTQ2S+ students

[QChat](#): call, text, or online peer-support organization operated through UBC

Active Community Resources

[TransCare BC Service Directory](#): a directory that lists most, if not all, of the community support groups in BC

[Youth Space](#): online chat support in BC, 6pm to midnight

Medical Clinic and Supplies/Pharmacy

Cool Aid Community Health Centre

“We are not a drop-in clinic and due to high demand the Cool Aid Community Health Centre is not able to take new patients until further notice, nor will we keep a wait list.

To learn if you may be eligible to be a patient (after April 1), and the answers to other Frequently Asked Questions, check out our [Health FAQ](#)”

Taken from the website:

The Health Centre is changing the way we do care, so we can better care for all.

New health centre and pharmacy hours:

- 9-4:30 Monday to Thursday until further notice
- No change for Fridays: 9-3
- Closed Saturdays

While the risk of infection remains low at the present time, we are strongly encouraging our clients to connect with us via telephone to address their concerns where possible. We feel this is a good first step to start reducing crowding and reduce risk of transmission in the community. If you are a health clinic client, you will be able to speak with a doctor, nurse or pharmacy team member and they will address your medical concern via telephone at 250-385-1466 or by email at medicalreception@CoolAid.org.

Leave a message: We will be busy! When you phone the health clinic and if you have to leave a message, please leave a phone number where we can contact you and an email address if you would like us to communicate with you via email.

For COVID questions, please contact 1-833-707-2792.

Cool Aid is expanding its Health Outreach Team which delivers medical and health services beyond the Community Health Centre, to provide care on site at many of the the new indoor locations where people have moved from encampments and some outreach to larger tenting sites. To learn when the Health Outreach Team will be at your site check the Cool Aid Health Outreach Team poster at your location.

The Community Health Centre is a multi-disciplinary team of 45 medical professionals working for inner city patients. We have expertise in hepatitis C, PrEP to prevent HIV, opioid agnostic therapy, and support groups for chronic conditions such as pain management and hep C. Our doctors and nurses are world leaders in hep C and HIV research.

Location: Access Health Centre, 1st Floor
713 Johnson Street
Victoria, BC

Phone: (250) 385-1466

Email: medicalreception@CoolAid.org

Last updated July 21, 2020

Getting Opiate Agonist Treatment (OAT) delivered (incl methadose, Kadian, Suboxone)

OAT FAQ's: <https://www.islandhealth.ca/sites/default/files/2019-08/opioid-agonist-faq.pdf>

OAT Clinics accepting new patients:

<https://www.bccsu.ca/wp-content/uploads/2020/07/OAT-Clinics-Accepting-New-Patients.pdf>

Last updated July 21, 2020

Pandora Clinic & Pharmacy

Currently open but changes in service including a limit of 4 patients at a time in the waiting room; limited amount of time with the doctor and moving towards telehealth in the next few weeks.

Address: 922 Pandora Ave., Victoria

Phone: (250) 294-6714

Last updated April 20, 2020

Men's Specific Health Services

Men's Trauma Centre

Currently not answering the phone but you can leave a message and get a call back within a few days. For adult men and mature male youth who have experienced sexual abuse or other trauma. Individual and group counseling, advocacy services offered. Short-term support for loved ones/partners also available.

Address: #102-1022 Pandora Ave

Phone: 250.381.6367

More information: [Men's Trauma Centre – Men's Therapy Centre – Crime Victim Support & Counselling Services, Victoria BC Canada](#)

Last updated May 12, 2020

The Verity Foundation

The Verity Foundation “empowers generations of men to connect, heal, and create a true sense of community”. They do this for senior, adult, and youth males through their different programs.

More information: www.theverityfoundation.org

Last updated: May 12, 2020

Mental Health

[Mental Health & Recovery Resources During COVID-19](#)

Bailey McKnight has compiled a list of mental health and recovery based resources.

Virtual Mental Health Supports During Covid-19 - Province of BC

For a list of virtual mental health supports for everyone, please click on the link below.

More Information:

<https://www2.gov.bc.ca/gov/content/health/managing-your-health/mental-health-substance-use/virtual-supports-covid-19>

Mental Health Case Management Teams

DACT

Reducing to essential services only; please attempt to call first. Clients triaged to be seen in person.

Address: 941 Pandora St., Victoria

Phone: (250) 519-5180

After Hours phone: (250) 812-7844

Last updated April 20, 2020

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

Phone: (250) 882-0816

Last updated April 20, 2020

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 the office

Address: 941 Pandora St., Victoria

Phone: (250) 519-5181

Last updated April 20, 2020

SOACT

Still connecting with clients in the community for essential services such as meds.

Address: 941 Pandora St., Victoria

Phone: (250) 519-3528

Last updated April 20, 2020

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

Active Community Resources

expected to come to VICOT office for meds. Clients will be screened at door and asked to wait at door etc

Phone: (250) 519-5182

Last updated April 20, 2020

Self-Care

Anxiety

More information: [Pandemic pushing your anxiety buttons?](#)

BCalm

mindfulness, meditation etc...

More information: [Online Resources](#)

Brain Games

Free but you need to sign up via email and they will send you an email every day with a new brain game

More information: www.curious.com

Breathe

Education about mindfulness, meditation and practices – once on the page, click on menu item resources

More information: <https://breethe.com/>

Fernwood Yoga Den

Free Yoga Classes provided by the Fernwood Yoga Den

More information: <https://www.facebook.com/groups/FYDOnline/>

Last updated April 20, 2020

Fitminds

Sign up for a daily email with a brain teaser

More information: www.fitminds.ca

Good News

Follow positive news stories

More information: Goodnewsnetwork.org

Active Community Resources

Insight Timer

Free meditations including ones about COVID

More information: [Insight Timer - #1 Free Meditation App for Sleep, Relax & More](#)

Mindful body scan

Mindful breathing and for anxiety

More information: [Body Scan Meditation \(Tame Anxiety\)](#)

Relaxation and mindfulness CD online

More information: <https://www.bcalm.ca/resources/art-of-living-mindfully-cd/>

Rootd

Panic attack and anxiety relief app

Soap for Hope Canada

Providing soap and hygiene products to organizations and communities at no cost

Email: victoria@soapforhopecanada.ca (Anne or Kara)

Phone: 250-590-1462

Yoga with Adriene

More information: [Yoga With Adriene](#)

Youtube – mindful breathing

More information: [3-minute Mindful Breathing Meditation \(Relieve Stress\)](#)

10% Happier

Free meditation practices and podcasts

More information: [Coronavirus Sanity Guide](#)

Seniors Specific

Activities for Older Adults during Covid-19

<https://healthinnovationnetwork.com/wp-content/uploads/2020/04/Maintaining-Activities-for-Older-Adults-during-COVID19.pdf>

Behaviour Management during Isolation Resources

[Sundowning \(Alzheimer Society Canada\)](#)

[Teepa Snow's Positive Approach to Care \(YouTube\)](#)

[Sleep \(Alzheimer Society Canada\)](#)

Better at Home through Beacon Home Support Services

Friendly visiting, transportation, light housekeeping, minor home repairs, light yard work and grocery shopping.

Phone: 250-656-5537

More information: [Better at Home Services](#)

Last updated April 20, 2020

Exercise

Chair exercises – for adults and seniors:

<https://www.vivehealth.com/blogs/resources/chair-exercises-for-seniors>

Chair yoga class for older adults:

<https://dailycaring.com/chair-yoga-for-seniors-reduce-pain-and-improve-health-video/>

Another Chair yoga class:

<https://www.youtube.com/watch?v=4eCb3TFHnTg>

Dancing – National Ballet School has chair exercises/dance routines for older adults:

<https://www.nbs-enb.ca/Sharing-Dance/Bring-Dance-Into-Your-Home>

Family Caregivers of BC Caregiver Support Line

Phone: 1-877-520-3267

More information: www.familycaregiversbc.ca

Fernwood NRG

Active Community Resources

Currently closed to the public. Family and Seniors programs cancelled until further notice. They are exploring having Seniors' lunch and Community Dinner continue as "window service".

Address: Gladstone Ave., Victoria

Phone: 250-381-1552

More information: www.fernwoodnrg.ca

Up to date information about the Good Food Box: [The Good Food Box](#)

Last updated April 20, 2020

First Link Dementia Helpline

The First Link® Dementia Helpline is for anyone affected by dementia, whether professionally or personally. Helpline staff and volunteers give people the support they need, when they need it. If you have questions about Alzheimer's disease or other dementias, call our First Link® Dementia Helpline for information and support (toll-free):

English: 1-800-936-6033 (Monday to Friday, 9 a.m. to 8 p.m.)

Cantonese and Mandarin: 1-833-674-5007 (Monday to Friday, 9 a.m. to 4 p.m.)

Punjabi: 1-833-674-5003 (Monday to Friday, 9 a.m. to 4 p.m.)

Safe Seniors, Strong Communities

Please fill in this form if you are a senior (65+) who is looking for volunteer services OR if you are someone wanting to volunteer to help seniors in need. Available services include: grocery shopping and delivery, meal preparation and delivery, prescription pickup and delivery and phone and/or virtual friendly visits.

Digital form:

<https://docs.google.com/forms/d/e/1FAIpQLSe7Vzj7N8JQse47IDKg9IiSeYpFZEgO6mPMKMI8BUfDiWdOZg/viewform>

Seniors Abuse & Information Line (SAIL)

If you suspect elder abuse, please call the below phone number to report the abuse or to obtain more information.

Phone: 604-437-1940

Toll free: 1-866-437-1940

Senior Community Outreach Project Partnered with Silver Threads

Outreach line will be monitored Tues.-Thurs. from 8:30am-4:00pm. Seniors can leave a message with their name, phone number and request of how we can help.

Phone: 250-889-4430

Active Community Resources

More information: [Senior Community Outreach Project Support during COVID – 19 The Senior Community Outreach Project operates in partnership with](#)

The Verity Foundation

The Verity Foundation “empowers generations of men to connect, heal, and create a true sense of community”. They do this for senior, adult, and youth males through their different programs.

More information: theverityfoundation.org

Sexual Health

Get Checked Online

Free and confidential online sexually transmitted infection (STI) testing service provided by BC Centre for Disease Control (BCCDC)

More information: <https://getcheckedonline.com>

Island Sexual Health

Adjusting hours and offering pill pickups Mon-Fri 9-4

More information: [Be informed, not surprised! | Island Sexual Health Society](#)

Last updated June 15, 2020

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.

Phone: 250-383-3232

Email: access@vsac.ca

Victoria Sexual Assault Centre

More information: [Response to COVID-19](#)

Shelter

List of shelters and current services

The Indigenous Harm Reduction Team has put together a list of what's going on with survival resources/services for people who are unhoused & precariously housed, in light of the COVID-19 closures & reduced hours for food, shelter, etc. It's being updated daily and people can let IHRT know if something needs to be changed by commenting on the document.

Access directly via: <https://tinyurl.com/streetsurvivalservices>

IHRT's FB page: [Indigenous Harm Reduction Team - Home](#)

Updates ongoing

Cool-Aid Services

All permanent Cool Aid shelters remain open: Rock Bay Landing, Sandy Merriman House and Next Steps. The CATS temporary shelter at the Downtown Community Centre is closed.

The shelter program will complete intakes of new residents when occupancy is below our COVID-19 capacity.

Drop-in at Rock Bay Landing will be closed except for hygiene hours from 9 am-11 am and 1 pm-3 pm. Waiting lists for showers will be taken.

Please take the time to read the posters and talk to staff about what you can do to avoid getting sick or infecting others.

We are limiting the number of individuals in the Overdose Prevention Unit at any given time to meet physical distancing guidelines.

Some common rooms have been closed down, including the computer room, while others remain open but reconfigured to help us keep physical distance from one another.

Special programs have been cancelled, such as community meals, arts programs, outings and drop-ins.

Client Service Workers are not accompanying clients off site.

Community meetings are temporarily suspended, including Narcotics Anonymous, PEERS and St. John Ambulance.

Visitors are no longer allowed at Next Steps.

Do you have questions? Please call us rather than visiting:

- Rock Bay Landing – 250-383-1951 press “1” for front desk
- Sandy Merriman House – 250-480-1408
- Next Steps Transitional Shelter – 250-381-2159

Last updated June 25, 2020

Substance Use

Alcohol and Drug Information Referral Service

24-hr multilingual phone line for anyone concerned about substance misuse and addiction.

Confidential support, information about and referral to recovery resources across the province

Phone: 1.800.663.1441

Alcoholics Anonymous

For an up to date listing of AA programs offered in Victoria, please see the link below.

More information: <https://aavicotira.ca/>

Aids Vancouver Island (AVI)

Please call for updated information or visit the link below.

Address: 713 Johnson St., Victoria

Phone: (250) 384-2366

Phone: Harm Reduction Worker 250-889-0268

More information: <http://avi.org/our-services/victoria>

Last updated August 24, 2020

Cedars at Cobble Hill Online Alumni Meetings

AA Meetings Online for Cedars Alumni only. Held Tuesday's 7:30pm. Call to sign up and get more information.

phone: 1-778-907-2071

Last updated June 15, 2020

Colwood Serenity House

Colwood Serenity House is stage 3 supportive recovery housing for women looking for help with recovery from substances and alcohol.

Phone: (250) 686-9756

Email: jomccann@live.com

More information: www.colwoodserenityhouse.com

Indigenous Harm Reduction Team

IHRT is doing outreach most nights to the multiple sites where people in the street community -- Indigenous and non-Indigenous -- are sheltering. IHRT is distributing general survival supplies as

Active Community Resources

available (incl. snacks/food, hygiene & wellness supplies, harm reduction supplies, DIY handwashing stations, tents/tarps, bottled water) as well as providing cultural support specifically for Indigenous people; getting info to people about street community survival services; and checking about people's needs and impacts of service closures. IHRT is also doing 1:1 support for Indigenous street community members who have been moved into motels, to help address survival needs in those spaces.

The Indigenous Harm Reduction Team has put together a list of what's going on with survival resources/services for people who are unhoused & precariously housed, in light of the COVID-19 closures & reduced hours for food, shelter, etc. It's being updated daily and people can let IHRT know if something needs to be changed by commenting on the document.

Access directly via: <https://tinyurl.com/streetsurvivalservices>

IHRT's FB page: [Indigenous Harm Reduction Team - Home](#)

Last updated April 20, 2020

Rock Bay Landing Overdose Prevention Unit

Limited to 2 consumption booths 7am-9pm

Address: 535 Ellice Street, Victoria

Phone: 250-383-1951

Last updated June 15, 2020

Sobering Centre

Accepting new intakes except with reduced beds. Call ahead as they are usually full.

Phone: 250-213-4441

More information: [Sobering & Assessment Centre](#)

Last updated June 15, 2020

SOLID

Harm reduction outreach team.

9am-10:30am at 900 block of Pandora

5:30-7pm at Centennial Square

Naloxone trainings and offsite OD prevention support and training - naloxone@solidvictoria.org

Syringe pickup or dropoff, harm reduction supplies - street.outreach@solidvictoria.org

Support groups, Research, Engagement - health.education@solidvictoria.org

Systems navigation (support with housing, income, legal and health systems) - systems.navigation@solidvictoria.org

Phone: 250-298-9497

Email (preferred): solidinfo@shawbiz.ca

Last updated June 16, 2020



Transportation

Air Travel Updates

More information: [Coronavirus disease \(COVID-19\): Travel restrictions, exemptions and advice](#)

BC Ferries

More information: [Travel Advisory](#)

BC Transit

Changes can be confirmed by calling, checking website below, or checking NextRide

More information: [BC Transit - News List](#) & [BC Transit Coronavirus COVID-19 Information](#) & [NextRide Victoria | Trip Planner and Bus Tracking](#)

Phone: 250-382-6161

Email: transitinfo@bctransit.com

Vision

Canadian National Institute for the Blind

Here are a number of events happening virtually through CNIB.

More Information:

<https://cnib.createsend1.com/t/ViewEmail/d/47B05AC1E8E21F6E2540EF23F30FEDED>

Phone: 1-800-563-2642

Women's Specific Services

Victoria Women in Need Community Cooperative

Description:

WIN offers a number of supports to women, non-binary and trans people.

The **Crisis and Referral Program** provides resources, advocacy, gift certificates and financial resources.

There is also a **Self-Sufficiency Bursary** provides women with funding to reach their educational or small employment goals. This program is just wrapping up and email lists are being taken for interested applicants at the contact below.

The **Transformation Program** is currently adapting to the changes brought on from Covid-19 and will be evolving in new ways to meet the goals of emotional wellness. Email Waitlists are being taken at the contact below.

The **New Start Program** is available to women in some transition houses and provides them with a range of household and furniture items to help them begin their lives in their new home.

More Information:

Phone: 250-480-4006 ext206

Email: programs@womeninneed.ca

Website: www.womeninneed.ca

Women's Specific Transition and Recovery Homes

Arrow Home

Arrow Home is a live-in, supportive recovery program for women who have infants up to 12 months old. Wrap-around model of care. Supports through stabilisation, recovery, and aftercare.

Phone: 250 490 4330

Email: arrowhome@ugm.ca

More information: <https://ugm.ca/get-help/programs/arrow-home-womens-recovery>

Colwood Serenity House

Colwood Serenity House is stage 3 supportive recovery housing for women looking for help with recovery from substances and alcohol.

Phone: (250) 686-9756

Email: jomccann@live.com

More information: www.colwoodserenityhouse.com

The Cridge Transition House for Women

The Cridge Transition House is a safe place for women with or without children who are escaping violence or abuse in their homes. Abuse can be emotional, psychological or physical. Please see below for most updated Covid-19 related changes to service.

24hr Emergency Phone: 250.479.3963

More information: [The Cridge Transition House for Women - Cridge Centre](#)

Victoria Women's Transition House

Shelter for women, with or without children, who have experienced physical, verbal, financial, emotional or sexual abuse in their intimate relationship. Includes individual and group counseling and on-site support, children's programs, housing and legal referrals. Also offers a Safe Home program for older women in transition.

24hr Crisis Line: 250.385.6611

Youth Supports & Services Resource List

Youth Service Provider Network's Youth Supports and Services Resource List

Please see the Youth Supports and Services Resource List for an up-to-date list of services and supports being offered for youth and families during covid-19

Resource List: [Youth Supports & Services Resource List.docx](#)

The above resource is a comprehensive up-to-date list of resources for youth running during covid-19. To provide updates please email Tara Skobel at tara@quadravillagecc.com.
Updated daily during the week

This list was created and managed by the following individuals:

Name	Role	Organization	Email
Kim Hughf	Program Coordinator	Victoria Women in Need Community Cooperative	kim@womeninneed.ca
Lisa Brown	Office Coordinator	Hulitan Family and Community Services Society	lbrown@hulitan.ca
Tara Skobel	Youth Programs Coordinator	Quadra Village Community Centre	tara@quadravillagecc.com
Phil Mach	Clinical Counsellor	First Nations Health Authority	phil.mach@fnha.ca
Joshua Goldberg	Volunteer	IHRT - Street Community Survival in COVID Times: What's Open / Closed / New / Different in Lkwungen Territory (aka 'victoria')	povertykills2020@gmail.com
Cori Thompson	UVIC Student Volunteer		
Alex Gavrilov	UVIC Student Volunteer		
Urooj	Administrative Assistant	Oaklands Community Association	reception@oaklandsca.com
Natasha Gooch	Family Justice Interviewer	Family Justice Centre	natasha.gooch@gov.bc.ca
Nicolas Methot	Client Engagement Coordinator	Victoria Cool-Aid Society	nmethot@coolaid.org