






**Connections
Place**

 3375 Oak Street
Victoria, BC V8X 1R2

 (250) 483-3748
info@connectionsplace.org

 **Hours**
Mon-Fri 9am-3pm

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Welcome!

Connections Place follows a community-based model that helps people with mental illness achieve self-reliance and use their skills and talents to get their lives back on track. We offer employment, education and recreation initiatives to help people diagnosed with any mental illness.

We believe in and understand the importance of accessible resources throughout recovery. Thus, we wanted to create a guide that was not only easily accessible for members and the community, however, also met the specific needs of our members who are on their road through recovery. We were inspired by the efforts taken to create the *Victoria Homeless Coalition's "Street Survival Guide"* and used a variety of other local online resources as reference when creating this guide.

Crisis Resources

24 Hour Vancouver Island Crisis Line

1-888-494-3888

Crisis Text Support Line 6-10pm, 7 days a week

1-250-800-3806

Mental Health Support

250-310-6789 for emotional support, information and resources specific to mental health

Suicide Support

1-800-SUICIDE (1-800-784-2433) if you are experiencing feelings of distress or despair, including thoughts of suicide

KUU-US Crisis Response Service

1-800-588-8717 for culturally-aware crisis support for Indigenous peoples in B.C.

Alcohol and Drug Information and Referral Service

1-800-663-1441 to find resources and support

MSDPR – Income Assistance

Help with applying for Income Assistance (PWD):

Government of BC online tool

<https://myselfserve.gov.bc.ca/>

Government of BC Office - 908 Pandora Ave

- Mon-Fri 9am-4pm, closed 12-1

Rock Bay Landing CSWs - 535 Ellice St; 250-383-1951

- Mon-Sat 8am-6pm
- Access to online application

Our Place Outreach Staff - 919 Pandora Ave; 250-388-7112

- 9:30 - 11:30am & 1pm – 4pm

Help applying for a Transportation Supplement/BC Bus Pass:

Ministry of Social Development and Poverty Reduction

1 866 866-0800

Government of BC online tool

<https://myselfserve.gov.bc.ca/>

Meals

Living Edge - 950 Kings Rd (CDI College); 250-383-8915

Food Not Bombs - 1 Centennial Square

- Sunday 4:30pm

Rock Bay Landing - 535 Ellice St; 250-383-1951

- Saturday & Monday 3:30pm

Salvation Army - 525 Johnson St; 250-384-3396

- Monday/Wednesday/Friday LUNCH 11:45am-12:30pm
- Tuesday COFFEE & DONUTS 10:30

The Soup Kitchen - 740 View St; 778-440-7687

- Breakfast: Weekdays 8:30-10:00
- Open all stats except Christmas Day

Sandy Merriman House - 809 Burdett Ave; 250-480-1408

- Lunch: Weekdays 11:30-2:00pm
- For women at risk/experiencing homelessness, including trans women, gender fluid & non-binary people

Saturday Street Breakfasts (# = week of the month)

1. Our Place; 919 Pandora; 8:30am
2. St Andrew's Kirk Hall; 680 Courtenay St 8:15am
3. Glad Tidings; 1800 Quadra St; 8:30-10:30am
4. Our Place 919 Pandora 8:30am
5. Our Place 919 Pandora 8:15am

Victoria Rainbow Kitchen Society - 500 Admirals Rd; 250-384-206

- 1st come, 1st serve

Our Place - 919 Pandora Ave; 250-388-7112

- Breakfast: 7:00am – 8:00am Lunch: 12:00pm – 1:00pm
- Dinner: 5:00pm – 6:00pm (7 days/week)
- Stat holiday meals vary

Mustard Seed - 625 Queens Ave; 250-953-1575

- Lunch: Weekdays 11:30am - 12:30pm
- Coffee & afternoon programs.
- Street Cafe: Fri 6:30pm call to reserve.
- Agape Dinner: Sat 5:00pm, no reservation.
- Family Dinner 2nd & 3rd Sun of each month
 - Call to confirm attendance: 250-220-6992

Anawim House - 973 Caledonia Ave; 250-382-0283

- Breakfast: Mon, Tue, Thu, Fri, Sat; 10:00am
- Lunch: Mon, Tue, Thu, Fri; sign-up 10:00am - 11:00am
- Dinner: Wed, Fri; up by 2:00pm
 - For people abstinent from substances

Red Cedar Café – 1900 Douglas St; 778-817-1495

Food Banks

Goldstream Food Bank – 761 Station Avenue (Langford); 250-474-4443

- Open the first three weeks of each month on Tuesday & Wednesday 9:00am - 12:00pm

Oaklands Community Association – 1-2827 Belmont Ave

- Box of groceries on Saturday's 11:00am - 1:00pm

St Vincent de Paul Social Concern Office – 833 Yates St; 250-382-0712

- Weekdays 10:00am - 3:30pm
 - Closed from 12:30pm - 1:00pm

Salvation Army Stan Hagen Centre – 2695 Quadra St; 250-386-8521

- Weekdays 9:00am - 11:45am & 1:00pm - 4:15pm
- Emergency hamper 3 times per year

St John the Divine – 1611 Quadra St; 250-383-7169

- Tues & Fri 10-noon. Closed the week after cheque issue
- One food hamper per month

Mustard Seed - 625 Queens Ave; 250-953-1588

- Weekdays 9:00am - 1:45pm
- Everyone welcome, ID required, walk-in or by appointment
 - Note: 1st & 2nd Friday of the month is 3:00pm – 6:00pm and by **appointment only** (book appointments 1-2 days ahead)

Living Edge Food Distribution: 250-383-8915

- Monday 5:30pm – 6:30pm: Corner of Goldstream Ave & Veteran's Memorial (679 Goldstream Ave)
- Tuesday 5:00pm - 6:00pm: Gateway Baptist Church (898 Royal Oak Ave)
- Wednesday 5:00pm – 6:00pm: First Baptist Church (877 North Park St)
- Thursday 11:00am – 12:00pm: Quadra Village Community Center (901 Kings Road) **ARRIVE EARLY!**
- Thursday 5:30pm – 6:30pm: Saanich Baptist Church (7577 Wallace Drive)
- Friday 12:00pm – 1:00pm: Corner of Goldstream Ave & Veteran's Memorial (679 Goldstream Ave)
- Saturday 11:00am – 12:00pm: Esquimalt Neighborhood House (511 Constance Avenue)
 - For more information on Living Edge click here: <https://livingedge.ngo/neighbourhood-market/>

Community Fridge – 2275 Rock Bay Ave

Housing

Pacifica Housing DOS Office - 826 Cormorant St; 250-356-2555

- Mon, Tues, Thur, Fri 8:30am-4:30pm (closed 12-1pm), Wed 1-4:30pm. (Open all day on cheque issue day).

Our Place Outreach Staff - 919 Pandora Ave; 250-388-7112

- 9am-11:30am 1pm-4pm

BC Housing Registry - 201-3440 Douglas St

- Mon-Fri 8:30-4:30pm

(SAFER) Shelter Aid for Elderly Renters (and working poor families) - 1-800-257-7756

Greater Victoria Housing Society - 2326 Government St; 250-384-3434

- Mon-Fri 8:30-4:30pm
- Housing for low to moderate income families, seniors, adults with disabilities and those in the low wage workforce

M'akola Housing Societies - #18-554 Goldstream Ave; 250-384-1423

- Aboriginal Family Housing.
- Application available online: www.makola.bc.ca (Fill out application prior to accessing services)

Rock Bay Landing - 535 Ellice St; 250-383-1951

- Mon-Sat 8am-6pm
- Supportive client Service Workers, help with market housing search

Victoria Native Friendship Centre - 231 Regina Ave; 250-384-3211

- Housing Outreach for Aboriginal youth, singles and families, housing referrals.

Salvation Army ARC - 525 Johnson St; 250-384-3396

- Transitional housing, men 19 years and older only.

Island Community Mental Health - 125 Skinner St; 250-389-1211

- Mon-Fri 9am-4pm
- Housing for individuals recovering from mental illness

Sandy Merriman House - 809 Burdett Ave; 250-480-1408

- Supportive help while searching for housing

Computer and Phone Use

COMPUTER

Connections Place – 375 Oak Street; 250-483-3748

- For members on sign up basis

Our Place Computer Room – 919 Pandora Ave; 250-388-7112

- 7:00am – 8:00pm

Greater Victoria Public Library – 250-940-4875

Pacifica DOS Office – 826 Cormorant St; 250-356-2555

- Monday, Tuesday, Thursday, Friday 8:30am – 4:30pm

Downtown Community Centre – 755 Pandora Ave; 250-383-0076

- Weekdays 8:30am – 11:30am & 1:00pm – 3:30pm, Saturday 9:00am – 11:45am

Rock Bay Computer Room – 535 Ellice St; 250-383-1951

- Open Daily

Quadra Village Community Centre – 901 Kings Rd; 250-388-7696

- Internet: Monday – Thursday 9:00am - 3:30pm, Friday 9:00am - 1:30pm
- Wifi/fax/print/scans: Monday - Thursday 9:00am – 4:00pm, Friday 9:00am – 2:00pm

REES – 465 Swift St; 250-595-8619

- Weekdays 9:00am - 3:30pm

PHONE

Sandy Merriman House – 809 Burdett Ave

- Monday - Sunday 11:30am – 2:00pm
- Telehone use only for all individuals who identify as female, gender fluid and non-binary

Rock Bay Landing – 535 Ellice St; 250-383-1951

- 8:00am – 6:00pm front desk

Pacifica DOS Office – 826 Cormorant St; 250-356-2555

- Monday, Tuesday, Thursday, Friday 8:30am – 4:30pm, closed 12:00pm – 1:00pm
- Wednesday 1:00pm – 4:30pm (open all day on cheque issue day)

Quadra Village Community Centre – 901 Kings Rd; 250-388-7696

- Monday-Thursday 9:00am – 4:00pm & Friday 9:00am – 2:00pm

REES – 465 Swift St; 250-595-8619

- Weekdays 9:00am - 3:30pm, closed Tuesday 12:00pm – 1:00pm

Downtown Community Centre – 755 Pandora; 250-383-0076

- Weekdays 8:30am – 11:30am & 1:00 – 3:30pm
- Saturday 9:00am – 11:45am

Youth

HOUSING AND SHELTER

Out of the Rain Youth Shelter – 250-415-3856

- Shelter location changes (open oct 15-apr 15)
- Youth 15-25, 9pm-8am, Pets allowed (refer to schedule to confirm)

Kiwanis Emergency Shelter - 2117 Vancouver St; 250-386-8282

- Open 24/7
- Available to youth 13-18
- Counsellors, meals, laundry & hygiene supplies. Youth & family mediation available

Threshold housing Society – 1524 Fort Street; 250-383-8830

- www.thresholdhousing.ca
- Youth 16-22

Umbrella Society (SUBSTANCE USE SERVICES) – 901 Kings Rd; 250-380-0595

- Mon-Fri 8:30-4:30pm
- Addiction and mental health support

Foundry Victoria Youth Clinic (HEALTH) – 818 Douglas St (3rd Floor)

- Outreach: 250-818-6361 Clinic: 250 383-3552
- Monday – Thursday 11:00am – 5:00pm, Friday 11:00am – 4:00pm
- Walk-in primary health care, sexual health, mental health and substance use, counselling support/ care, lab and outreach services. Youth 12-2
- No Care Card needed.

Online Resources

- www.youthspace.ca - youth under 25 may access for online emotional support
- <https://www2.gov.bc.ca/gov/content/health/managing-your-health/mental-health-substance-use/child-teen-mental-health>
- <https://www.heretohelp.bc.ca/resource-library>

Island Health: Referrals to Youth & Family Substance Use Services

<https://www.islandhealth.ca/our-services/youth-family-substance-use-services/access-referrals-youth-family-substance-use-services>

Foundry Virtual:

<https://foundrybc.ca/virtual/>

- chat, voice or video calls for young people 12 to 24
- counselling, peer support, family support, groups and workshops

Kids Help Phone:

- 1-800-668-6868 or text TALK to 686868
- 24 Hours / 7 Days a week

SUPPORT

Victoria Youth Empowerment Society – 533 Yates St; 250-383-3514

- Youth 13-19
- Daytime Drop-in: 9:00am – 5:00pm
- Showers, laundry, clothing and internet. Access to youth detox, outreach team, life skills and independent living program.
- Alliance Club:
 - Drop-in Monday – Thursday 12:30pm – 7:30pm with dinner served
 - Friday 12:30pm – 2:30pm

Burnside Gorge Community Association – 471 Cecelia Rd

- Family services: 250-388-5251

Sanctuary Youth Drop-in – 767 Humboldt St (church basement); 250-385-6255

- Youth 22 & under (we check for ID) Friday, Saturday, Sunday 3-6pm Warm meals, showers, laundry & more

Boys and Girls Club – 301-1195 Esquimalt Rd; 250-384-9133

- Monday – Thursday 8:30am – 4:30pm
- Friday 8:30am – 1:00pm

Victoria Native Friendship Centre – 231 Regina Ave; 250-384-3211

- Youth drop-in: Tuesday – Thursday 4:00pm – 8:00pm
- Friday 2:00pm – 8:00pm
- Youth support workers, youth addictions and family counsellors available

Salvation Army Addictions and Rehabilitation Centre; 250-519-3544

- 6 beds for youth aged 13-18 at Hope House
- Safe drug- and alcohol-free environment while working on the barriers such as housing, employment, meal provision, spiritual support

Saanich Neighbourhood Place - 3100 Tillicum Road; 250-360-1148

- Monday - Thursday 8:45am - 1:00pm & Friday 8:45am - 12:00pm
- Please contact if you need to make an appointment outside of reception hours.

- admin@snplace.org

Royal Oak Neighbourhood House (connected to Saanich Neighbourhood Place) - 4525 W Saanich Rd

- Email or call to inquire: ronh@snplace.org

Pacific Centre Family Services Association - 1-866-478-8357; 250-478-8357

- Intake & Referrals: 250-940-4373
- pacificcentre@pcfsa.org

Discovery Youth & Family Services - 530 Fraser Street 2nd floor; 250-519-5313

- Substance abuse youth (13-19) & family counselling; free; self-referral

Indigenous Services

Victoria Native Friendship Centre, CEER Program (Career, Employment & Education Resources) - 231 Regina Ave; 250-384-3211

- Dedicated to improving the quality of life for the Aboriginal People in the Greater Victoria area
- Most programs currently adjusted or postponed due to COVID-19
- Youth support workers, youth addictions and youth and family counselors available
- reception@vnfc.ca if unavailable via phone
 - Young Warriors Program (6 weeks); ages 7-12 – VIRTUAL DUE TO COVID-19
 - Visual Art Therapy Clinic; art therapy network; clinic@ciat.org; 1-866-515-2916

Hulitan Social Services Society – 902-A Caledonia Avenue; 250-384-9466

- Counselling for aboriginal children and families. Free, self-referral.

Métis Nation of Greater Victoria – 231 Regina Ave; 250-380-6070

- Monday & Thursday 11:00am – 3:00pm

Surrounded by Cedar – 211-1497 Admirals Rd; 250-383-2990

- Aboriginal Youth and Family Services

M'akola Housing Societies – #18-554 Goldstream Ave; 250-384-1423

- Aboriginal Family Housing

Our Place Aboriginal Housing Support Worker – 919 Pandora Ave; 250-208-5872 (Cell phone)

- 8:30am to 4:30pm

Oasis Society – 1004 North Park St; 250-361-0036

- Supports Indigenous men and women who face a variety of challenges including addictions, mental health, homelessness, and other multi-generational impacts of colonization

Online Resources

British Columbia's Indigenous Small Business Resources:

- https://www2.gov.bc.ca/assets/gov/employment-business-and-economic-development/business-management/small-business/indigenous_sb_resource_handout.pdf

Métis Nation British Columbia website:

- <https://www.mnbc.ca>

First Nations Health Authority:

- <https://www.fnha.ca>

BC Association of Aboriginal Friendship Centres:

- <https://bcaafc.com>

Government of Canada Indigenous Health Directory:

- <https://www.sac-isc.gc.ca/eng/1569861171996/1569861324236>

BCANDS – British Columbia Aboriginal Network on Disability Society:

- <http://www.bcands.bc.ca>

National Indian Residential School Crisis Line: 1-866-925-4419

- Supports former Residential School students
- Provides emotional and crisis services 24 Hours / 7 days a week: toll-free

KUU-US Crisis Services

- Support Indigenous people in BC
- Adult/Elder: 250-723-4050
- Child/Youth: 250-723-2040

Newcomer and Refugee

(VIRCS) Victoria Immigrant and Refugee Centre Society – 1004 North Park St; 250-361-9433

- <http://www.vircs.bc.ca>
- Offers a variety of services ranging from community support for new VI residents, refugee support services, employment services, trauma-informed childcare centre, workshops, food supplies, etc.

(ICA) Inter-Cultural Association of Greater Victoria – 930 Balmoral Road; 250-388-4728

- Services for immigrant and refugee newcomers
- Settlement and integration services, translation and interpretation, English classes, mentoring, employment and volunteer services, peer support.

(VICCIR) Vancouver Island Counselling Centre For Immigrants and Refugees – 778-404-1777

- Mental Health counselling
- Email info@viccir.org or call to inquire

Online Resources

BC Newcomers Guide to Resources and Services (2017):

<https://www.welcomebc.ca/getmedia/74e159ee-883f-438f-b00a-27fa577ff63c/BC-Newcomers-Guide-English.aspx>

Island Health Website

- <https://www.islandhealth.ca/learn-about-health/trauma-informed-care/refugee-care>
- Health Insurance information, communication assistance, resource acquisition, sponsors, etc.

BC Refugee Hub

- <https://bcrefugeehub.ca/category/resource-centre/region/vancouver-island/>
- Online resource hub to assist and empower both individuals and organizations in the refugee resettlement process

Immigrant Services Society of BC

- <https://issbc.org/>
- Settlement, employment, English language support

LGBTQ2+

Victoria Pride Society

<https://victoriapridesociety.org/>
<https://victoriapridesociety.org/resources/#organizations>

Island Sexual Health - 101-3960 Quadra Street

<https://www.islandsexualhealth.org>

Victoria Health Unit - 1947 Cook St; (250) 388-2200
islandhealth.ca

- Weekdays 8:30am – 4:30pm (closed weekends)
- **AVI Health & Community Services** - 3rd Floor - Access Health Centre 713 Johnson St; 250-384-2366
<http://avi.org>
- Office: Weekdays 10:00am – 3:00pm
 - Harm reduction supplies available during these hours
 - Mobile harm reduction services: 12:00pm – 4:00pm
 Wednesday-Friday: 250-896-2849
- More information available by Toll Free/Infoline: 1-800-665-2437 or Email: info@avi.org

Victoria Sexual Assault Centre

<https://vsac.ca/counselling/>

- Victoria Sexual Assault Centre's Service Access Line: [250-383-3232](tel:250-383-3232); Email: access@vsac.ca
- Weekdays 9:30am - 4:30pm

Online Resources

HealthLink BC: Sexual Orientation

- <https://www.healthlinkbc.ca/health-topics/abj9152>

Trans Care BC

- <http://www.phsa.ca/transcarebc/>
- Vancouver Island Crisis Line (24-Hours): [1-888-494-3888](tel:1-888-494-3888)

QMUNITY

- <https://qmunity.ca>

Vancouver Coastal Health – PRISM

- http://www.vch.ca/Locations-Services/result?res_id=184
- **LGBTQ2S+**
<https://www.sogieducation.org/all-educators#covid-19-response>

- Gender and sexuality alliance meetings that take place online and over the phone

Demographic Specific

Family

Quadra Village Community Centre – 901 Kings Rd; 250-388-7696

- Monday – Thursday 9:00am – 4:00pm
- Friday 9:00am – 2:00pm

Family Services of Greater Victoria – 1004 North Park; 250-386-4331 & 1-877-386-4333

- Mon-Fri: 8:30am – 4:00pm
- Families dealing with divorce or separation.

Umbrella Society – 901 Kings Rd; 250-380-0595

- Weekdays 8:30am – 4:30pm

Esquimalt Teen Centre – 527 Fraser St; 250-412-8523

- Free after-school drop-in (grades 6-8)
 - Thursday 3:00pm – 5:00pm
 - Youth 13-18: Thursday-Saturday 7:00pm – 10:00pm

Her Way Home – 211-547 Michigan St; 250-519-3681

- For pregnant and early parenting women (baby under 6 months) impacted by substance use

Salvation Army Stan Hagen Centre for the Family – 2695 Quadra St; 250-386-8521

- Weekdays 9:00am - 11:45am, 1:00pm - 4:15pm
- Counseling, emergency assistance, Christmas assistance

1Up Victoria Single Parent Resource Centre – 602 Gorge Rd East; 250-385-1114

- Monday, Tuesday, Thursday, Fri 9:00am – 4:00pm
- Wednesday 12:00pm – 7:00pm

Victoria Women’s Transition House – 3060 Cedar Hill Rd #100

- 9:00am – 5:00pm
- 24/7 Crisis Line: 250- 385-6611
- General: 250-592-2927

- For self-identified women fleeing abuse

Mental Health Recovery Partners – 941 Kings Rd; 250-384-4225

- Mon – Fri 9:00am – 4:00pm
- Client & Family Services, family counselling

Mustard Seed Family Centre ; 250-220-6992

- Parenting workshops, one-to-one support, community referrals, skill development opportunities
- Family dinners 2nd & 3rd Sunday every month 5:00pm, please call let them know you are coming

The Cridge Centre for the Family – 1307 Hillside Ave Line; 250 384 8058

- Provides a wide-range of outreach services for young parents & women fleeing violence

Burnside Gorge Community Association – 471 Cecelia Rd; 250-388-5251

- Weekdays 9:00am - 4:30pm
- Family Dinners: Thursday 5:00pm

Greater Victoria Housing Society – 2326 Government St; 250-384-3434

- Weekdays 8:30am - 4:30pm
- Housing for low- to moderate-income families, seniors, adults with disabilities and those in the low wage workforce

Victoria Native Friendship Centre – 231 Regina Ave; 250-384-3211

- Family programs intake weekdays 1:00 – 4:00pm to access all services
- Community lunch on Friday 12:00 – 1:00pm

Surrounded by Cedar – 211-1497 Admirals Rd; 250-383-2990

- Toll-free: 1-855-383-2990 Aboriginal Youth and Family Services

Young Parent Support Network

– Saanich Neighbourhood Place: 3100 Tillicum Rd; 250-384-0552 (call first)

- For pregnant and parenting young parents ages 13-29

Senior

Seniors Serving Seniors - 1022 Pandora Avenue; 250-382-4331 109

- Seniors peer counselling
- Free (Volunteer non-professional support for grief and loss active listening)
- Self-referral

James Bay New Horizons - 234 Menzies Street; 250-386-3035

- <http://www.jamesbaynewhorizons.ca>
- Rentals and Senior Reassurance: 250-386-4432
- Weekdays 9:00am – 4:00pm

Quadra Village Community Centre – 901 Kings Road; 250-388-7696

Senior entitlement service: Monday, Wednesday & Thursday 9:00am – 3:00pm

Silver Threads

- **Saanich** - 286 Hampton Rd; 250-382-3151
 - Weekdays 8:30am – 4:00pm
 - Lunch: 11:00am – 1:30pm
 - Saturday 9:00am – 12:00pm - coffee service, seniors activities and counselling
- **Victoria** - 2340 Richmond Rd; 250-388-4268
 - Weekdays 8:30am – 4:00pm - seniors activities and counselling

Island Deaf & Hard of Hearing Centre – 130-1555 McKenzie Ave; 250-592-8144

- Employment and hearing aids services for deaf and hard of hearing seniors and adults

Haircuts

Our Place - 919 Pandora Ave; 250-385-2454

- Hours vary, please call to inquire beforehand

Mustard Seed - 625 Queens Ave; 250-953-1575

- Call around 9am to inquire

Foot Care

Glad Tidings – 1800 Quadra St; 250-384-7633

- 3rd Saturday of each month: 8:30am (first come first served)

Mustard Seed – 625 Queens Ave; 250-953-1575

- Tuesdays 9:00am – 2:00pm in the Wellness Room unless the nurse is not available (please call to check)

Our Place Hygiene Area – 919 Pandora Ave; 250-388-7112

- Monday and Thursday 10:00am – 12:00pm

Clothing and Household Items

Mustard Seed (Clothing Boutique) – 625 Queens Ave; 250-953 –1575

- Weekdays 9:00am - 11:30am & 12:30pm – 2:00pm

Quadra Village Community Centre – 901 Kings Rd; 250-388-7696

- Monday-Thursday 9:00am – 12:00pm & 1:00pm – 3:00pm
- Friday 9:00am - 1:30pm

Rock Bay Landing Clothing Room – 535 Ellice St; 250-383-1951

- Daily, variable hours

Our Place – 919 Pandora Ave; 250-388-7112

St Vincent de Paul SCO – 833 Yates St; 250-382-0712

- Weekdays 10:00am - 3:30pm
- Vouchers for Thrift Stores available

Salvation Army Stan Hagen Centre – 2695 Quadra St; 250-386-8521

- Weekdays 9:00am - 11:45am & 1:00pm - 4:15pm
- Emergency clothing voucher once a year & emergency household voucher once a year

Victoria Women in Need Community Centre – 555 Ardersier Road

Pet Care

Our Place - 919 Pandora Ave; 250-388-7112

- Please call to inquire for available services on 2nd Sunday of the month

Pet Food:

Pet food occasionally available at food banks, inquire often for updates

Salvation Army - 2695 Quadra St; Call 250-386-8521

- Pet food available, please call to inquire

Low-income Spay/Neuter programs:

Victoria Cat Rescue Corps - 250-656-1100

- Contact meow.133@victoriacatrescue.com to inquire about availability of services

Greater Victoria Animal Crusaders

- Contact gvanimalcrusaders@gmail.com to inquire about availability of services

BC SPCA Victoria Branch – 3150 Napier Lane; 250-388-7722

- Contact victoria@sPCA.bc.ca to inquire about availability of services

Free Laundry

Rock Bay Landing – 535 Ellice St; 250-383-1951

- 7 days per week: 8:00am - 3:00pm
- Call same day to sign up

Sandy Merriman – 809 Burdett Ave; 250-480-1408

- Nonresident Drop-in: 11:30am – 2:00pm
- For women at risk/experiencing homelessness, including trans women, gender fluid & non-binary people

Anawim House – 973 Caledonia Ave; 250-382-0283

- Monday, Tuesday, Thursday, Friday: 10:00am – 3:00pm
- Wednesday: 1:00 – 4:00pm
- Saturday: 10:00am – 12:00pm
 - Adults only: 19+ men and women abstinent from substances

Health Care

Island Deaf & Hard of Hearing Centre – 130-1555
McKenzie Ave; 250-592-8144

- Employment & hearing aids services for deaf and hard of hearing (seniors and adults)

Yates St Walk-In Clinic – 105-911 Yates St; 250-388-3080

- Monday – Thursday 8:30am – 8:00pm
- Friday 8:30am – 7:00pm
- Saturday 9:00am – 5:00pm
- Sunday 10:00 – 4:00pm

Burnside Walk-In Clinic – 101 Burnside Rd; 250-381-4353

- Monday - Thursday 7:30am – 9:00pm
- Friday 7:30 – 6:00pm
- Saturday & Sunday 9:00am – 6:00pm

STI Clinic – 1947 Cook St; 250-388-2225

- Free STI testing:
 - Monday 10:00am – 2:00pm
 - Tuesday & Thursday 1:00pm – 4:00pm by appointment

Victoria Speech & Hearing Clinic - 1947 Cook St; 250-388-2200

Doctors of the World Mobile Health Clinic; 250-812-4414

- Monday – Thursday; schedule changes
- Mobile clinic (Victoria)

Cool Aid Community Health Centre Primary Health Care
– 713 Johnson St; 250-385-8469

- Accepting new patients:
 - Monday & Tuesday 9:00am – 6:00pm
 - Wednesday & Thursday 9:00am – 8:00pm
 - Friday 9:00am – 3:00pm
 - Saturday 10:00am – 2:00pm
- Same day booking for patients only

Rock Bay Landing – 535 Ellice St; 250-383-1951

- Dr. Price: Monday 8:30am – 12:00pm
- Nurses: Wednesday 10:00 – 11:30am
- St. John Ambulance: Thursday 10:00am – 12:00 (wound care, blood pressure, sugar monitoring)

Island Health Street Nurse

- Weekdays 1:00pm – 4:00pm
 - Outside these hours call 250-361-7056

Our Place – 919 Pandora Ave; 250-388-7112

- St. John Ambulance: Tues 10am-12 woundcare, blood pressure, sugar monitoring
- Mobile Health Unit: Wed 1-3pm
- Volunteer, Doctors, Nurses & Wellness Practitioners schedules vary; check online weekly calendar of service

Dental Care

Pandora Dental Group – 1035 Pandora Ave; 250-385-0311 (call to make appointment)

Cool Aid Dental Clinic - 713 Johnson St; 250-383-5957 (call to make appointment)

- Monday – Thursday: 9:00am – 4:00pm (closed 1:00 – 2:00pm)
- Friday 8:30am – 3:00pm (closed 12:30 – 1:00pm)

Police Interactions

Victoria Legal Aid:

- Police powers: know your rights in Victoria: <https://www.legalaid.vic.gov.au/find-legal-answers/free-publications-and-resources/police-powers-your-rights-in-victoria>
 - https://www.legalaid.vic.gov.au/sites/www.legalaid.vic.gov.au/files/vla-resource-police-powers_0.pdf
- <https://www.legalaid.vic.gov.au/sites/www.legalaid.vic.gov.au/files/vla-resource-your-day-in-court.pdf> - "Your Day in Court"

Victoria Police Department: Protect yourself page, fraud resources etc.

- <https://vicpd.ca/working-together/protect-yourself/>

Canadian Civil Liberties Association: Know Your Rights

- <https://ccla.org/cclanewsletter/wp-content/uploads/2015/02/Know-Your-Rights-Booklet.pdf>

BC Mental Health Act Rights

For a concise overview of your rights under the BC Mental Health Act, we recommend reading the document below:

<https://www.bcmhealthrights.ca/wp-content/uploads/2018/05/MHARA-pamphlet-2018.pdf>

Other useful links:

BC Mental Health Act Rights

<https://www.bcmhealthrights.ca>

Mental Health Act in Plain Language

https://www2.gov.bc.ca/assets/gov/health/about-bc-s-health-care-system/health-care-partners/colleges-board-and-commissions/mental-health-review-board/mha_plain.pdf

In depth explanation of your rights under Mental Health Act

<https://www.heretohelp.bc.ca/infosheet/your-rights-under-bcs-mental-health-act>

Fraser Health Authority 'Frequently asked questions' regarding the Mental Health Act

<https://www.fraserhealth.ca/health-topics-a-to-z/mental-health-and-substance-use/mental-health-act#.YBha4C3r1pQ>

BC Mental Health Act: What Families Need to Know

<https://www.bcss.org/support/bc-mental-health-act-an-introduction/bc-mental-health-act-what-families-need-to-know/>

Videos:

Your Rights under BC's Mental Health Act

<https://youtu.be/pj4xp5x0PhQ>



Tenancy Rights

TAPS (Together Against Poverty Society) - 250-361-3521

- Income Assistance, Disability, Taxes, Tenancy & Employment Advocacy
- <https://www.tapsbc.ca>

City of Victoria: Information for Tenants

- <https://www.victoria.ca/EN/main/residents/housing-strategy/tenant-assistance-policy/information-for-tenants.html>
- Tenant Assistance Policy: https://www.victoria.ca/assets/Departments/Planning~Development/Community~Planning/Housing~Strategy/Tenant%20Assistance%20Policy_Sept%202019.pdf

Tenant Resource & Advisory Centre:

- <https://tenants.bc.ca>
- Free legal education for BC tenants
- <https://pubsdb.lss.bc.ca/resources/pdfs/pubs/Tenant-Survival-Guide-eng.pdf> - tenant survival guide

Province of British Columbia: Renting in BC

- https://renters.gov.bc.ca/?utm_campaign=20190627_GCPE_AM_REN_3_ADW_BCGOV_EN_BC_TEXT
- Housing & Tenancy: <https://www2.gov.bc.ca/gov/content/housing-tenancy>
- <https://www2.gov.bc.ca/gov/content/housing-tenancy/residential-tenancies>

Landlord BC:

- <https://landlordbc.ca>

Renting it Right:

- <https://www.rentingitright.ca>

Legal Support

Law Centre – 225-850 Burdett Ave; 250-385-1221

- Weekdays 9:00am – 12:00pm & 1:00pm – 3:30pm
- Free legal advice. Small cases, criminal, civil, and family law

TAPS – 828 View Street; 250-361-3521

- Monday 1:00pm – 4:30pm
- Tuesday – Thursday 9:30am – 12:00 and 1:00 – 4:30pm
- Friday 1:00 – 4:00pm: Income Assistance, Disability, Tenancy & Employment Advocacy

Justice Access Centre – 225-850 Burdett Ave; 250 356-7012

- Monday, Tuesday, Wednesday, Friday 8:00am – 5:30pm
- Thursday 8:00am – 6:30pm
- Family law issues, counselors, information, mediation, children and spousal support

FREE LEGAL CLINICS:

Rock Bay Landing – 535 Ellice St; 250-383-1951

- Ask CSWs for support in booking. Monday – Saturday 8:00am – 6:00pm

Quadra Village Community Centre – 901 Kings Rd; 250-388-7696

- Thursday 2:00pm – 3:00pm: 15 min/drop-in Income Assistance worker
- Wednesday 1:00 – 4:00pm

Action Committee for People with Disability Centre (ACPD) - 948 View St; 250-3883-4105

- Assistance with applications & appeals for Persons With Disabilities, Canada Pension Plan & CPP Disability Benefits, OAS/GIS, SAFER, BC Housing & Subsidized Housing, Residential Tenancy, Pro-Bono Law Clinic, Human Rights, Advocacy. Call or drop-in.

Employment Support

Connections Place – 3375 Oak Street; 250-483-3748

- For members on a sign up or drop-in basis. Help with resume and cover letter writing as well as job search

Bridges for Women - 1809 Douglas St; 250-385-7410

- For women who have experienced trauma or abuse

REES – Community Casual Labour Pool - 465 Swift St; 250-388-9296

- Mon-Fri 9-3:30pm, Closed Tues 12-1pm

John Howard Society - 2675 Bridge St; 250-386-3428

- Mon-Fri 8:30-4:00pm
- Employment, housing, mentorship, restorative justice assistance to provincially and federally released inmate adults & youth

Trades Labour Corporation - 2028 Douglas St; 250-386-0024

- Show up from 5:30-6:30am for work
- Apply day before in person, bring your ID

Rhino Labour - 110 2950 Douglas St; 250-381-0202

- Show up Mon-Fri 5:30-6am, Sat 6:30am
- Bring photo ID, steel toed boots, proof of SIN number. Fill out application day before

Victoria Native Friendship Centre, CEER Program (Career, employment and education resources) - 231 Regina Ave; 250-384-3211

Victoria Literacy Connection - 306 620 View St; 250-382-0014

- Mon-Thur 9-4pm
- Book appointment for access to child, youth & adult programs

Labour Unlimited - 1732 Douglas St; 250-386-8100

- Show up at or before 6am

Work BC Employment Services Centre - GT Hiring

Solutions - 201-1483 Douglas St; 250-388-0858 and 102-415 Gorge Rd East 250-388-5627

- Mon-Wed 8:30-5pm, closes at 3pm Thur and 4:30pm Fri

Salvation Army Stan Hagen Centre - 2695 Quadra St; 250-386-8521

- Mon-Fri 9-11:45am, 1-4:15pm
- Skills and computer training

Island Deaf & Hard of Hearing Centre - 130 1555 McKenzie Ave; 250-592-8144

- Employment & hearing aids services for deaf and hard of hearing seniors and adults

Victoria Disability Resource Centre - 817A Fort St; 250-595-0044

- Mon-Fri 9-4pm

Volunteer Victoria - 306 620 View St; 250-386-2269

- Mon-Fri 8:30-4:30pm
- For volunteer work call for appointment

InFocus Services Ltd Employment Program of BC - 721 Kings Road; 250-590-3805

- Mon - Wed 8:30am – 5pm, Thurs 8:30am – 3pm, Fri 8:30am - 4:30pm
- For persons living with disabilities in Victoria and Saanich

Counselling

Victoria Sexual Assault Centre - 201-3060 Cedar Hill Rd; 250-383-3232

- Mon-Fri 9-5pm (Closed all stat holidays)
- Supporting women and Trans survivors of sexual assault and childhood sexual abuse, through advocacy, counselling, and empowerment.

Peers - 1-744 Fairview Rd; 250-388-5325

- Drop In Centre: Mon-Thur 11-2:30pm
- For current & former sex workers.
- Provides daily lunch, educational workshops, recreational and social activities, access to harm reduction supplies, support staff, computers and household and clothing items.

Men's Therapy Centre - 847 Fisgard St; 250-381-6367

- Mon-Fri 9-4pm
- For anyone who identifies as masculine and has experienced childhood or adult trauma. Victim Services, counselling and educational outreach.

(SOLID) Society of Living Illicit Drug Users - 1139 Yates St; 250-298-9497

- Peer Support office hours: Mon-Fri 3pm
- Support groups, referrals and information.

Island Community Mental Health - 125 Skinner St; 250-389-1211

- Mon-Fri 9am-4pm
- Community services for individuals recovering from mental illness

Daily Dose Society - 820 Cormorant St; 250-800-0569

- Wheels for Recovery Program: free transportation service for patients in substance use recovery needing rides to important appointments: Medical, pharmacy, counseling meetings, social support services, correctional, food banks, family visits, etc.

1Up - Victoria Single Parent Resource Centre - 602 Gorge Road E; 250-385-1114

- Counselling, self-awareness, parenting time management, boundaries, anatomy of anger, and mentoring for single parents
- Up to 10 free sessions / Self-referral

Beacon Community Services - 9860 Third Street; 250-656-0134

- Seniors, Adult, youth, and children counselling
- Youth and family services
- Self-referral (Sliding scale; Lowest \$5/session)

Kelty Centre-Eating Disorders Program South Vancouver Island - 302 – 2955 Jutland Road; 250-387-0000

- Eating disorder child, family and adult counselling
- Self-referral; GP (medical doctor) referral

Our Place - 919 Pandora Ave; 250-388-7112

- Drop-in counselling program direct line 250-385-2454:

Umbrella Society - 901 Kings Rd; 250-380-0595

- Call or Text available
- Mon-Fri 8:30-4:30pm
- Supportive Recovery Houses: Foundation House (men), Cooper House (men) & Hudson House (women)

Greater Victoria Police Victim Services - 250-995-7351

- Mon-Fri 9-5pm
- Assist those impacted by crime by offering referrals for counselling

BC Schizophrenia Society - 941 Kings Rd; 250-384-4225

- Mon-Fri 9-4pm
- Client & Family Services, peer support services, support for individuals with any mental health diagnosis and those with no diagnosis.

Citizens Counseling - 941 Kings Rd; 250-384-9934

- Mon-Fri 10am-2pm
- Affordable, accessible counselling to adults

Vancouver Island Persons Living with HIV/AIDS - 101-1139 Yates St; 250-382-7927

- Mon-Thurs 11am-4pm, Fri 11am-3pm
- Peer support and treatment information for people living with HIV/AIDS and HepC

Victoria Disability Resource Centre - 817A Fort St; 250-595-0044

- Non-clinical support for people living with disabilities, such as information & referral services.

Sandy Merriman House - 809 Burdett Ave; 250-480-1408

- For women at risk/experiencing homelessness, including trans women, gender fluid & non-binary people.
- Counsellor on site once a week, 24/7 support, advocacy and referrals. Client Service Worker able help explain the current housing process, support with filling out forms, can attend various appointments as a support
- Call / drop in to make an appointment.

Bridges for Women -1809 Douglas St; 250-385-7410

- For women (transgender and cisgender), non-binary, and two-spirit people who have experienced trauma or abuse.
- Healing, education and employment programs

Salvation Army-Stan Hagen Centre - 2695 Quadra St; 250-386-8521

Counselling free or by donation

South Island Centre for Counselling and Training - 3821 Cedar Hill Cross Rd; 250-472-2851

- Individual, couple, family and child counselling
- Sliding scale; Lowest \$10/session
- Self-referral

Substance Use and Harm Reduction Services

The Harbour – 941 Pandora Ave; 250-519-5303

- 10 consumption booths, post-use areas, rooms for counselling, medical help, naloxone kits, education and support

Victoria Cool Aid Society – 535 Ellice Street; 250-383-1951 ext. 2247

- 8:00am – 8:00pm 7 days a week
- Education, prevention, outreach, harm reduction, naloxone kits, counselling, substance use treatment, supports and access to mental health services, witnessed consumption, including inhalation.

Island Health Sobering & Assessment Centre – 1125 Pembroke Street; 250-213-4441

- Recovery Addictions Support (RAS): 7 day per week program for clients new to recovery
- Self-referral by calling RAS

Detox – 2334 Trent Street EMP, 5th floor; 250-519-7708

- AA/NA meetings, psychosocial groups, meetings and acupuncture

SOLID – 1056 North Park Street; (250) 298-9497

- <https://solidvictoria.org>

Salvation Army Addictions Rehabilitation Centre – 525 Johnson St; 250-384-3396

- Monday - Friday 8:30am - 4:30pm
- Emergency shelter, transitional housing, community feeding program, spiritual care/chaplaincy

Addictions Outpatient Treatment Clinic – 1250 Quadra St 2nd floor; 250-519-3544

- Day and evening support groups, counselling, referral to other specialized programs

(RAAC) Rapid Access Addiction Clinic – 1119 Pembroke Street; 250-213-4444

- Walk-in, self-referral intake weekdays 9:00am – 4:00pm
- Multi-disciplinary, intensive, short term service throughout stabilization

Umbrella Society – 901 Kings Rd; 250-380-0595

- Weekdays 8:30am – 4:30pm
- Referrals to detox, stabilization and treatment available

(SURF) Substance Use Rapid Follow Up Team – 250-213-9898

- System navigation and referrals to appropriate services, medical support from Island Health registered nurses, MHSU peer support from Umbrella outreach workers

Online Substance Use and Harm Reduction Services

Narcotics Anonymous Helpline - 250-383-3553

- 24 Hours / 7 days a week

Alcoholics Anonymous Central Office Hotline - 250-383-7744

- 24 Hours / 7 days a week

BC Alcohol and Drug Referral Service - 1-800-663-1441

AA support line - 250-383-7744

- 24 hours / 7 days a week

BC Mental Health and Addiction Info Line - 1-800-661-2121

- 9:00 a.m.– 4:00 p.m, Mon – Fri -

Island Health: Referrals to Mental Health & Substance Use Services:

- <https://www.islandhealth.ca/our-services/mental-health-substance-use-services/access-referrals-mental-health-substance-use-services>

Online Counselling Services

Counselling BC:

<https://counsellingbc.com/>

Wellness Together Canada:

<https://ca.portal.gs/>

- Free online counselling

BC Covid-19 Mental Health Network:

- Email bccovidtherapists@gmail.com

- Access free, phone-based, short-term support with a counsellor.

Warm Line – www.warmline.ca / 1-888-768-2488

Bounce Back BC:

<https://bouncebackbc.ca/>

- online, video and phone-based coaching and skills-building

Mindshift CBT:

<https://www.anxietycanada.com/resources/mindshift-cbt/>

(CIMHS) Centre for Interactive Mental Health Solutions:

<https://cimhs.com/>

- Depression therapy program

Brain Injury Services

The Cridge Centre for the Family – 1307 Hillside Ave; 250-384-8058

- Housing, community supports, training and employment, mental health/addiction, alzheimer's/dementia, intimate partner violence and brain injury services

Victoria Brain Injury Society – 830 Pembroke Street; 250-598-9339

- Mon – Thurs: 10am – 3pm
- Individual/Peer Support, family support, music and art therapy, mindfulness and yoga practise, coping and strategies course, etc.

Island Health The Brain Injury Program (BIP) – 307A- 1450 Hillside Ave; 250-519-5299

- Community Services (Transitional and outreach supports) and Community Residential Services (supported apartments and group living)

Eating Disorder Services

Island Health Eating Disorder Program – 302 2955 Jutland Rd; 250-387-0000

Victoria Eating Disorder Recovery Peer Support Group – 1952 Bay Street; 778-533-3843

- Open talk principles, not a 12 step program

Regional Eating Disorder Liaison – 250-519-7700 (ext: 17117)

- Assistance finding eating disorder resources across Vancouver Island

Eating Disorder Recovery Coaching

- Sarah Rzemieniak - sarahrzemieniak.com
- Vanessa Levy - howsheheals.ca
- Stacey Owens – staceymaria.ca

Mental Health Recovery Partners - 941 Kings Rd; 250- 384-4225 • Mon-Fri 9-4pm

- Client & Family Support Services for any mental

Drop-In Programming

Victoria Youth Empowerment Society (YES) – 533 Yates Street; 2550-383-3514

- Daytime Youth Drop-in, Alliance Club, Summer Opportunities Program

Robert Bateman Gallery – 470 Belleville Street; 250-940- 3630

- Therapeutic Art Classes (Tues 4pm-7pm / Thurs 8:30am-10:30am)

City of Victoria LIFE Program Enhancement – 1 Centennial Square; 250-385-5711

- Leisure Involvement for Everyone (LIFE) - Apply for 52 Free Admissions to Drop-In Sessions at any Greater Victoria Recreation Centre

Cool-Aid - 465 Swift Street; 250-595-8619

- Downtown Community Centre - Community Arts Program (Mon 1-3pm, 755 Pandora Ave)
- Board Game program (Thurs 12-2pm, 723 Yates Street) -
- Queer Yoga Program (Fri 10-11:15am, 755 Pandora Ave)
- Drop-In Computers (Mon-Wed 10am-1pm, 755 Pandora Ave)

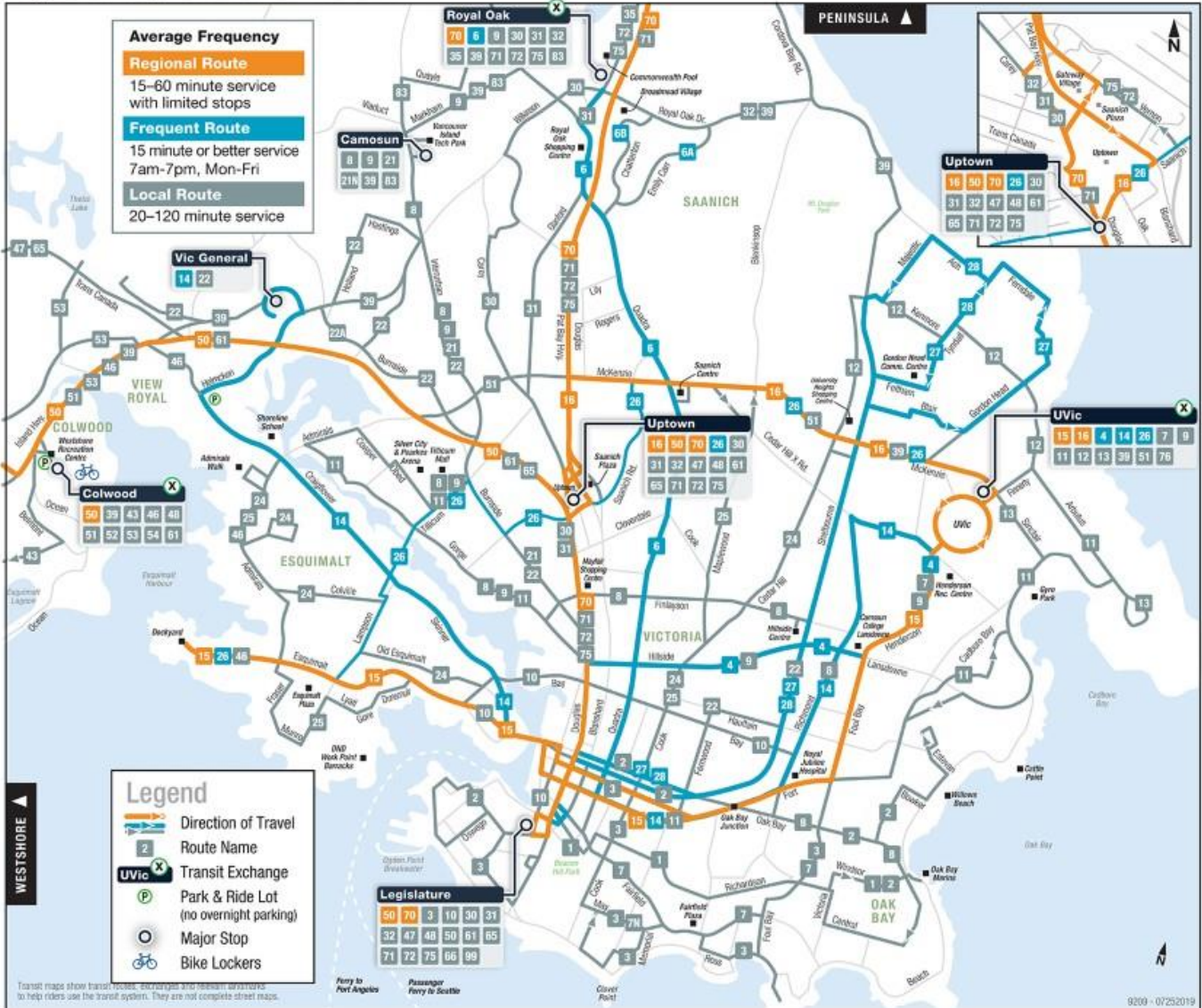
Our Place – 919 Pandora Avenue; 250-388-7122

- Daily – 6:30am-9pm
- Emergency Shelter, Meal Program, Saturday Street Breakfast, Therapeutic Recovery Centre

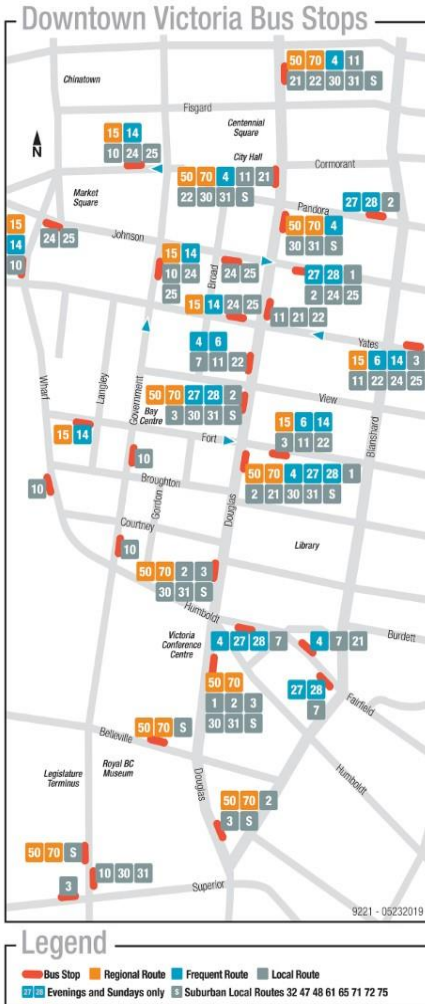
Connections Place Society – 3375 Oak St; 250-483-3748

- Mon – Fri 9am-3:30pm
- Employment, social and wellness opportunities in a peer support environment

Regional Map of Greater Victoria



9200 - 07232019



Regional Map of Saanich Peninsula

