

# Resource Guide



**Connections  
Place**



103-1803 Douglas St  
Victoria, BC, V8T 5C3



250-483-3748  
info@connectionsplace.org



**Hours**  
Mon-Fri 8:30am-4pm

## TABLE OF CONTENTS

1	Crisis Resources
2	Income Assistance
2-3	Food Provision
3-4	Housing and Shelters
5	Telecommunication
5	Safe Storage & ID Help
6	Youth Services
7-8	Survivors of Violence
9	Indigenous Services
10	Disability Services
11	Newcomer & Refugee
11	LGBTQ2S+
12	Family
13	Seniors
13-14	Personal Care
15-16	Health Services/My Rights
16-22	Support Services
23-24	Maps

## Welcome!

**LAST UPDATED: May 2025**

Connections Place follows a community-based model that helps people with mental health challenges navigate life experiences to achieve self-reliance, and to use their skills and talents to obtain their wellness goals. We offer employment, education, and recreation opportunities to help adults diagnosed with any mental health challenge.

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, but one that met the specific needs of our members who are on the road to 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 references when creating this guide. Listed below is our resource guide of local services.

## Crisis Resources

### 24 Hour Vancouver Island Crisis Line

**1-888-494-3888**

### Vancouver Island Crisis Text Support Line, 6-10PM Daily

**1-250-800-3806**

### 24-Hour Mental Health Support Line

**310-6789** (no area code) for emotional support, information and resources specific to mental health

### BC Suicide Support Line

**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 for people dealing with substance abuse and addiction issues

### VictimLinkBC 24 Hour Victim Services Line

**1-800-563-0808** (call or text) provides crisis support and referral services to victims of crime, family violence, sexual violence

### Integrated Mobile Crisis Response Team (IMCRT), 1PM-12AM Daily

**Call Vancouver Island Crisis Line number (1-888-494-3888)** and ask to be connected to IMCRT. Provides community-based crisis response, mental health & substance use support, referral & connection to services.

### CRCL (Crisis Response, Community Led), 7:30AM-12:30AM Daily

**250-818-2454 Call or text.** CRCL team will come to your location and provide crisis support. The team is made up of individuals with lived experience & mental health professionals (non-police).

### BC211

**Dial or text 211 (1-888-937-1681)** for various services including food & shelter needs, legal, emergency & crisis, homelessness, etc.

## PWD & Income Assistance

### PWD & Income Assistance

Help with disability assistance (PWD) & income assistance applications :

**Government of BC online tool**

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

**Ministry of Social Development & Poverty Reduction**

908 Pandora Ave; 866-866-0800

- Monday-Friday 9AM-4PM (Closed between 12-1PM)

**REES Support Services** – 465 Swift St; 250-595-8619

- Monday-Friday 9:00AM - 3:30PM

- Please call to make an appointment.

**Together Against Poverty Society** - 828 View St;  
250-361-3521

- Monday, Tuesday, Thursday, Friday 9:00AM - 4:00PM  
(Closed between 12-1PM)

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

- Drop In: Daily, 8:30AM-6:30PM

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

- Income assistance support: Thursdays, 1-3PM

Help Transportation Supplement/BC Bus Pass applications:

**BC Government: Transportation supplement & BC Bus Pass Program;** 1-866-866-0800

- Monday-Friday 9AM-4PM

- Eligible to low-income seniors & persons receiving disability assistance (PWD)

- Request bus pass online: <https://myselfserve.gov.bc.ca/BusPass>

## Food Provision

### Meals

**Living Edge** - 527 Constance Ave #101; 250-381-1839

- Provides free groceries on a weekly basis, see calendar on website for schedule & details: [www.livingedge.ngo](http://www.livingedge.ngo)

**Food Not Bombs** - Centennial Square, Douglas Street side  
Sundays 4:00PM

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

- Monday-Friday lunch: 11:30AM-12:30PM

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

- Breakfast: Monday-Friday 8:00-10:00AM

- Open all stats except Christmas Day

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

- Lunch: Monday-Friday 11:30AM-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 Courtney St 8:15AM

3. Our Place; 919 Pandora 8:30AM

4. Our Place; 919 Pandora 8:30AM

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

- Breakfast: Monday, Tuesday, Thursday, Friday;  
9:30-10:30AM

- Lunch: Monday, Tuesday, Thursday, Friday; 12:00-1PM (show up 15 mins early). Lunch sign-up 10:00-11:00AM

**Victoria Rainbow Kitchen Society** - 500 Admirals Rd;  
250-384-2069

- Monday-Friday 8:30AM, until supplies last

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

- Breakfast: 8:30 – 9:30 AM (7 days a week)

- Lunch: 12:00 – 1:00 PM (7 days a week)

- Dinner: 5:00 – 6:00 PM (7 days a week)

**Saanich Neighbourhood Place** – 3100 Tillicum Rd; 250-360-1148

- Monday: family dinner to-go at 3120 Tillicum Rd (call to register)

- Wednesday: family dinner to-go (call to register)

- Thursday: community kitchen – group cooking for families (call to register)

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

- Lunch: Monday-Saturday 12:00-1:00PM

- Coffee & Snacks: Monday-Friday 9:00AM-3:00PM  
– Saturday 9:30AM-3:00PM

- Friday Street Café: Fridays 4:30-7:30PM (call to reserve)

- Saturday Street Café: 2nd & 4th Saturday of the month,  
5:00-7:00PM

- Monthly Community Breakfast: 1st Saturday of the month,  
10:30AM until supplies last

- Call to confirm attendance: 250-220-6992

- Dinner: Wednesdays & Fridays; sign-up by 2:00PM

- For people abstinent from substances

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

- Frozen meals (pay what you can, delivered to you or pick-up), order online or by phone – sign-up opens Thursday at 5PM until items run out (first come basis, demand is high)

## CONNECTIONS PLACE – RESOURCE GUIDE

## Food Provision Cont.

## Food Banks &amp; Food Hampers

**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 the 4th Saturday of the month, 11:00AM - 1:00PM (must sign up to waitlist online)
- Community dinner on 4th Sunday of the month, 5:00PM (pay what you can)

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

- Monday-Friday 10:00am - 3:30PM (Closed from 12:30 - 1:00PM)

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

- Tues & Fri: 10AM-12PM
- Note: Closed Friday & Tuesday following Weds income assistance cheque distribution.

- One food hamper per month

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

- Monday-Friday: 9:00AM - 1:00PM
- Food hamper once per month
- Everyone welcome, ID required, walk-in or by appointment
- Note: (closed on the 3rd or 4th Thursday each month, call to confirm)

#### Community Food Support

- Monthly hamper deliveries – sign up by the 20th of each month
- Email [fridges@communityfoodsupport.com](mailto:fridges@communityfoodsupport.com) to register

**Living Edge Food Distribution:** 250-383-8915

- Monday 5:00–6:00PM: 833 Pandora Ave
- Tuesday 4:00–5:30PM: 898 Royal Oak Ave
- Wednesday 2:00–3:00PM: 2375 Lam Circle
- Thursday 11:00AM–12:00PM: 626 Blanshard Road
- Thursday 5:30-6:30PM: 7577 Wallace Drive
- Friday 12:00– 1:00PM: 679 Goldstream Ave
- Saturday 11:00AM – 12:00PM: Constance Avenue

**North Park Neighbourhood Association:** 932 Balmoral Rd; 250-650-9756

- Thursdays: 11AM-12PM

- Hamper recipients must live, work, or spend time in North Park neighbourhood. Sign-up online.

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

- Free bread and pastries given out
- Tuesdays 11:00AM until supplies last

**Red Cedar Café Free Store** – 1900 Douglas Street

- Produce, baked goods and other produce
- Mondays & Fridays 10:00AM-12:00PM

**Shelbourne Community Kitchen** – 101-3787 Cedar Hill Rd; 250-590-0980

- Grocery program – once per month -> same-day pick-up or delivery.
- Pantry program – call to check if accepting new registrations.

**1UP Victoria Single Parent Resource Centre** – 4460 W Saanich Rd; 250-385-1114

- Wednesdays: 11AM-2PM drop-in food hampers for single parents

## Housing &amp; Shelters

## Housing

**Pacifica Housing DOS Office** - 826 Cormorant St.; 250-220-8046

- Monday-Friday 9AM-4PM (Closed for lunch: 12-1PM)
- Offers advocacy & support in finding housing

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

- Drop In: Every day, 8:30AM-6:30PM
- Support with finding housing

**BC Housing Registry** - 201-3440 Douglas St

- Monday-Friday 9:00AM-4:00PM

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

- Housing assistance/applicant forms:

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

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

- Supportive help while searching for housing; accessible to those accessing the shelter

**M'akola Housing Societies** - #104-550

Goldstream Ave; 250-590-0204

- Affordable housing for Indigenous families
- Application available online:

<https://makola.bc.ca/applicants/> (Fill out application prior to accessing services)

**Next Steps Cool Aid Supportive & Transitional Housing**

- 101-749 Pandora Avenue; 250-383-1977

- Mon, Tues, Thurs, Fri: 9AM-4PM

- Affordable housing options & transitional housing for unhoused people

**Cool Aid Seniors Housing** - 3207 Quadra Street; 250-385-5584

- Affordable supportive housing options for seniors 55+

## Housing & Shelter Cont.

### Housing Cont.

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

- Monday-Friday 8:30AM-4:00PM
- Operates a mix of subsidized and affordable housing units for low-moderate income families, seniors and adults with disabilities
- Subsidized Housing (must have an active file with BC Housing)
- Affordable Housing (must meet minimum and maximum income requirements for units)

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

- Housing outreach for Indigenous youth, singles and families, housing referrals.

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

- Monday-Friday 9:00AM-4PM
- Supported & independent housing for adults (19+) recovering from mental illness or substance use disorders

**Salvation Army Addictions and Rehabilitation Centre** – 525 Johnson Street; 250-519-3544

- Safe drug- and alcohol-free environment while working on the barriers such as housing, employment, meal provision, spiritual support
- Transitional housing for male-identifying peoples, aged 19 and older.

### Emergency & Transitional Shelters

**Arbutus Shelter (PHS Community Services)** – 2915 Douglas St; 250-360-0093

- Open 24/7
- Offers 3 meals daily, co-ed & women's sections (trans inclusive), accessible to those with mobility needs

**Our Place Shelters** – 250-388-7112

- Multiple locations; temporary & emergency shelters
- Meals provided, support staff, laundry on site, etc.

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

- Every Day: 12PM-3:30PM & 9PM-12AM
- Shelter beds & transitional housing
- Meals, computer access, showers, laundry, counselling services

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

- Emergency shelter for unhoused female-identifying, gender-fluid, and non-binary people.
- Guests receive shelter, meals, laundry, showers, referrals, advocacy, etc.

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

- Sign up: Monday-Friday 8AM-4PM
- Shelter beds & transitional housing for men.
- Support services, including drug & alcohol recovery, for men.

**Salvation Army Community Residential Facility** - 525 Johnson St; 250-384-3396

- Transitional facility for men aged 19-75 who have been released from correctional centers, and re-entering the community.
- Meals, counselling, life skill support and advice.

**Next Steps Transitional Shelter** – 2315 Dowler Pl; 250-381-2159

- Financial & life skill support, mentorship, physical and mental health care.
- Call to request intake form. Referral must come from an agency.

**Victoria Women's Transition House Society** – 100-3060 Cedar Hill Rd; 250-592-2927

- 30-day emergency shelter program for women, non-binary & 2-spirit people, and transitional housing.
- Crisis line (250-385-6611), counselling & support services

**Victoria Native Friendship Centre Shelter**- 231 Regina Avenue; 250-886-1360

- Year-round dry shelter
- 25 available beds; guests are provided with a warm meal, access to showers and laundry, clean blankets, and a meal to take away
- No walk-ups accepted
- Call between 2-7pm for assessment

## Telecommunication & Internet / Misc. Services

## Computer and Phone Use

**Downtown Outreach Services** – Pacifica Housing – 826 Cormorant St; 250-220-8064

- Monday, Tuesday, Thursday, Friday 8:30AM – 4:30PM

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

- Monday-Friday 9:00 AM - 4PM

**REES Support Services** – 465 Swift St; 250-595-8619

- Monday-Friday 9:00AM - 3:30PM

- Fax, computer use, phone use

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

- Open daily, with staff supervision
- Only available to those who are using the shelter/transitional housing.

**Victoria Public Libraries** – Multiple Locations; 250-940-4875  
**Quadra Village Community Centre** – 901 Kings Rd; 250-388-7696

- Monday – Thursday 9AM-4PM, Friday 9:00AM –4PM

**Bay Centre Lower Floor** – 25¢ phone calls

**Victoria Disability Resource Centre** – 817A Fort St; 250-595-0044 (Wifi & Computer Use)

- Monday-Thursday: 9AM-4PM

- Fri: 9AM-2PM

**Work BC Employment Services** –

201-1483 Douglas St; 250-388-0858

201-3962 Borden St; 250-479-9675

- Registration required (online or by phone); intended for job search activities

- Monday, Tuesday, Friday: 8:30AM-4:30PM

- Wednesday: 8:30AM-6PM

- Thursday: 8:30AM-3PM

## Self Storage Services

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

- 8:30AM-6:30PM Daily
- Subject to availability
- The space can accommodate rolling suitcases, shopping carts, etc.

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

- Safe ID storage

## ID Replacement

**Office of Grace Lore, MLA** – 1084 Fort St; 250-952-4211

**Service Canada** – 1150 Douglas St, 4th Floor Bay Centre; 1-800-567-6868

- Monday-Friday: 8:30AM-4PM
- For proof of SIN, ID will be required.

– <https://www.canada.ca/en/employment-social-development/services/sin/apply.html>

**Community Social Planning Council** – 216-852 Fort St; 250-383-6166

- Weekly drop-in: hours and location vary

**SOLID Outreach Society – Access Hub**; 236-464-8865

- Open 24 hours a day, 7 days a week
- To access this space, must have referral
- Access to ID, income support, among many other services (see substance use services, pg. 21)

## Warming / Cooling Centres

**Community Centers** (for respite from sun/cold):

- *Burnside Gorge*, 471 Cecilia Rd.
- *James Bay*, 140 Oswego St.
- *Quadra Village*, 901 Kings Rd.
- *Oaklands*, 1-2827 Belmont Ave.
- *Fairfield Gonzales*, 1330 Fairfield Rd.
- *Victoria West*, 521 Craigflower Rd.
- *Fernwood*, 1240 Gladstone Ave.

**Greater Victoria Public Library** (for respite from sun/cold):

- [www.gvpl.ca/branches-hours](http://www.gvpl.ca/branches-hours)

- All 12 locations library branches welcome people during business hours

**Cook Street Village Community Centre** – 380 Cook St; 250-384-6542

- Daytime hours: 10AM-7PM

- Overnight hours: 9PM-8AM

- Warming center opens based on weather conditions; call to confirm availability

**Salvation Army Victoria ARC** – 525 Fort St; 250-384-3396

- Warming center opens based on weather conditions; call to confirm availability

**Royal Athletic Park** – 1014 Caledonia Ave

- Misting stations available during summer:

- Wednesday-Friday: 5-8PM

- Saturday & Sunday: 10AM-8PM

**North Park Drop-In** – 1056 North Park St.; 250-298-9497

- Daily, 10:30AM-5PM

- Safe quiet space; see substance use section (pg. 21) for more information

## Demographic Specific: YOUTH



## CONNECTIONS PLACE – RESOURCE GUIDE

**HOUSING & SHELTER****Out of the Rain Youth Shelter** – 250-415-3856

- Shelter location changes; check website or call for current address
- Open from 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
- Open 24/7
- Youths 15-24; offers support, connection to resources, Supportive Substance Use Program

**SUPPORT****Foundry Victoria Youth Clinic (HEALTH)** – 564 Yates Street

- Outreach: 250-818-6361 / Clinic: 250 383-3552
- Monday–Friday 9:30AM-4:30PM (closed 12:30-1:30 for lunch)
- Walk-in primary health care, sexual health, mental health and substance use, counselling support/ care, lab and outreach services.
- For youth aged 12-24
- No Care Card needed.

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

- Youth aged 13-19
- Daytime Drop-in: 9AM – 5PM
- Showers, laundry, clothing and internet. Access to youth detox, family support services, outreach team, youth food pantry, life skills and independent living program.
- Alliance Club:
  - o Drop-in: Monday – Thursday 9:30AM-5:30PM (with meals served)
  - o Friday 9:30AM – 2PM

**Burnside Gorge Community Association** – 471 Cecelia Rd

- Family services: 250-388-5251
- Youth self-sufficiency program, outreach program

**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** – Multiple Locations; 250-384-9133

- Monday – Thursday 8:30AM – 4:30PM
- Friday 8:30AM – 1PM
- Weekly groups, cooking group, residential treatment for substance use and youth justice

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

- Youth support workers, youth addictions and family counsellors available

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

- Monday - Thursday 8:45AM - 1PM & Friday 8:45AM -12PM
- Please contact if you need to make an appointment outside of reception hours.
- admin@snplace.org

**Pacific Centre Family Services Association** – 326 Goldstream Ave; 1-866-478-8357

- Intake & Referrals: 250-940-4373
- Youth email & in-person counselling, referral services, outreach services
- 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

**ONLINE RESOURCES****Managing your Mental Health**

- <https://www2.gov.bc.ca/gov/content/health/managing-your-health/mental-health-substance-use/childteen-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

**Demographic Specific: SURVIVORS OF VIOLENCE**

## CONNECTIONS PLACE – RESOURCE GUIDE

### DOMESTIC VIOLENCE

**Cridge Transition House for Women** - 1307 Hillside Ave;  
250-384-8058

- Monday-Friday, 8AM-4PM
- Safe emergency shelter in a supportive environment
- Outreach services to support women from their homes
- One-on-one support & advocacy (incl. assistance with housing applications, income assistance, legal aid, referral services, etc.)
- Child and youth support worker on-site (prescheduled childminding, safe space anti-violence program, transportation support, etc.)
- Supportive transitional housing for female-identifying persons & their families (second-stage)

**Victoria Women's Transition House** - 100-3060 Cedar Hill rd;  
250-592-2927

- 30-day emergency shelter for female-identifying, non-binary and 2-spirit people
- Advocacy & referrals to community services, referrals to lawyers, income assistance, low-income housing, etc.
- Education & counselling on intimate partner violence
- Weekly support groups
- Assistance with transportation to & from appointments
- Programs for children, counselling & playroom
- Help with temporary pet shelters/boarding
- Second-stage transitional housing
- Third-stage transitional housing for women 45+

**Pacific Centre Family Services** - 324 Goldstream Ave;  
+1 866-478-8357

- Safer Families – Family Violence Program: offers individual & group counselling for persons using abuse or violence in relationships (perpetrators)
- Participants are not usually engaged in criminal justice system
- Services also available to affected partners

### GENDER-BASED VIOLENCE

**Inter-Cultural Association of Greater Victoria** -  
102-808 Douglas St; 250-388-4728

- Monday-Friday, 8:30AM-4:30PM
- Settlement workers help with finding support
- In-housing counselling
- Programs to help process violence, build connections & boost confidence

**Bridges for Women Society** - 219-645 Fort St; 250-385-7410

- Monday-Thursday, 8:30AM-4:30PM
- Monday-Friday, 8:30AM-4:30PM
- Trauma counselling for women, non-binary & 2-spirit people
- 6-month employment program for adult trauma survivors

### SEXUAL VIOLENCE

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

- Open 24/7
- 24/7 Emergency Response:
  - To access this service, call the Vancouver Island Crisis Line (1-888-494-3888)
  - For survivors aged 13+ who have experienced sexual assault within the last 30 days
  - Facilitates accompaniment to hospital, our specialized sexual assault clinic, and medical and police involvement (available up to 7 days after a sexual assault).
- Helps survivors access medical exams, forensic exams, crisis support, connections to community supports/resources
- Crime Victim Assistance Program
- Crisis support & trauma counselling (individual & in groups)
- Weekly drop-in programs

### CHILDREN & FAMILY

**Victoria Child Abuse Prevention & Counselling Centre** -  
101-1208 Wharf St; 250-385-6111

- Individual or group counselling for children & youth under 18
- Individual or group support to parents or caregivers
- Sexual abuse intervention program & youth with sexual behaviour problems program
- Victim service assistance program:
  - Accompaniment to court, police stations, hospital medical examinations & crown counsel meetings.
  - Liaison with police & criminal justice personnel
  - Referrals to community services & counselling
  - Victim & witness preparation for court

• Advocacy centre - multi-disciplinary approach to complex support cases

**Pacific Centre Family Services** - 324 Goldstream Ave;  
+1 866-478-8357

- For youth aged 5-18 who have experienced difficulties
- Individual counselling, family mediation, outreach, email counselling, etc.
- Sexual abuse intervention program
- Support for families

**Hulitan Family & Community Services Society: NĪL YEK OLs Sexual Abuse Intervention Program** - 104-731 Station Ave; 250-384-9466

- Monday-Friday, 9AM-5PM
- For Indigenous children aged 0-19 who have experienced sexual abuse
- Integrative therapy including art therapy, EMDR, CBT, etc.

**Demographic Specific: SURVIVORS OF VIOLENCE CONT.**

## CONNECTIONS PLACE – RESOURCE GUIDE

### ELDER ABUSE/NEGLECT

**Seniors Serving Seniors** - 602-620 View St; 250-413-3211

- Monday-Friday, 9AM-4PM
- Various services, including counselling for abuse, legal support, peer support, etc.

#### **Seniors Advocate Line**

- Call 250-952-3181 in Victoria, or 1-877-952-3181 elsewhere in B.C.
- Monday-Friday, 8:30AM-4:30PM
- Provides seniors & their families with support for health-care related issues

#### **Seniors Abuse & Information Line (SAIL); 1-866-437-1940**

- Monday-Friday, 8AM-8PM
- Phone support for elders who are being abused or mistreated, or to receive information about elder abuse prevention.

### CRISIS HOTLINES

**IF YOU ARE IN IMMEDIATE DANGER, CALL 911.**

**Cridge Transition House for Women** - 1307 Hillside Ave

- 24/7 Crisis Hotline: 250-479-3963
- Help determining if you are experiencing abuse or about leaving abusive situation

**Victoria Women's Transition House** - 100-3060 Cedar Hill Rd

- 24/7 Crisis Hotline: 250-385-6611
- Provides support & information, help creating safety plans for women at risk of physical violence.

#### **Helpline for Children in BC -**

- 24/7 Hotline: 1-800-663-9122
- For children & youth feeling unsafe, or for adults to report abuse or neglect of a child under 19
- Line is answered by child protection social workers

#### **Youth Against Violence Line -**

- 24/7 Hotline: 1-800-680-4264
- For youth feeling unsafe.
- Text or call, confidential conversations with support workers.

### ONLINE RESOURCES

**Safety Planning Guides** (for people leaving abusive relationships):

- <https://www2.gov.bc.ca/assets/gov/law-crime-and-justice/criminal-justice/victims-of-crime/vs-info-for-professionals/training/creating-safety-plan.pdf>

- Personalized safety plan (fill in the blanks)

<https://www.shelterforhelpinemergency.org/images/pdfs/DV-Safety-Plan.pdf>

- Safety plan for children/youth (fill in the blanks)

<https://www.justice.gc.ca/eng/cj-jp/fv-vf/fvy-vfj/docs/safe-urg-e.pdf>

#### **Infographics:**

How to Spot Elder Abuse/Neglect:

<https://www.nia.nih.gov/sites/default/files/2024-09/nia-elder-abuse-infographic.pdf>

#### **Videos: (trigger warning)**

Demystifying the Court Process:

<https://www.youtube.com/watch?v=-4xqi5bJOrw>

Dealing with Criminal Harassment (stalking):

<https://www.youtube.com/watch?v=O9z3BS0qLIQ>

**Demographic Specific: INDIGENOUS SERVICES**



## CONNECTIONS PLACE – RESOURCE GUIDE

### **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 Indigenous people in the Greater Victoria area
- Programs include (but not limited to): cultural workshops, community learning, family & parent support, food hampers, educational workshops
- reception@vnfc.ca if unavailable via phone
- Wellness clinic: herbal medicine, acupuncture, community massage, and foot care.
- Youth support workers, youth addictions and youth and family counselors available
  - o Young Warriors Program (6 weeks); ages 7-12 – Followed by 6-week Connections Program

**Hulitan Social Services Society** – 31 Station Ave; 250-384-9466

- Monday-Friday: 9AM-5PM
- Counselling for Indigenous children and families, programs for youth mental health, families, intergenerational healing,
- Free, self-referral.

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

- Wednesday & Friday: 9AM-1PM

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

- Indigenous youth and family services

**M'akola Housing Societies** – #104-550 Goldstream Ave; 250-384-1423

- Affordable Indigenous family housing

**Our Place Aboriginal Housing Support Worker** – 919 Pandora Ave; 250-208-5872

- 8:30AM to 4:30PM

**Oasis Society** – 1814 Vancouver Street; 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

**Aboriginal Coalition to End Homelessness (ACEH Society)** – 101-736 Broughton St; 778-432-2234

- Monday-Friday: 9AM-4PM
- Culturally supportive housing & services, decolonized harm reduction, youth program, cultural mentorship, Indigenous Justice program

## ONLINE RESOURCES

### **British Columbia's Indigenous Small Business Resources:**

- [https://www2.gov.bc.ca/assets/gov/employment-business-and-economic-development/business-management/smallbusiness/indigenous\\_sb\\_resource\\_handout.pdf](https://www2.gov.bc.ca/assets/gov/employment-business-and-economic-development/business-management/smallbusiness/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 Centers:**

- <http://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**

- Mental health and crisis support Indigenous people in BC
- Adult/Elder: 250-723-4050
- Child/Youth: 250-723-2040

## Demographic Specific: PERSONS WITH DISABILITY

## Disability Community Inclusion

**THRIVE** – 1307 Hillside Ave; 250-213-7701

- Monday-Friday: 8:30AM-4:30PM
- For people with developmental disabilities aged 19+
- Day programs based on level of independence/support needs

• Referral required from Community Living BC Facilitator; call directly for more information

**BeConnected Support Services** – 240-4243 Glanford Ave; 250-727-3891

- Monday – Thursday: 9AM-5PM
- Friday: 10AM-4PM
- Offers residential, community inclusion, school replacement & contracted support services to children, youth, adults and families

**The Learning Curve Society** – 5-774 Bay St; 250-370-9513

- Programs for children & youth: academic skills, reading & writing, online reading program, emotional social development

• Parent support group, educational workshops & events

**Community Options** – 1595 Bay St; 250-380-6363

- Monday-Friday: 10AM-4PM
- Family support, respite, community inclusion, leisure services, etc.

**Community Living BC** – 29 Helmcken Rd; 778-433-2023

- Monday-Friday: 8:30AM-4:30PM
- Flexible programs adults with disabilities, including recreational activities in the community, volunteering, and skill development.

**Sooke Family Resource Centre** – 345 Wale Rd; 250-952-4203

- Person-centred support services for adults, incl. community inclusion, weekly drop-in & social networking
- o Monday-Friday: 8:30AM-5:30PM
- Empowering personal wellness adult activity club (arts & crafts, beach & park outings, day trips, skill workshops)
- o Weds & Thurs: 11:30AM-3:30PM

**Lifetime Networks** – 2553 Quadra St; 778-433-2023

- Monday-Friday: 9AM-4PM
- Various programs for adults with disabilities, depending on goals, interests, and support needs.

**Individual Pursuits** – 408 Craigflower Rd; 250-480-0815

- Monday-Friday: 9AM-4PM
- Facility-based programs, home-based programs, specialised residential care

**OneAbility** – oneabilityvictoria@gmail.com

- Athletic & recreational opportunities for people across the age & disability spectrum.

## Disability Support Services

### (Housing, Employment, etc.)

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

- Monday-Friday: 9AM-4PM
- Advocacy, employment, housing, legal, financial, and health support, disability income assistance, disability benefits support, parking permits, etc.
- Peer support programs, peer training certificate program, peer outreach

**Ministry of Children & Family Development** – 2814 Nanaimo St; 250-953-3711

- Monday – Friday: 8:30-4PM
- Connects people to a variety of services for children & youth with support needs & their families strategies course, etc.

**Community Roots Support Services** - 132-328 Wale Road; 236-508-8001

- Home share services, connection to a 1-1 support worker, independent housing support, employment program.

**Community Living BC** – 29 Helmcken Rd; 250-952-4203

- Monday-Friday: 8:30AM-4:30PM
- Large range of support services for children, youth, adults & families with disabilities, including housing, employment, accessing services, etc.

**Welcome Home** – 345 Wale Rd; 778-433-2023

- Monday-Friday: 8:30AM-5:30PM
- Connection to home sharing arrangements (budgeting, developing daily skills, accessing public transport, independent decision-making, etc.)

**Integra Support Services** – 303-830 Shamrock St; 250-721-5584

- Monday-Friday: 8:30AM-4:30PM
  - Assistance with home sharing & housing, staffed living, child & youth services.
  - Community inclusion programs at 2 different locations
- Garth Homer** – 813 Darwin Ave; 250-475-2270
- Supported housing, volunteer & employment programs, community inclusion programs.

**Easter Seals Access2 Card**

- Holders of the Access2 card receive discounts for their Support Worker at participating venues
- Cost: 20-30\$ for a 3 or 5-year card
- Apply online: <https://access2card.ca/get-your-card/>

**Demographic Specific: NEWCOMER & REFUGEE**

## CONNECTIONS PLACE – RESOURCE GUIDE

### **(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** – 808 Douglas Street; 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** – 850 Blanshard Street; 778-404-1777

- Mental Health counselling
- Email [info@viccir.org](mailto: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

## Demographic Specific: LGBTQ2S+

### **Victoria Pride Society**

<https://victoriapridesociety.org/>

**Island Sexual Health** - 101-3960 Quadra Street  
<https://www.islandsexualhealth.org>

- Victoria Health Unit - 1947 Cook St; (250) 388-2200  
<https://islandhealth.ca/>

• Monday-Friday 8:30AM – 4:30PM

**AVI Health & Community Services** - 3rd Floor - Access Health Centre - 713 Johnson St; 250-384-2366

<http://avi.org>

- Office: Monday-Friday 10AM – 3PM
- o Harm reduction supplies available during these hours
- o Mobile harm reduction services: 12PM – 4PM
- Wednesday-Friday: 250-896-2849

• More information available by Toll Free/Infoline: 1-800-665-2437 or Email: [info@avi.org](mailto:info@avi.org)

### **Victoria Sexual Assault Centre**

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

- Victoria Sexual Assault Centre's Service Access Line: 250-383-3232; Email: [access@vsac.ca](mailto:access@vsac.ca)
- Monday-Friday 9:30AM - 4:30PM

**Youth Services - LEGO Group** - Westshore Parks & Recreation; 1767 Island Hwy; 250-940-4373

- A fun, inclusive LGBTQ+ group for youth aged 13-18 (with flexibility for younger ages).
- Please call the intake counsellor (phone number above) to arrange an appointment & learn more about the group.

### **ONLINE RESOURCES**

#### **HealthLink BC: Sexual Orientation**

- <https://www.healthlinkbc.ca/healthtopics/abj9152>

#### **Trans Care BC**

- <http://www.phsa.ca/transcarebc/>

#### **Trans Lifeline**

- <https://translifeline.org/>
- Hotline: (877)-330-6366

#### **QChat**

- <https://www.qchat.ca/>
- Online peer support (online chat & text) & resource centre for youth in BC
- Sunday-Thursday, 6PM-9PM

#### **QMUNITY**

- <https://qmunity.ca>
- Vancouver Coastal Health – PRISM
- [http://www.vch.ca/Locations-Services/result?res\\_id=184](http://www.vch.ca/Locations-Services/result?res_id=184)

#### **LGBTQ2S+**

<https://www.sogieducation.org/all-educators#covid-19-response>

## Demographic Specific: FAMILY SERVICES

## CONNECTIONS PLACE – RESOURCE GUIDE

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

- Family outreach program, support groups, cooking on a budget, mental health help for mothers
- Monday – Thursday 9AM – 4PM
- Friday 9AM – 2PM

**Family Services of Greater Victoria** – 1004 North Park;  
250-386- 4331

- Monday-Friday: 8:30AM – 4PM
- Mediation for couples, facilitated parent-child connections, counselling/therapy services, etc.

**Umbrella Society Parents Group** – 2675 Bridge St;  
250-380-0595

- Call to sign up for membership; closed group.
- Membership for parents with substance use disorder.

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

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

**1Up Victoria Single Parent Resource Centre** – 4460 W Saanich Rd; 250-385-1114

- Monday: 10AM-2PM
- Tuesday & Thursday: 9:30AM-3PM
- Wednesday: 11AM-2PM
- Counselling, clothing/goods, parenting classes, mentorship program, seasonal supports
- Children's shelter program (for kids who witness abuse)

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

- 24/7 Crisis Line: 250- 385-6611
- General: 250-592-2927
- For self-identified women fleeing partner violence.
- Counselling, shelter, homelessness prevention program

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

- Monday – Friday 9AM – 4PM
- Family support groups, family counselling, educational programs

**Mustard Seed Family Centre** – 625 Queens Ave;  
250-953-1575

- Christmas hampers & school supplies for youth aged 5-18

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

- Monday-Friday: 8:30AM-5PM
- Weekends: 8AM-4:30PM

- Young parent outreach, respite, childcare services

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

- Monday-Friday 8:30AM-5PM

- Parenting & family programs, homeless family outreach, etc.

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

- Monday-Thursday: 8:30AM – 4PM

- Friday: 8:30AM-12PM

- 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

- Monday-Friday: 8:30AM-4PM

- Family social workers & support workers, outreach program, legal help

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

- Toll-free: 1-855-383-2990

**Indigenous Youth and Family Services**

- Caregiver support, youth support services, counselling, guardianship program

**Demographic Specific: SENIORS**

## CONNECTIONS PLACE – RESOURCE GUIDE

### **Seniors Serving Seniors** – 602-620 View Street; 250-413-3211

- Monday-Friday: 9AM-4PM
- Seniors peer counselling, social support, etc.
- Free (Volunteer non-professional support for grief and loss active listening)
- Senior services directory, referral services

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

- <http://www.jamesbaynewhorizons.ca>
- Rentals and Senior Reassurance: 250-386-4432
- Meal delivery, health equipment loans
- Monday-Friday 9AM– 4PM

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

- Senior entitlement service (support and referral services): Monday, Wednesday, Thursday: 9AM-3PM

### **Silver Threads**

- Social & fitness activities/classes, education groups, outreach program, food services
- Saanich - 286 Hampton Rd; 250-382-3151
  - o Monday-Friday: 9AM-3:30PM
- Victoria – 1911 Quadra St; 250-388-4268
  - o Monday-Friday: 9AM-3:30PM

### **Island Deaf & Hard of Hearing Centre** – 301-3960 Quadra St; 250-592-8144

- Monday-Friday: 8:30AM-4:30PM
- Employment, communication & hearing health services for deaf and hard of hearing seniors and adults

## Personal Care

### **Haircuts**

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

- Hours vary, please call to inquire beforehand

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

- Every Tuesday; 9AM-3PM

#### **Community Salons** – 1129 Meares St; 250-415-3382

- Monday: 11AM-5PM
- Tuesday: 12PM-6PM
- Wednesday & Thursday: 9AM-8PM
- Friday: 9AM-3PM

### **Clothing and Household Items**

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

- Limited clothing service, but re-opening soon. Call to confirm.

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

- Monday-Thursday 9:00AM– 3:30PM
- Friday 9:00AM - 1:30PM

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

- Daily drop-in hours: 8:30AM– 6:30PM

#### **Victoria Women in Need Community Centre** -

- 100-3060 Cedar Hill Rd; 250-480-4006 EXT. 206
- New Start program (for female-identifying people who are leaving crisis situations)

- Requires referral from a local transition house

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

- Monday/Wednesday/Thursday/Friday: 12PM-3:45PM
- Tuesday: 2:00PM-5:45PM
- Clothing & vouchers for Thrift Stores available

### **Foot Care**

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

- Thursdays; 9AM-3PM

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

- Hours vary, please call to inquire beforehand

#### **Victoria Native Friendship Centre** – 231 Regina ave

- Once a month, by appointment: email [scott.i@vnfc.ca](mailto:scott.i@vnfc.ca) or [isobel.d@vnfc.ca](mailto:isobel.d@vnfc.ca) to sign up

#### **Cool Aid Health Clinic** - 713 Johnson St; 250-385-1466

- Thursdays; 9AM-3PM
- For mobile outreach patients or patients of the clinic

### **Free Showers**

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

- Monday, Tuesday, Thursday, Friday: 9:30AM-4:15PM
- 19+ only, for those accessing the services

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

- Daily; 8:30AM– 6:30PM

### **Free Laundry**

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

- Laundry available to those using the shelter or transitional housing

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

- First come first serve
- Monday, Tuesday, Thursday, Friday: 9:30AM-2:30PM

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

- Daily drop-in hours: 8:30AM– 6:30PM

## Personal Care Cont.



## CONNECTIONS PLACE – RESOURCE GUIDE

### Pet Care

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

- Please call to inquire for available services.

#### Pet Food:

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

**Salvation Army** - 2695 Quadra St; Call 250-727-3853

- Pet food available, please call to inquire

#### Low-income Spay/Neuter programs:

**Victoria Cat Rescue Corps** - 250-656-1100

- Contact [info@gvacrescue.com](mailto:info@gvacrescue.com) to inquire about availability of services

**Greater Victoria Animal Crusaders**

- Contact [gvanimalcrusaders@gmail.com](mailto:gvanimalcrusaders@gmail.com) to inquire about availability of services

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

- Call to inquire about availability of services

## Health Services / My Rights

### Health Care

**Island Deaf & Hard of Hearing Centre** – 301-3960 Quadra St; 250-592-8144

- Monday-Friday: 8:30AM-4:30PM
- Employment & hearing health services for deaf and hard of hearing (seniors and adults)

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

- Monday – Friday: 7:30AM – 4PM
- Primary Care, Family Practice, Dermatology

**Downtown Victoria Urgent & Primary Care Clinic** – 1107 Pandora Ave; 1-833-688-8722

- Daily; 8:30AM-8PM

**Victoria Health Clinic** – 1947 Cook St; 250-388-2200

- Monday – Friday: 8:30AM-4:30PM
- Speech and hearing clinic, STI and communicable diseases clinic, community health services, medical outreach services
- Free STI testing services

**Cool Aid Mobile Health Clinic** – 713 Johnson St; 250-385-1466

- See Cool Aid website for hours and clinic location schedules:

<https://www.coolaid.org/community-health-centre/>

**Cool Aid Community Health Centre Primary Health Care** – 713 Johnson St; 250-385-1466

- Primary health care clinic & pharmacy:

- o Monday-Tuesday: 9AM-6PM
- o Wednesday-Thursday: 9AM-8PM
- o Friday: 9AM-3PM
- o Saturday: 10AM-2PM

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

- St. John Ambulance - Tuesday 10am-12PM wound care, blood pressure, sugar monitoring

- Mobile Health Unit - Wednesday 1-3PM

- Volunteer, Doctors, Nurses & Wellness Practitioners schedules vary; check online weekly calendar of service

**Victoria Native Friendship Centre** – 231 Regina Ave; 250-384-1586

- Health support workers - Monday-Friday 8:30AM-4:30PM

- Community massage - Thursdays 10AM-1PM

- Acupuncture - Mondays 8:45AM-2:15PM

- Primary Care Clinic - Monday-Friday 9AM-4PM

- o Waitlist required, must be Indigenous

## Health Services / My Rights Cont.

## Dental Care

**Cool Aid Dental Clinic** - 713 Johnson St; 250-383-5957

- First come, first serve (recommended to arrive at 8:30AM)
- Tuesday – Thursday: 9AM– 4PM
- Friday: 9AM– 3PM
- Patients without dental insurance will receive a 20% discount
- All dental insurance & payment methods are accepted; offers payment plans to suit client needs

### Canadian Dental Care Plan:

- This plan covers a portion of the cost for a wide range of oral health care services.
- It is available to Canadian residents of all ages, with an adjusted net family income less than 90,000\$.
- For details and application steps see website:

<https://www.canada.ca/en/services/benefits/dental/dental-care-plan.html>

## Police Interactions

### Victoria Legal Aid:

- Police powers: know your rights in Victoria:  
<https://www.legalaid.vic.gov.au/find-legal-answers/freepublications-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-police-powers_0.pdf)
- <https://www.legalaid.vic.gov.au/sites/www.legalaid.vic.gov.au/files/vla-resource-your-day-in-court.pdf>

**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/cclanewsites/wp-content/uploads/2015/02/Know-Your-Rights-Booklet.pdf>

## Telehealth

**HealthLink BC** (Call 8-1-1)

- Daily; 9AM-11PM
- Registered nurses and physicians offer health information & advice (video consult)

**Telus Health** (by phone app or on computer)

- 24/7; check availability
- Doctors, referral services, mental health professionals

**Avee Health** (on computer)

- Free for B.C residents; check availability
- Phone appointments with doctors, pharmacists, referral services

## Police Non-Emergency Lines

**Victoria Police Department:** 250-995-7654

**Saanich Police Department:** 250-475-4321

**Esquimalt Police Department:** 250-996-7654

**Westshore RCMP:** 250-247-4226

## 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](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>

## VIDEOS:

**Your Rights under BC's Mental Health Act:** <https://youtu.be/pj4xp5x0PhQ>

**Health Services / My Rights Cont.**

## CONNECTIONS PLACE – RESOURCE GUIDE

### Tenancy Rights

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

- Income Assistance, Disability, Tenancy & Employment Advocacy

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

**City of Victoria: Information for Tenants**

- <https://www.victoria.ca/community-culture/housing/renters-hub#:~:text=In%20addition%2C%20the%20City's%20Tenant.ca%20to%20get%20in%20touch>

- **Tenant Assistance Policy:**

- <https://www.victoria.ca/community-culture/housing/renters-hub/eviction-redevelopment-rights-and-resources>

**Tenant Resource & Advisory Centre:**

- Free legal education & advocacy for BC tenants:

- <https://tenants.bc.ca>

- *Tenant Survival guide:*

- <https://tenants.bc.ca/resources/tenant-survival-guide>

**Province of British Columbia:**

- *Renting in BC:*

- <https://www2.gov.bc.ca/gov/content/housing-tenancy/residential-tenancies>

- *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>

### Support Services: LEGAL

**Together Against Poverty Society** – 828 View Street; 250-361-3521

- Monday, Tuesday, Thursday, Friday: 9AM - 4PM (Closed between 12-1PM)
- Wednesday (Phone only, closed to walk-ins): 9AM-12 PM and 1-4 PM.

**Salvation Army- Next Steps Resource Centre-** 4030

Douglas St; 778-676-1761

- Monday – Friday, 9AM – 3 PM
- Legal services

**Office of Grace Lore;** MLA – 1084 Fort St; 250-952-4211

- Monday-Thursday: 10AM-4PM
- Commissioner of oath helps with notarizing, case workers help navigate ICBC, WorkSafeBC, & other provincial organizations

**Access Pro Bono B.C.:**

- Free online service to connect B.C. residents with pro bono legal assistance (based on income & need):

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

### FREE LEGAL CLINICS:

**Burnside Gorge Community Centre** – 901 Kings Rd; 250-388-5251

- Tuesdays, 2-3PM – call to make an appointment
- Free 15-min legal advice phone call

**The Law Centre** - 225-850 Burdett Ave; 250-385-1221

- Monday-Friday, 9:30AM-3:30PM (Closed from 12-1PM)
- Provides assistance & representation to clients who cannot afford a lawyer
- Family law issues, counselors, information, mediation, children and spousal support
- Virtual services may be available after 5:30 PM. By appointment only. Call center to confirm

### Support Services: EMPLOYMENT

## CONNECTIONS PLACE – RESOURCE GUIDE

### EMPLOYMENT ASSISTANCE

**Connections Place** – #103 - 1803 Douglas St. ;  
250-483-3748

- Monday-Friday; 8:30AM-4PM
- 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** - #219 - 645 Fort Street;  
250-385-7410

- For women who have experienced trauma or abuse
- Monday – Thursday, 9:30 AM – 4:30 PM

**John Howard Society** – #100 – 637 Bay St; 250-386-3428

- Monday-Friday 8:30-4:00 PM
- Employment, housing, mentorship, restorative justice assistance to provincially and federally released inmate adults & youth

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

- Monday - Friday 8:30 AM – 4:30 PM

**Victoria Literacy Connection** – A10 – 830 Pembroke St.;  
250-382-0014

- Monday - Thursday 10AM – 4 PM
- Book appointment for access to child, youth & adult programs

**Work BC Employment Services Centre - GT Hiring**

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

- Monday - Wednesday: 8:30AM-5PM
- Thursday: 8:30AM-3PM / Friday: 8:30AM-4:30PM

**Salvation Army- Next Steps Resource Centre** –  
4030 Douglas St; 778-676- 1761

- Monday-Friday 9AM – 3 PM
- Life skills & job training

**Island Deaf & Hard of Hearing Centre** –  
301 – 3960 Quadra St; 250-592-8144

- Monday-Friday 9:30 AM – 4:30 PM
- Employment & hearing aids services for deaf and hard of hearing seniors and adults

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

- Monday - Thursday 9AM – 4 PM / Friday 9AM – 2PM

**Volunteer Victoria** – 602- 620 View St; 250-386-2269

- Monday-Friday 9AM - 4PM
- For volunteer work call for appointment

**March of Dimes Canada** - 721 Kings Road; 250-590-  
3805

- Monday - Friday 8:30 AM – 4 PM
- For persons living with disabilities in Victoria and Saanich

### LABOUR POOLS

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

- Monday-Friday 9AM-3:30PM
- Meet with coordinator of casual labour pool, in person or by phone
- When jobs are available, the coordinator will call you
- Not penalized for not taking jobs
- Paid in cash at the end of the day, full wage given to the employee

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

- Show up at or before 6AM
- Hours differ depending on weekday, check website

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

- Show up Monday-Friday 5:30-6AM, Sat at 6:30AM
- Bring photo ID, steel toed boots, proof of SIN number.

Fill out application day before

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

- Show up at 6:00 AM daily for work.
- Apply the day before in person, bring your ID.

**Support Services: COUNSELLING**

## CONNECTIONS PLACE – RESOURCE GUIDE

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

- Monday-Friday 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: Monday-Thursday 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.
- Night Outreach: 250-744-0171 / 6:30-11PM (Daily)
- Food & harm reduction, clothing, & other health & safety information

**Men's Therapy Centre** – 301- 3491 Saanich Road; 250-381-6367

- Monday - Friday 9AM- 3PM
- For anyone who identifies as masculine and has experienced childhood or adult trauma. Victim Services, counselling and educational outreach.

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

- Monday-Friday 9AM-4PM
- Community services for individuals recovering from mental illness

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

- Monday – Thursday 9:30 – 4 PM; Friday 9:30 AM – 3 PM; Saturday 10 AM – 3 PM; Sunday 12 PM – 3:30 PM
- 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** – 4460 West Saanich Road; 250-385-1114

- Monday – Thursday 9:30 AM – 4:00 PM
- Counselling, self-awareness, parenting time management, boundaries, anatomy of anger, and mentoring for single parents
- Up to 10 free sessions / Self-referral

**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.
- Call / drop in to make an appointment.

**Umbrella Society** – 2675 Bridge St.; 250-380-0595

- Call or text available
- Monday-Friday 8:30AM-4:30PM
- Supportive Recovery Houses: Foundation House (men), Cooper House (men) & Hudson House (women)

**Greater Victoria Police Victim Services** - 250-995-7351

- Monday-Friday 9AM-5PM
- Assist those impacted by crime by offering referrals for counselling

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

- Monday-Friday 9AM-4PM
- Client & Family Services, peer support services, support for individuals with any mental health diagnosis and those without diagnosis.

**Family Services of Greater Victoria** – 1004 N Park Rd; 250-386-4331

- Sliding scale counselling – 30\$/session if low-income
- Online & in-person counselling for adults, families & youth, other family resources/services

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

- Monday-Friday 10AM-2PM
- Affordable, accessible counselling to adults
- **Heartwood Counseling** – 515-620 View St; 250-419-2366
- Remote online & in-person counselling for students
- Sliding scale (40-80\$ per session)

**Vancouver Island Persons Living with HIV/AIDS** – 205-1120 Yates St; 250-382-7927

- Drop-in hours Monday - Thursday 10 AM – 4 PM, Friday 10 AM – 3 PM
- Office hours Monday – Friday 9 AM – 5 PM
- Peer support and treatment information for people living with HIV/AIDS and Hep C

**Bridges for Women** - # 219 – 645 Fort St. (Victoria); 2830 Aldwyn Rd. (Langford) 250-385-7410

- Monday – Thursday 9:30 AM – 4:30 PM
- For women (transgender and cisgender), non-binary, and two-spirit people who have experienced trauma or abuse.
- Healing, education and employment programs

**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

**Pacific Centre Family Services** – 324 Goldstream ave; 250-478-8357

- Counselling & social services for isolated seniors, family violence, outreach & email counselling, substance use counselling

**Support Services: COUNSELLING CONT.**



## CONNECTIONS PLACE – RESOURCE GUIDE

**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)

**Sooke Family Resource Society** – 100-662 Wadams;  
250-642-5152

- Individual counselling (25\$/session)
- Couple/Parent/Family counselling (45\$/session)
- Single session same-day walk-in counselling

**Free Counselling Society Canada:**

Get connected with free counselling

- Online intake form: <https://www.freecounsellingcanada.ca/>

**Esquimalt Neighbourhood House** – 511 Constance ave;  
250-385-2635

- Free mental health & addictions counselling; support services, family & senior services

## ONLINE COUNSELLING

**Counselling BC:**

<https://counsellingbc.com/>

**BC Covid-19 Mental Health Network:**

- Email [bccovidtherapists@gmail.com](mailto:bccovidtherapists@gmail.com)
- Access free, phone-based, short-term support with a counsellor.

**Warm Line** – [www.warmline.ca](http://www.warmline.ca) / 1-888-768-2488

- Daily; 3PM-9PM
- Online anonymous chat

**Bounce Back BC:**

<https://bouncebackbc.ca/>

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

**Mindshift CBT:**

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

- App & website, with CBT education, strategies, etc.

**(CIMHS) Centre for Interactive Mental Health Solutions:**

<https://cimhs.com/>

- Free online depression therapy program

## ONLINE MENTAL HEALTH TOOLS

**Apps:**

- *Meditation/Mindfulness:* HeadSpace, Calm, Insight Timer, Stop Breathe Think
- *Mental Wellness:* Mindshift CBT, My Possible Self, Mood Tools, Wellness Recovery Action Plan, Wysa, What's Up?, Happify, Drivethru

**BounceBack BC:** <https://bouncebackbc.ca/>

- Free wellness skill-building program for adults & youth 13+
- Online & over-the-phone coaching, practical tips
- Physician referral required

**Here to Help:** <https://www.heretohelp.bc.ca/>

- Self-screening tests, information, practical skills, and connection to resources
- If you are struggling with mental health or supporting someone else

**Antidepressant Skills Workbook** (to download/print): <https://psychhealthandsafety.org/asw/>

## MISC. DROP-IN PROGRAMMING

**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
- Available for low-income households (check website for qualifications)

• *Online application:*

<https://www.victoria.ca/parksrecreation/recreation/accessibility-inclusion/life-program>

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

- Monday – Friday: 9AM-4PM
- Employment, social and wellness opportunities in a peer support environment

**Grow with ICMHA** – 125 Skinner Street; 250-882-1211

- For adults with mental health issues & additional substance use conditions
- Multiple programs; referral from any professional Our Place – 919 Pandora Avenue; 250-388-7122
- Daily – 8:30AM-6:30PM
- Emergency shelter, meal program, library, community services

## SUPPORT GROUPS & SKILL CLASSES

## CONNECTIONS PLACE – RESOURCE GUIDE

### **Plan for Wellness & Recovery- 778-836-9243**

- Virtual peer-led interactive workshop, to build a wellness plan to improve mental wellness & health
- Register online:

<https://recoverycollegevr.ca/course/pwr-virtual/>

### **BCalm- [info@bcalm.ca](mailto:info@bcalm.ca)**

- Physician referral required
- 8-week group mindfulness classes, full & half-day workshops on mindfulness-based stress management

### **Mental Health Recovery Partners – South Island – 941 Kings Rd; 250-384-4225**

- Monday-Friday: 9AM-4PM
- Therapeutic photography, hope & recovery group, friends & family support group, peer support, education programs, etc.

### **CBT Skills Group – <https://cbtskills.ca/>**

- Monday-Friday: 8:30AM-4:30PM
- Physician referral required; adults aged 17.5-75 years old
- 8-week Cognitive Behavioural Therapy practical skills/education group

### **DBT Group for Borderline Personality Disorder**

- 24-week Dialectical Behavioural Therapy through South Island Centre for Counselling
- DBT group for teens & caregivers
- Tuesday: 6:30-8:30PM on Zoom; 30\$/session
- Adults 18+ who meet criteria for BPD

### **Voices & Visions; 778-836-9243**

- Peer-led virtual support group that explores living well with voices, visions, & other unique sensory experiences and/or beliefs.
- Open to those with lived experience & their supporters
- Register online:

<https://recoverycollegevr.ca/course/voices-visions-virtual/>

### **Suicide Loss Support Group - Pacific Centre Family Services; 324 Goldstream Ave; 250-940-4373**

- Monthly drop-in group for people aged 19+, who have experienced the loss of a loved one to suicide.
- Please call the intake counsellor (phone number above) to arrange an appointment & learn more about the group schedule.

### **Tools for Change Group - Pacific Centre Family Services; 324 Goldstream Ave; 250-940-4373**

- Closed weekly group for people aged 19+, who are struggling with their anger, communication, and conflict behaviour in relationship with their intimate partner.
- Please call the intake counsellor (phone number above) to arrange an appointment & learn more about the group schedule.

### **Stopping the Violence Group - Pacific Centre Family Services; 324 Goldstream Ave; 250-940-4373**

- A 6-week group for women and gender-fluid individuals aged 19+, who are currently facing or have experienced abuse in an intimate adult relationship or childhood sexual abuse.
- Please call the intake counsellor (phone number above) to arrange an appointment & learn more about the group schedule.

### **Substance Use - Affected By Group - Pacific Centre Family Services; 324 Goldstream Ave; 250-940-4373**

- A 8-week group for people aged 19+ affected by a loved one's substance use.
- Please call the intake counsellor (phone number above) to arrange an appointment & learn more about the group schedule.

### **YMIND Group - Pacific Centre Family Services; 324 Goldstream Ave; 250-940-4373**

- A 7-week group for people aged 18-30, who are struggling with mild to moderate anxiety or stress.
- Please call the intake counsellor (phone number above) to arrange an appointment & learn more about the group schedule.

### **SMART Recovery Group; 778-836-9243**

- SMART – self management for addiction recovery; science-based, self-empowered addiction recovery
- Option for women-only group & family/friends
- Registration online:

<https://recoverycollegevr.ca/course/smartrecovery-family-friends-virtual/>

### **Feeling Supported; 778-836-9243**

- Virtual interactive 2-hour peer-led workshop to cultivate feelings of compassion & support for yourself & others
- Registration online:

<https://recoverycollegevr.ca/course/feeling-supported-virtual/>

### **Victoria Women's Transition House Society – 100-3060 Cedar Hill Rd; 250-592-2927**

- Multiple groups for people 50+: creative wellness, small group counselling, resilience & reflection group, healing through the arts, self-sufficiency through financial education, etc.

### **Pacific Postpartum Support Society; 604-255-7999**

- Online postpartum anxiety & depression support group
- Call to find out information regarding group scheduling & availability

### **Chronic Pain Support Group; 778-836-9243**

- Space to decrease isolation & foster social support among people living with chronic pain
- Virtual meeting: 1st and 3rd Tuesday each month: 2-3:45PM
- Please email [info@recoverycollegevr.ca](mailto:info@recoverycollegevr.ca) for the group intake form

### **Talk with your Doctor; 778-836-9243**

- Peer-led 1.5-hour virtual support group that empowers patients, explores common challenges with doctor-patient interactions, & teaches techniques.
  - Register online:
- <https://recoverycollegevr.ca/course/talking-with-your-doctor-virtual/>

## SUBSTANCE USE & HARM REDUCTION

## CONNECTIONS PLACE – RESOURCE GUIDE

**SOLID Outreach Society** - 1056 North Park Street;  
250-298-9497

- Every Day: 10:30AM-5PM
- Harm reduction supplies, naloxone training, health education, peer support, drug checks & daily groups

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

- Every day: 8AM-7PM
- Supervised consumption, counselling, access to harm reduction supplies, intensive case management
- 10 consumption booths, post-use areas, medical help, naloxone kits, education and support

**Access Hub** - 2155 Dowler Pl; 236-464-8865

- Open 24/7
- Transitional housing - referral only
- Income support, accessing & maintaining housing, vocational training, access to offsite detox & treatment

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

- Every day: 3PM-12AM
- Substance-use treatment & bed-based recovery treatment & recovery, drug checking services, outpatient & outreach services
- Self-referral by calling RAS

**Community Medical Detox** – 2334 Trent Street EMP - 5th  
floor; 250-519-7708

- 24-hour support for withdrawal management
- Daily programming, incl. peer support & group counselling
- Self-referral by contacting Mental Health & Substance use services (250-519-3485)

**BC Mental Health and Addiction Info Line** -  
1-800-663-1441

- 24 Hours / 7 days a week

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

- Open 24 hours / 7 days a week
  - Supportive recovery program, Emergency shelter, transitional housing, food services, spiritual care/chaplaincy
- (RAAC) Rapid Access Addiction Clinic** – 1119 Pembroke  
Street; 250-213-4444

- Walk-in, self-referral intake weekdays 9AM – 12AM
  - Short-term, individualized service throughout stabilization – withdrawal management, treatment planning, etc.
  - Support with opioid and/or alcohol use disorders
- (SURF) Substance Use Rapid Follow Up Team** –  
250-213-9898

- Every day: 8:30AM-4:30PM
- System navigation & referrals, medical support from Island Health registered nurses, education & harm reduction supplies

**Pandora Clinic** – 922 Pandora ave; 250-294-6714

- Monday-Friday: 9AM-4:30PM
- Treatment of opiate addiction

**Victoria Mental Health & Substance Use** – 1119 Pembroke  
St; 250-519-3485

- Monday-Friday: 8:30AM-4PM
- Screening & assessment, single session therapy, Indigenous outreach services, connection to services

**HerWayHome** - 211-547 Michigan St; 250-519-3681

- Drug & alcohol counselling for pregnant & parenting women

**Pegasus Recovery** – 7-410 Garbally Street; 888-732-6842

- Monday-Friday: 9AM-5PM
- Outpatient treatment, interventions, drug testing & medical monitoring, counselling

**Armour Addiction Services** – 250-619-9324

- Online counselling, intensive recovery & support groups
- <https://armouraddictionservices.ca/>

**Narcotics Anonymous Helpline** - 250-383-3553

- 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

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

- Monday-Friday 8:30AM – 4:30PM
  - Outreach services, stabilization and treatment available, drop in services, counselling, online support group, recovery housing
- Westshore AVI Health & Community Services** – 713 Johnson  
St; 250-384-2366

- Harm reduction & safe supply services, overdose prevention site, system navigation assistance, drug checking

- Monday-Friday: 10AM-9PM / Weekends: 2-9PM

**Qomqem Coastal Connections** – 1-744 Fairview rd;  
236-638-2120

- Harm-reduction & health care services to Indigenous peoples who are unhoused, precariously housed, or using substances/alcohol

**Island Health: Referrals to Mental Health & Substance Use  
Services** – 250-519-3485

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

**LifeRing** – Multiple Locations; 1-888-920-2095

- Secular support groups:

- <https://liferingcanada.org/index.php/f2f-meetings/>

**North Park Drop-In** – 1056 North Park St.; 250-298-9497

- Every day: 10:30AM-5PM
- Daily groups incl. art therapy, writing, music, grief & loss, etc.
- Peer support, health education, harm reduction supplies, drug checking

## BRAIN INJURY

## CONNECTIONS PLACE – RESOURCE GUIDE

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

- Monday-Friday: 8:30AM-5PM
- Saturday-Sunday: 8AM-4:30PM
- Supportive housing, training and employment, mental health/addiction, Alzheimer's/Dementia, intimate partner violence and brain injury services

**Victoria Brain Injury Society** – C100 - 633 Courtney St;  
250-598-9339

- Monday – Thursday: 10AM – 3PM
- Individual/Peer Support, family support, music and art therapy, mindfulness and yoga practice, coping and strategies courses, etc.

**Island Health Acquired 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 DISORDERS & DISORDERED EATING

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

- Monday-Friday: 8:30AM-4:30PM
- Consultation, intake, assessment & treatment, individual, family & group counselling

**Victoria Eating Disorder Recovery Peer Support Group** –  
1952 Bay Street Suite C501; 778-533-3843

- Tuesdays: 6-8:30PM
- Online – on Zoom Body Peace –  
<https://www.bodypeacecanada.ca/>
- For Canadians 14+, free online resources, mentoring, peer support groups, workshops, educational materials

**Eating Disorder Recovery Coaching**

- Sarah Rzemieniak - sarahrzemieniak.com  
– 1-1 virtual coaching services for eating disorders & disordered eating
- Vanessa Levy - howsheheals.ca  
– Recovery coaching & patient advocacy for disordered eating & other 'addictions'

**Looking Glass Online Peer Support**

<https://www.lookingglassbc.com/programs/online-peersupport-chats/>

- Online peer chat session, 8 live chat sessions per week, facilitated/moderated by staff

## GRIEF SUPPORT

**Healing Hearts** – 1 Centennial Square; 250-385-5711

- Tuesdays: 11AM-5PM / Wednesdays: 11AM-7:30PM/ Thursdays: 1- 5PM
- Fridays: 10AM-4PM
- Peer-facilitated bereavement support group for people who have experienced loss due to substance use

**Learning Through Loss** – 300-1095 McKenzie ave; 250-882- 1211

- Peer support grief programs for youth, short-term grief counselling, get-togethers, workshops, etc.

**Victoria Hospice Bereavement Services**– 102-4450 Chatterton Way; 250-519-3040

- Bereavement support groups, workshops, grief-related events, free counselling sessions

**Victoria Church of the Nazarene: Grief Share** – 4277 Quadra St; 778-676-1762

- Mondays: 1:30-3:30PM
- Self-contained grief support group sessions



**Legend**

- Direction of Travel
- Route Name
- Transit Exchange (Uvic, Uptown, Camosun)
- Park & Ride Lot (no overnight parking)
- Major Stop
- Bike Lockers

**Legislature**

95	70	3	10	30
31	32	47	48	53
61	65	71	72	75

**Uvic**

15	4	14	26	7	9
11	12	39	51	76	

**Uptown**

95	70	26	30	31
32	47	48	53	61
65	71	72	75	

**Camosun**

8	9	21
21N	39	83

**Colwood**

95	39	43	46
48	51	52	61

**View Royal**

14	22	53
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**Royal Oak**

70	6	9	30	31	32	35
39	71	72	75	76	83	

**Peninsula**

95	70	26	30	31
32	47	48	53	61
65	71	72	75	

**Transit Maps**

Transit maps show transit routes, exchanges and relevant landmarks to help riders use the transit system. They are not complete street maps.

95	Langford/Downtown
15	Esquimalt/Uvic
70	Swartz Bay/Downtown
4	Uvic/Downtown
6	Royal Oak Exch/Downtown
14	Vic General/Uvic
26	Dockyard/Uvic
27	28 Gordon Head/Majestic/Downtown
1	South Oak Bay/Downtown
2	5 James Bay/South Oak Bay/Willows
3	James Bay/Royal Jubilee
7	7N Uvic/Downtown
8	Interurban/Tillicum Centre/Oak Bay
9	Royal Oak/Uvic
10	James Bay/Royal Jubilee
11	Tillicum Centre/Uvic
12	University Heights/Uvic
21	21N Interurban/Downtown

22	Vic General/Hillside Mall
24	Cedar Hill/Tillicum Centre
25	Maplewood/Tillicum Centre
30	Royal Oak Exch/Downtown
32	Cordova Bay/Royal Oak Exch
35	Ridge
39	Westhills Exch/Interurban/Royal Oak Exch/Uvic
47	Goldstream Meadows/Downtown
48	Happy Valley/Downtown
51	Langford/Uvic
53	Vic General/Downtown/Langford via Atkins
61	Sooke/Langford Exch
65	Sooke/Downtown
71	Swartz Bay/Downtown
72	Swartz Bay/Downtown
75	Saanichton Exch/Royal Oak Exch/Downtown
76	Swartz Bay/Uvic

<b>Rapid Route</b>
15 minute or better service 7am-10pm, 7 days/week
<b>Regional Route</b>
15-60 minute service with limited stops
<b>Frequent Route</b>
15 minute or better service 7am-7pm, Mon-Fri
<b>Local Route</b>
20-120 minute service



## CONNECTIONS PLACE – RESOURCE GUIDE

## Regional Map of Saanich Peninsula

