

Community Resources (with Covid-19 Service Updates)

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Counselling					
Organization	Contact	Location	Hours	Regular Service	Covid-19 Service Update
Bridges for Women	250-385-7410 1-866-896-3356 info@bfws.ca	1809 Douglas St., Victoria	M-F 9-4:30	Bridging Employment Program, Online Women's Program, Indigenous Women's Program	In person classes & programs cancelled. No walk-ins. VM monitored daily. Virtual counselling available.
	778-432-3790 (Westshore)	2830 Aldwyn Rd., Victoria			
	778-584-7410 (Sooke)	6625 Sooke Rd., Sooke			
	www.bfws.ca				www.bfws.ca/reduced-services-due-to-covid-19/
Citizens Counselling	250-384-9934 info@citizenscounselling.com	941 Kings Rd., Victoria	M-F 10-2	Affordable individual, couples, and group counselling for adults	Moving to a virtual appt model. Current waitlist for intake is 7-8 weeks.
	www.citizenscounselling.com				*No Covid update provided on website
Cool Aid Society	250-383-1977 society@coolaid.org	101-749 Pandora Ave., Victoria	M-F 9-4:30 (closed 12-1)	Primary health and dental care, wellness programs, employment and volunteer opportunities	Emergency dental services only, call first to access health centre, no new admissions to shelters, downtown community centre closed, REES walk-ins closed but casual labour pool available
	www.coolaid.org				www.coolaid.org/our-impact/news-stories/cool-aid-services-coronavirus-pandemic/
Kiwanis House Young Moms Program	250-382-1004 ymp@victoriay.com			16-29 y/o. Counselling, parenting support, advocacy, and independent living skills	Service via phone. Second stage housing still running as per normal, all other clients in community being supported virtually.
	www.vancouverislandy.com/program-services/community-health/				*No Covid update provided on website
Pacific Centre Family Services	250-478-8357 1-866-478-8357 250-940-4373 (Intake and Referrals) pacificcentre@pcfsa.org	200-324 Goldstream Ave., Colwood (Centre for Wellbeing)	M-F 9-4:30	Child, youth, adult and family counselling, community counselling, support for senior and employment support	Services over the phone only. VM monitored several times a day.
	www.pacificcentrefamilyservices.org				www.pacificcentrefamilyservices.org/blog/covid-19-notice

Victoria Child Abuse Prevention and Counselling Centre (Mary Manning)	250-385-6111 admin@vcapcc.com	210-1175 Cook St., Victoria	M-F 9-5 (closed 12-1)	Victim Services, counselling, prevention and education, Indigenous programming, and Victoria Child and youth Advocacy Centre	Office closed. Service over the phone. New clients to connect through Victim Service Worker.
	www.vcapcc.com				*see homepage www.vcapcc.com for Covid service change update
Victoria Sexual Assault Centre (VSAC)	250-383-3232 (Crisis)	201-3060 Cedar Hill Rd., Victoria	M-F 9-5 (closed holidays)	Counselling, Sexual Assault Response Team, Victim Services, and prevention programs	Telephone services via Crisis line. Emergency Response Team still active - call VI Crisis line and request to speak with VSAC Sexual Assault Support Worker: 1-888-494-3888
	250-383-5545 (Business) info@vsac.ca				-
	www.vsa.ca				www.vsa.ca/2020/03/response-to-covid-19/
1UP Single Parent Resource Centre	250-385-1114 info@1up.ca	602 Gorge Rd., Victoria	M, T, Th, F 9-4; W 12-7	Counselling, clothing and goods, mentoring and education	Drop ins and classes cancelled. Volunteer Income tax program continuing - call or email trevor@1-up.ca to arrange drop-off/pick up of documents
	www.singleparentvictoria.ca				www.singleparentvictoria.ca/wp-content/uploads/2020/03/C-19_Response_001.png
Men's Therapy Centre (formerly Men's Trauma Centre)	250-381-6367 info@menstherapycentre.ca	847 Fisgard St., Victoria		Victim Services and counselling for men suffering from effects of trauma.	Still taking referrals, response time will be a bit slower but checking phone messages everyday. Staff will respond when they receive the message and make contact by phone or email to set up a first appointment (intake appointment) by phone.
	www.menstrauma.com	-			*See homepage www.menstrauma.com for Covid service change update
Salvation Army - Stan Hagen Centre	250-386-8521	2695 Quadra St., Victoria		Counselling free or by donation	Existing clients can access counselling by phone at this time. Providing emergency food hampers and vouchers as needed, one person at a time to pick up.
	www.victoriaarc.org				*See Salvation Army homepage www.victoriaarc.org for Covid service change update

Crisis/Help Lines					
Organization	Contact	Location	Hours	Regular Service	Covid-19 Service Update
BC211	211		8-7pm/7 days	Referral service for community and government organizations and agencies	211 has created a seniors support network for contactless door to door delivery of groceries, prescriptions, and pre-prepared meals. Pick up and drop off to medical appointments. There are also volunteers calling to offer support and conversation to isolated seniors. Across all of British Columbia, 8AM-7PM. Press 1 for info.
	www.bc211.ca		-		www.bc211.ca/coronavirus-2019-outbreak
Fetch Children's Help Line	310-1234 (no area code required) admin@mission.fetchbc.ca		M-F 8:30-4:30	A crisis line for anyone who is being hurt, or thinks that someone else might be hurt. Children and youth and community members	Continues to be available.
	www.mission.fetchbc.ca/service.html?i=48				*No Covid service update provided online
HealthLink BC	811 or (711 for hearing impaired)		24Hr	Health and Medical information	Provincial Government's main source of Covid-related health information. Provides a Covid symptom self-assessment tool, real-time Public Health Alerts, Covid information in multiple languages, and BC Response Updates. Option to speak to public health outreach for Covid screening.
	www.healthlinkbc.ca	-			Find Covid-related health info from main page www.healthlinkbc.ca COVID Symptom Self-Assessment https://covid19.thrive.health/ COVID-19 Provincial Support link https://www2.gov.bc.ca/gov/content/safety/emergency-preparedness-response-recovery/covid-19-provincial-support

IMCRT Emergency Mental Health Line	Community access through VI Crisis Line: 1-888-494-3888		1pm-12am/7days	Integrated Mobile Crisis Response Team. Crisis assessment, intervention and stabilization	IMCRT will continue to run as usual, 1PM - 12AM 7 days per week.
	www.islandhealth.ca/our-services/mental-health-substance-use-services/integrated-mobile-crisis-response-team-imcrt				*No Covid service update provided online
Kids Help Phone	1-800-668-6868		24hr/7days	Information for kids on a very wide range of topics including bullying, LGBTQ info, dating, sexting, drugs/alcohol, mental health etc	Offering phone and e-services as usual. Taking calls specific to youth's concerns and questions around Covid. Wealth of online resources specific to helping youth cope through pandemic and answer their questions.
	Text: 686868		24hr/7days	Text HOME to 686868 to connect with a trained Crisis Responder	
	www.kidshelpphone.ca	-			Wealth of resources specific to Covid for youth accessible from main webpage www.kidshelpphone.ca
Mental Health Support (Crisis Line Association of BC)	310-6789		24hr/7days	Connects to a local BC crisis line without wait or busy signal. Workers are trained to help provide emotional support as well as mental health info and resources.	Service continues (via phone)
	www.crisislines.bc.ca				*No Covid service update provided online
Vancouver Island Crisis Line (Vancouver Island Crisis Society)	1-888-494-3888 (phone)		Crisis Line 24hr/7days Text after hours 6pm-10pm	Short-term nonjudgemental support, crisis intervention, information and resources	Crisis Services (Line, Chat, and Text) remain available. Call 811 for Covid-related issues.
	250-800-3806 (Text)				
	www.vicrisis.ca				*See VI Crisis Line webpage www.vicrisis.ca for Covid service update
Youth Space	778-783-0177 (text)		6pm-12am	Crisis texting service for youth under 30 y/o who are experiencing any kind of crisis.	Operating at lower capacity due to Covid crisis. Expect longer wait times than usual. Have link to Covid-related resources for youth.
	Youthspace.ca (chat)				

	www.youthspace.ca				*See YouthSpace www.youthspace.ca webpage for Covid service update
1-800-SUICIDE	1-800-784-2433		24hr/7days	For people who are thinking about ending their life or are concerned about someone else who may be.	Service continues to be available.
	www.heretohelp.bc.ca/visions-suicide-vol2/1-800-suicide				*no Covid-specific service update online
National Suicide Prevention and Awareness App "LifeLine App"	Download "The LifeLine" App from App Store or Google Play - available for iPhone or Android	-	24hr/7days	Not a crisis line. Quick access to crisis centres all across Canada. Awareness & education and prevention strategies. Support for loved ones left behind after a suicide.	Continues to offer service.
	www.thelifelinecanada.ca/lifeline-canada-foundation/lifeline-app/				*no Covid-specific service update online
Greater Victoria Police Victim Services	250-995-7351		M-F 9-5	Support by telephone 24/7.	Continue to operate over the phone support lines 24/7. Only change to service does not impact referrals - police victim services are currently not being called out by police to attend in person at a police scene.
	www.gvpvs.org				*no Covid specific service update online
Disability/ Special Needs					
Organization	Contact	Location	Hours	Regular Service	Covid-19 Service Update
Action Committee for People with Disabilities	250-383-4105	948 View St., Victoria	M-Sat 9-4	Offers by appointment free legal clinic every Tuesday for help with wills and trusts, Civil legal matters, and Human rights issues. Also offers assistance with applications and various other forms of housing, benefits, taxes etc.	Reduced service hours: advocates available - T, W, Th 11-3
	www.actioncommittee.ca				*no Covid-specific service update online

Independent Living and Housing Society	250-383-2524 info@ilhs.ca	101-367 Burnside Rd., Victoria	M-F 8:30-4:30	Residential services, respite (B&B), and home share programs	
	www.ilhs.ca				*No Covid-specific service update online
Victoria Brain Injury Society	250-598-9339 info@vbis.ca	Units C, D & E, 830 Pembroke St., Victoria	M-Thurs: 10am – 3pm Weekends: Closed	For anyone who has experienced brain injury, VBIS offer individual support, peer support programs, family support groups, courses (including coping strategies, brain injury and substance abuse info and support, mindfulness & yoga, and music therapy). VBIS also hosts events and workshops. Staff are also available to adapt programming to meet individual needs.	Remain committed to providing ongoing services and will remain available. Have moved services online and by phone effective March 19, 2020.
	www.vbis.ca				*See VBIS mainpage www.vbis.ca for Covid-related service update
Victoria Disability Resource Centre	250-595-0044; reception@drcvictoria.com	817A Fort St., Victoria	M-F 9-4, Sa 10-3	Computer and assistive technology access, workshops for service users, employment program, peer support program, parking permits, information and referrals	Closed. Email and VM monitored. Parking placard renewals possible over the phone.
	*website currently under construction				*no online Covid service update
Emergency Services					
Organization	Contact	Location	Hours	Regular Service	Covid-19 Service Update
Non Emergency Police (Victoria)	250-995-7654 (Victoria)	850 Caledonia Ave., Victoria			Front desk at Caledonia is closed until further notice. A number of online reporting systems have been created - see the Home site for COVID-19 updates to service.
	www.vicpd.ca				www.vicpd.ca/covid-19-service-updates/
Non Emergency Police (Saanich)	250-475-4321 (Saanich)	360 Vernon Rd., Victoria			Front desk is closed. See their website for up to date information about service delivery.
	www.saanichpolice.ca				www.saanichpolice.ca/images/files/pdfs/Media_Release_2020_03_20_Service_Delivery_Updated.pdf

RCMP (Westshore)	250-474-2264 (Westshore)	698 Atkins Ave., Victoria			Westshore RCMP detachment is still open to the public. No finger printing or criminal record checks can be completed at this time.
	www.rcmp-grc.gc.ca				www.rcmp-grc.gc.ca/en/covid-19?fe
Royal Jubilee Hospital	1-877-370-8699	1952 Bay St., Victoria	24hr/7days		RJH and VGH are among the sites designated to treat COVID-19 patients on Island. RJH is a primary site, and VGH a secondary site. Many non-essential surgeries and appointments have been cancelled. No visitors (unless palliative care visit). Parking fees suspended as of April 1.
	https://www.islandhealth.ca/our-locations/hospitals-health-centre-locations/royal-jubilee-hospital-rjh		24hrs/7days		* see RJH webpage for Covid service updates
Victoria General Hospital	250-727-4212	1 Hospital Way, Victoria			See above
	https://www.islandhealth.ca/our-locations/hospitals-health-centre-locations/victoria-general-hospital-vgh				*see VGH webpage for Covid service updates

Financial Aid/Info					
Organization	Contact	Location	Hours	Regular Service	Covid-19 Service Update
Ministry of Social Development & Poverty Reduction (Income Assistance)	1-866-866-0800 (General)	908 Pandora Ave., Victoria	M-F 9-4	<p>Focuses on providing British Columbians in need with a system of supports to help them achieve their social and economic potential.</p> <p>Featured Services:</p> <ul style="list-style-type: none"> •Income Assistance Apply for B.C. Employment and Assistance (BCEA). •Disability Assistance Apply for Persons with Disabilities Assistance. •My Self Serve Secure online access to income and disability assistance programs and services in B.C. •WorkBC Committed to help British Columbians successfully navigate B.C.'s labour market. •Bus Pass A reduced cost, annual bus pass for low income seniors and individuals receiving disability assistance. 	<p>Pandora office remains open to the public, but encouraging clients to access services by way of phone or online via <u>My Self Serve</u>.</p> <p>Detailed instructions re: receiving federal Employment Insurance (EI) or the Canada Emergency Response Benefit (CERB). Those on Income Assistance; Disability Assistance; Comforts Allowance; or BC Senior's Supplement will automatically receive a \$300 supplement on cheques issued in April, May, and June. No action is required. Those receiving federal EI or the CERB will not.</p>
	https://www2.gov.bc.ca/gov/content/governments/organizational-structure/ministries-organizations/ministries/social-development-poverty-reduction				www2.gov.bc.ca/gov/content/family-social-supports/income-assistance/on-assistance/covid

(Income Assistance)	1-866-866-0800 (General)				<p>From government of B.C. website: “Use My Self Serve to assess your eligibility and apply for assistance from the B.C. government online. If you can’t complete the application online, call 1-866-866-0800. You will need to provide details about your current situation, income and assets. Be ready to give information, such as:</p> <ul style="list-style-type: none"> ● Identification for you and your family ● Your Social Insurance Number (SIN) ● How much you pay for rent and utilities ● Your bank account balance ● How much you owe on your vehicle, if you have a car <p>We’ll also ask you if:</p> <ul style="list-style-type: none"> ● You are getting or waiting for Employment Insurance (EI) or Worker’s Compensation benefits (WCB) ● You have any outstanding warrants ● A family member sponsored you into Canada <p>We’re committed to protecting your privacy when we collect and review your personal information. The federal government has waived the one-week Employment Insurance waiting period for people who are sick, quarantined or must stay home to care for children but don’t have sick pay. Additionally, you no longer need a medical certificate to get EI. Workers laid off due to the business ceasing operation will still need to wait one week to apply for EI.</p>
(BC Hardship Assistance, if not eligible for Income Assistance)	1-866-866-0800		M-F 9-4		<p>From government of B.C. website: Access Income & Disability Assistance Services:</p> <ul style="list-style-type: none"> ● Online with My Self Serve ● Toll-free with 1-866-866-0800
	1-866-660-3194 (After hours)				

Together Against Poverty Society (TAPS)	250-361-3521	828 View St., Victoria	M, F 1-4:30, T, W 9:30-4:30, Th 9-4:30	Income assistance, federal disability advocacy, residential tenancy advocates, employment standards advocates, persons with disabilities benefits, and Tax preparation clinic	Closed to all walk-in clients. Tax Clinics postponed. Clients can call main line or email project directly for help with: -filing taxes: tax@tapsbc.ca -PWD application: vdap@tapsbc.ca -Residential Tenancy matters: tenancy@tapsbc.ca -Income Security matters for those already on Income Assistance, PWD, or federal CPP-D: IA@tapsbc.ca -Employment Standards complaints and EI matters related to Covid: employment@tapsbc.ca -all other administrative matters: info@tapsbc.ca
	www.tapsbc.ca				*See homepage www.tapsbc.ca for Covid service change update
Food/ Supplies/ Other Services					
Organization	Contact	Location	Hours	Regular Service	Covid-19 Service Update
Greater Victoria Coalition to End Homelessness	250-370-1512	941 Pandora Ave., Victoria	-	Excellent list of resources (food, shelter, community support services, access to computers/healthcare/hygiene etc) for low-mod income community members.	Will continue to support vulnerable populations in a modified way. Have developed comprehensive Emergency Response Plan: https://victoriahomelessness.ca/covid19-responseplan/
	www.victoriahomelessness.ca		-		GVCEH's Covid service update: https://victoriahomelessness.ca/covid19/
Goldstream Food Bank	250-474-4443	761 Station Ave., Colwood	T, W - 9:30-2:30 (first 3 weeks of the month only)	ID reqd. Western Community residence proof reqd.	Preparing for surge in patrons. Effective April 1, volunteers organize hampers in the parking lot of their location at Langford Legion. Clients with any symptoms asked to stay away. No delivery service at this time (request these patrons send a friend for pick up if possible).
	www.goldstreamfoodbank.org				*No online Covid service update

Living Edge Food Distribution	250-383-8915	-	M 5:30-6:30 - 833 Pandora; M 6-6:30 - 2375 Lam Circle (Uvic); T 3-4pm - 2121 Cedar Hill X Rd (Sept-June) & 5-6pm - 898 Royal Oak; W 5-6pm - 877 North Park; Th 11-12 - 901 Kings & 5:30-6:30 - 7577 Wallance Dr.; F 12-1 679 Goldstream; Sa 11-12 - 511 Constance Ave	Weekly fresh food markets; Thursday Grocery staples provided (@ 901 Kings)	Current Market Offerings: M 5-6:30pm 833 Pandora; T 5-6pm 898 Royal Oak; Th 11-12 901 Kings & 5-6pm 7577 Wallace Dr; F 12-1pm 679 Goldstream
	www.livingedge.ngo				*See homepage www.livingedge.ngo for Covid service update
Mustard Seed Food Bank	250-953-1575	625 Queens Ave., Victoria	Drop in: M-F 9-1:45	Food Rescue (of perishables from local grocery stores) & Delivery; Feeding the community. ID required to "shop"	Still operating on a limited hours basis: Mon-Fri 10-1. Limited pre-made food hampers available(200). No grab and go. No registration needed.
	www.mustardseed.ca				*No Covid-specific service update online

Our Place Society	250-388-7112	919 Pandora Ave., Victoria		Meals, housing, health and wellness, education, and practical care. Runs several emergency shelters.	Our Place continues to operate safe consumption site and 3 meals per day, but front doors are closed (no access to courtyard or communal spaces). Bagged meals are distributed outside. Shelter has been limited in capacity and no new intakes.
	250-953-1588 (hampers)		Christmas hampers - 1-2 weeks prior to the holiday	Sign up October - December	
	www.ourplacesociety.com				Our Place Covid Emergency Plan: https://www.ourplacesociety.com/sites/default/files/our_place_pandemic_response_2020.pdf
Rainbow Kitchen	250-384-2069	#1315-1277 Lyall St., Victoria	M-F 8-1	Services hot lunches five days a week on walk-in basis. Also offers some supportive activities and services, and connects individuals to volunteers.	Offering bagged lunches 11-1 week days outside distribution. Drop-in centre is closed.
	www.rainbowkitchen.ca				*no Covid-specific service update online
St John the Divine Emerg Food Services	250-383-7169	1611 Quadra St., Victoria	T & F - 10-12	No ID reqd. Avail 1x/month	Continues to remain open; with modified method of delivering food to each patron. Keeping their website up to date each week for any changes or closure.
	www.stjohnthedivine.bc.ca/ministries/food-bank				*no Covid-specific service update online
St Vincent de Paul Social Concern Office	250-382-0712	833 Yates St., Victoria	Mon-Fri 11AM-2PM	Food bank - ID required	Open regular hours. One person at a time, no shopping for items, hampers are pre-prepared with addition of fresh produce as folks arrive.
	www.ssvpvancouverisland.ca/location/social-concern-office				*no Covid-specific service update online
Salt Spring Island Food Bank	250-537-9971	268 Fulford-Ganges, Salt Spring Island	Tues 10:30-4	Relative to need, family size & preference. 1x/week & on emerg basis. No ID reqd.	Food bank is still open regular hours on Tuesdays. Hampers are being handed out at the door.
	www.saltspringcommunityservices.ca/food-security/food-bank/				*no Covid-specific service update online

Salvation Army Victoria ARC	250-384-3396	525 Johnson St., Victoria			Pre-packed warm lunches available.
	www.victoriaarc.org				See homepage www.victoriaarc.org for Covid service update
Saanich Peninsula Lions Food Bank	250-655-0679	9586 5th St., Sidney	Food hampers M, W, F 8-2; Produce Food Hamper M, W, F 9-12 Produce Pick-Up T, Th 9-12	Register with ID. Registered Clients may visit the Saanich Peninsula Lions Food Bank for a hamper a maximum of once a month. Hampers are based on the size of the family/household. Only one registration and one hamper per family/household. Aim for hamper has enough food for 7-10days, but sometimes varies on supply and demand.	As of Wednesday March 25th, 2020 will be now distributing our hampers outside of the food bank with safe distance practices in place.
	www.splfoodbank.com				*See homepage www.splfoodbank.com for Covid service update
Shelbourne Community Kitchen	250-590-0980	3541 Shelbourne St., Saanich	T-F 10-2pm (2x month)	Unique neighbourhood food centre model. Provide opportunities for people to: <ul style="list-style-type: none"> •Prepare and share healthy meals together; •Access nutritious food; •Work together to grow food and build gardening skills; •Connect with other community resources and become resources for one another. The Shelbourne Community Kitchen offers a wide variety of cooking programs designed to meet the unique interests of members (primarily single parents, students seniors living alone). 	Continue to offer services for food access (taking precautions to do so safely). All cooking sessions, workshops and events are cancelled until further notice.
	www.shelbournecommunitykitchen.ca				*See homepage www.shelbournecommunitykitchen.ca for Covid service update

Sidney Lions Food Bank	250-655-0679	9586 Fifth St., Victoria	M, W, F - 9-12 (closed last week of the month)	ID reqd. Proof of peninsula address reqd	The Saanich Peninsula Lions Food Bank will continue operating our normal food bank hamper distribution on Mondays, Wednesdays and Fridays from 9AM – Noon.
	www.splfoodbank.com				*See Covid-specific service update via homepage www.splfoodbank.com
Sooke Food Bank	250-642-7666	2037 Shields Rd., Sooke	Th 9:30-3 (first 3 weeks/month)	ID reqd. Proof of Sooke address reqd	Volunteers are currently working to monitor the voicemail seven days per week and will provide hampers outside of regular Thursday hours until state of emergency is lifted. Pre-made hampers but able to request additional items at pick up.
	www.foodbanksooke.org				*No Covid-specific service update online
SPCA Compassionate Pet Boarding	250-388-7722 ext 1223			Transition House Residents' pet boarding	Still available at this time
	www.sPCA.bc.ca/faqs/can-temporarily-give-animal-bc-sPCA				*No Covid-specific service update online
Various Food/M meal Providers	Online PDF	-			
Wear 2 Start	250-472-9327	216-733 Johnson St., Victoria		Self/nomination required	Temporarily closed
	www.wear2start.com				*See homepage www.wear2start.com for Covid service update

Women in Need (WIN) Stores & Donations	250-480-4006	555 Ardersier Rd., Victoria	9-5/7days	Community service cooperative that provides programs and services for women and their families. Programs: Crisis &Referral Program - provides referrals to women so they can access the services they need. Gift Certificate Program - WIN provides direct, practical support to women in crisis (clothing, household items and toys). Women choose from Resale Shops. New Start Program - WIN helps women and their children to set up a new home after a transition house. Self Sufficiency Program - One on one support, practical training, and financial assistance to grow careers Transformations - Ongoing education program for personal development.	WIN shops and Donation Centre closed until further notice (online shop in process of being developed). WIN will continue to provide some WIN Programs in a safe way and for more information please email: programs@womeninneed.ca
WIN Gift Cards/New Start	250-480-4006 ext 206				
	www.womeninneed.ca				*See homepage www.womeninneed.ca for Covid service update

Health Services					
Organization	Contact	Location	Hours	Regular Service	Covid-19 Service Update
Covid-Testing for Homeless Population	*Set up by Island Health (see below contact details)	938 Mason Street			Triage site and Covid Testing for the homeless population.
Island Health	250-370-8699	1952 Bay St., Victoria		Pubic health care services.	Visitor restrictions at Island Health Facilities. Information about COVID-19, how to protect yourself, family, community and what to do if you suspect you have Covid by phone or online. Non-medical information about COVID is available 7:30am-8pm, 7 days a week at 1-888-COVID19 (1-888-268-4319). Visit bc.thrive.health to download the COVID-19 BC Support App or conduct a self-assessment.
			M-F 8:30-4:30	Free unbiased prenatal services: See “Right from the Start Prenatal Program”	Link to Covid Self-Screening Tool: https://bc.thrive.health/
	www.islandhealth.ca				Link to up-to-date Covid info and resources: https://www.islandhealth.ca/learn-about-health/covid-19
Island Sexual Health	250-592-3479	101-3690 Quadra St., Victoria	M, F 9-4; T, W 9-5; Th 9-8; Sa 11-3 (closed 12-1 every day). By Appointment, drop-in by triage	Provides a wide range of services including birth control and pregnancy related procedures, STI testing, sexual health procedures (eg pap screening etc) and gender affirming care. Also provides many resources on sexuality, sexual health, etc. Can book appointments for STI screening, birth control renewal, and pap screening online or by phone.	Has changed clinic hours: closed Quadra Street waiting room and reduced appointments. Tele-medicine appointments available. Clinic accessible 9-4 pm Mon-Fri for booked appointments and supply pick up. Closed weekends. Will NOT turn away patients who need urgent or necessary care. Will continue to post updates.
	www.islandsexualhealth.org				*See Covid-specific service update via homepage www.islandsexualhealth.org
Sexual Assault Response Team (SART)	250-383-3232 access@vsac.ca			24/7 emergency response, emotional support & information to all people 13 years and older who have been sexually assaulted within the past 7 days.	Available by phone or through website
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Victoria Cool Aid Community Health Centre	<p>Medical and Pharmacy: (250) 385-1466 medicalreception@CoolAid.org</p> <p>Dental: (250) 383-5957 dentalreception@CoolAid.org</p>	<p>Medical and Pharmacy: Access Health Centre, 1st Floor 713 Johnson St., Victoria</p> <p>Dental: Access Health Centre, 2nd Floor 713 Johnson St., Victoria</p>	Monday-Saturday by appointment M, T 8:30-6; W, Th 8:30-8; F 8:30-3; Sa 10-2	Multidisciplinary team of 50 medical professionals. Primary health care, dental clinic, pharmacy dispensary. Provides healthcare (medical and dental) to 7,000 patients, including those experiencing homelessness, mental health challenges, infectious disease, problematic substance use and chronic illnesses.	Health Centre and Pharmacy operating under reduced hours: M-TH: 9-4:30, F: 9-3, Sat: 10-2, Sun: Closed Dental Clinic: Emergency services only
	reception@coolaid.org				
	www.coolaid.org				Cool Aid's Covid service update: https://coolaid.org/our-impact/news-stories/cool-aid-services-coronavirus-pandemic/
Victoria Youth Clinic/Foundry	(250) 383-3552 office@foundryvictoria.ca	533 Yates St., Victoria		<p>Providing a variety of supports virtually (phone/online) for youth up to age 24 years:</p> <p>Health Care Sexual Health Peer Support Mental Health Support and Counselling Substance Abuse Support and Counselling</p>	Available by phone or through website
	www.victoriayouthclinic.ca				*See homepage www.victoriayouthclinic.ca for Covid-specific service update

Housing/ Tenancy Services					
Organization	Contact	Location	Hours	Regular Service	Covid-19 Service Update
BC Housing	250-475-7550	201-3440 Douglas St., Victoria	M-F 8:30-4:30	Housing assistance, tenant programs and resources, homelessness services, and home adaptations for independence	If a client lives in subsidized or rent-geared to income housing, and has lost employment income, can apply for expedited process for rent reduction (no proof of loss of income or signature is required).
	1-800-787-2807				Link to Covid updates for Housing Sector: https://www.bchousing.org/COVID-19
	vanislandregion@bchousing.org	-			Link to BC Temporary Rental Supplement Program: https://www.bchousing.org/BCTRS
	www.bchousing.org				For BC Housing Covid-specific service update: https://www.bchousing.org/news?newsId=1479155027529
Burnside Gorge Homeless Family Outreach	250-388-5251	471 Celia Rd., Victoria		Responds to immediate physical needs such as housing/shelter, food and warm clothing. Advocating for families with employment and assistance workers, landlords, hotel managers, and others as required. Connecting children and parents with existing support services.	Services by appt. Housing Outreach - running, phone service. Childcare Services - ltd spots for children of essential workers (Mon-Fri 9-5, ages 5-11). Food Access - bread available, call ahead; working on plan for produce boxes. Youth/Family Outreach - running over the phone mostly
	info@burnsidegorge.ca		M-Th 8:30-7		
	www.burnsidegorge.ca		F 8:30-6		*See homepage www.burnsidegorge.ca for Covid-specific updates
Cridge Supportive Transitional Housing (Second Stage Housing)	250-995-6404			Second stage housing: Apply online at cridge.org/supportive-transitional-housing	See Cridge Centre for the Family
	250-995-6418				
	www.cridge.org/supportive-transitional-housing/				*no Covid-specific service update online

Margaret Laurence House (Second Stage Housing)	250-995-0058	302 Kingston St., Victoria		Second stage housing for women who have children in their care at least 50% of the time	
	program@margaretlaurencehouse.org	-			
	www.margaretlaurencehouse.org				*no Covid-specific service update online
Pacifica Housing	250-385-2131	827 Fisgard St., Victoria	M-F 9-4	Affordable housing. 'Housing First' approach	Current residents unable to pay rent will not be given 10 days notice of end of tenancy, in line with govt direction. They are encouraged to apply for BC Housing's Temporary Rental Supplement Program and must submit proof of loss of income and connect for an individual rental payment plan. For residents in subsidized buildings, BC Housing will be allowing rent re-calculations to adjust rent levels. For those who can only pay rent in person, Fisgard office open April 1-5, 9-1pm only. Door locked, only two to enter at a time.
	www.pacificahousing.ca				https://pacificahousing.ca/pacifica-housing-covid-19-temporary-operational-changes/
Pacifica Housing Downtown Outreach Services Office	250-356-2555	826 Cormorant St., Victoria	M, T, Th, F 8:30-4:30	Assists with finding housing, completing CASH applications and BC Housing applications, advocacy and support for appointments and referrals.	see above
	https://pacificahousing.ca/downtown-outreach-services/		W 1-4:30 (open all day on 'welfare days')	Free phone use.	
Tenant Resource and Advisory Centre (TRAC)	1-800-665-8779 HSRTO@gov.bc.ca	Burnaby	M, T, Th, F 1-5	Information, education, support and research on residential tenancy matters	Community Outreach Office (390 Main St, Vancouver) is closed.
	604-255-0546 1-800-665-1185	Vancouver	W 8:30-4:30		Continuation of phone support.
	www.tenants.bc.ca				http://tenants.bc.ca/covid-19/

Immigration/ Refugee Services					
Organization	Contact	Location	Hours	Regular Service	Covid-19 Service Update
Intercultural Association of Greater Victoria	250-388-4728	930 Balmoral Rd., Victoria	M-Th 8:30-6:30	Information, support, and tools to help immigrants and refugees reach their goals.	Providing Covid-19 links and updates available in 10 different languages via website. Essential services continue by phone, videoconferencing, or using social distancing if meetings need to be held in-person. Workshops and in-person programs canceled (online program delivery being developed). Youth and Family Services via Zoom.
	www.icavictoria.org	-	F 8:30-4:30		https://www.icavictoria.org/covid-19-updates/
Victoria Immigrant and Refugee Centre (VIRCS)	250-361-9433	1004 North Park St., Victoria	M-F 9-5	Wide range of services for immigrants, refugees, and new Canadians including employment services, ESL services, and support for students, and settlement and life planning.	All services by phone, email, and online. Centre closed to public. Online workshops and services in development.
	www.vircs.bc.ca				*See homepage www.vircs.bc.ca for Covid service update

Indigenous Services					
Organization	Contact	Location	Hours	Regular Service	Covid-19 Service Update
Aboriginal Coalition to End Homelessness	778-432-2234		operations@acehsociety.com	<p>Work of the ACEH centered on the voices of Aboriginal peoples who have shared their immediate needs, lived experiences, systemic and structural barriers, as well as their hopes, dreams and importantly, their perspectives on solutions. Within this context, the ACEH seeks to create a climate of love and care to help members of the Aboriginal Street Community gain cultural supports and connections as well as housing stability.</p> <p>The Coalition listens to aboriginal experience, prepares written recommendations and advocates for culturally appropriate services to address aboriginal homelessness, and builds community. The coalition includes leading-practice housing model. This will soon include Spa'Qun House – Indigenous Women's Housing Project (2020).</p>	Delivering food to individuals in need or isolation. Contact Coalition for info.
	www.acehsociety.com		-		*no Covid-specific service update online

First Nations:	-	-			
Beecher Bay (Sc'ianew) Nation	250-478-3535	4901 Sooke Rd., Beecher Bay		The Sc'ianew (Cheanuh) First Nations' main community is on Beecher Bay in East Sooke, 30 km southwest of Victoria (capitol city of British Columbia). They can trace their ancestry to people who spoke four different languages. The English translation of the name means "big fish". The predominant language is now Hul'q'umi'num'. Currnt Chief is Russ Chipps. Sc'ianew Nation offers variety of economic development, health, housing, education, and recreational supportive programming for members.	Providing essential health services to nation only. All other services and programs are closed or cancelled. Looking into providing food packages for members.
	www.beecherbay.ca				*no Covid-specific service update online
Esquimalt (Xwsepsum) Nation	250-381-7861	1189 Kosapsum Crescent, Victoria		The Esquimalt Nation is a small nation on the water of Esquimalt Harbour. Their traditional name is Xwsepsum, also written Kosapsum. Members of the Esquimalt Nation are part of the Lekwungen peoples, belonging to the Coast Salish language group. Lead Councilor is Robert Thomas. The Nation offers health, social development, education, and recreational programs for nation members.	Programming closed. Offering health, counseling, and outreach services by phone and online. Produce and dairy available for pick-up on Wednesdays. Call to confirm timing. *For Nation members*
	www.esquimaltnation.ca				*no Covid-specific service update online
Songhees Nation	250 386-1043 info@songheesnation.com	Admirals Rd., Victoria		Songhees Nation members are Lekwungen People who's traditional language is the Lekwungen Language. Songhees Nation is located in the Greater Victoria area. The Nation provides members economic, health, social, and recreational services, many of which are offered through the Songhees Wellness Centre which houses the Nation's Governance and Administration Offices, Local Services, Education Services, and Health Centre.	Will provide food delivery to nation members 1-2 times per week. Programs and services are closed.
	www.songheesnation.ca				https://www.songheesnation.ca/news/march-23-statement-from-songhees-nation-leadership

Tsartlip (WJOLELP) Nation	250-652-3988	1 Boat Ramp Rd., Brentwood Bay		WJOLELP (Tsartlip First Nation) is located on the Saanich Peninsula, in Saanich territory on Vancouver Island. Deliver many programs for commnuity members. Chief is Don Tom.	Programs are closed. Delivering food to the community.
	www.tsartlip.com				*See Covid-related resources and message to members from council via homepage www.tsartlip.com
First Nations Health Authority		Central Office: 501-100 Park Royal South, W Vancouver		Maternal, child and family health services, health and wellness planning, substance use prevention and treatment, and traditional healing	Provides comprehensive Covid-19 resources and informaiton specific to First Nations Individuals; communities; and leaders online or by phone.
	250-360-3453	In Victoria: 7725 Tetayut Rd., Victoria			
	www.fnha.ca				https://www.fnha.ca/what-we-do/communicable-disease-control/coronavirus
Hope for Wellness Helpline	1-855-242-3310			Help line and online chat counselling and crisis intervention service open to all all Indigenous people across Canada.	
	www.hopeforwellness.ca				*no Covid-specific service update online
Hulitan Family and Community Services Society	250-384-9466	104-731 Station Ave., Victoria	M-F 9-5 (closed 12-1)	Sexual Abuse and Intervention Program Indigenous Child and Youth Mental Health Program, Family Preservation Program, Intensive Parent Support Program, Family Development Response Program	Work is being done by phone, emails and video chat. There is someone in the office to answer the main phoneline. Current clients can connect with their support worker to see what face to face services can be arranged, case by case basis.
	www.hulitan.ca				* Seehomepage www.hulitan.ca for Covid-specific service update

Indigenous Harm Reduction Team	indigenousharmreductionteam@gmail.com	-	M-F 8:30-4:30	IHRT (iheart) is a group of Indigenous folks who do harm reduction by and for Indigenous people on the lands of the Lkwungen, Esquimalt, and WSANEC peoples (southern Vancouver Island). They come from many nations (including nations on the island), hold many different skills and identities, and practice harm reduction in many ways and in many places. Some of the work they do includes: harm reduction education for Indigenous people, communities, nations, and service providers; harm reduction support; events and support by and for 2spirit folks; workshop and meeting facilitation; organizing; hosting; and capacity building.	Outreach work being done daily. Creating and handing out flyers to homeless pop with updates about locations of supports and survival services, including handwashing and hydration stations, temporary shelters, and Covid Updates. Handing out supplies including food, snacks, water, hygiene kits, and wellness supplies. Checking on people's needs and impact of service closures. Hosting Healing Circles Thursdays 6-8pm outside of 755 Pandora. Link to Street Survival Guide for resources available in Lkwungen Territory (Victoria) available via FB page and website.
	www.ihrt.ca				*no Covid-specific service update online
KUU-US Crisis Line	250-723-4050 (adults and elders)		24 hr	Crisis line for Indigenous people across Canada	
	250-723-2040 (children and youth)				
	www.kuu-uscrisisline.ca				*no Covid-specific service update online
M'akola Housing Society	250-384-1423	554 Goldstream Ave		Provides safe, affordable, and appropriate homes for Aboriginal people and families	Offices are closed, tenants are receiving in person support for emergencies only. All other matters being handled by phone or email.
	www.makola.bc.ca				http://makola.bc.ca/covid-19-updates/
Surrounded by Cedar Child and Family Services	250-383-2990	211-1497 Admirals Rd	M-F 8:30-4:30	Services include guardianship social workers, residential resources, child and youth counselling, intensive youth support services, cultural programming, life long connections (keeping children connected with families and communities), and an elder in residence	Office is closed until April 10th at which point, service delivery will be reassessed. All support workers available by phone or email. Emergency numbers posted on website.
	1-800-663-9122 (After hours)				

	www.surroundedbycedar.com				https://www.surroundedbycedar.com/news/390-covid-19-office-closure
Victoria Native Friendship Centre	250-384-3211	231 Regina Ave. Victoria	M-F 8:30-4:30; Intake M-F 1-4pm	<p>Supports and services for Indigenous youth, families, and elders, including:</p> <ul style="list-style-type: none"> • Aboriginal Childhood Intervention Services (ACIS) to support health and dev. of Aboriginal children, youth, and families. Including, Aboriginal Infant Development Program (AIDP); Aboriginal Fetal Alcohol Spectrum Disorder (FASD) Program; Aboriginal Supported Child Development Program (ASCD); Aboriginal Speech Language Program (ASLP) • Playgroup for children; from birth to 6 years of age (Tues 10:30 -12 noon at Centre) • At Risk Youth & Families Programs, including Family Services Team of Family Support Workers and Social workers to advocate for families involved with MCFD • Career, Employment, and Education Resources (CEER) • Health Access Support, addictions counselling, mental health support • Homeless Outreach Worker Program • Parent support group, prenatal support group, and early childhood development • Youth support programs • Wellness Clinics • Daycare • Indigenous Model for Delivering Employment and Economic Success (IMDEES) • Siem Lelum (Respected House) will provide 40-45 units of safe and affordable residential housing • Awakening the Warrior Within Program (examining family/relationship violence) 	<p>Essential services of daycare, shelter and homelessness outreach continue.</p> <p>Have created a food hamper service for community members that are connected to a program and who may struggle during time of reduced service (upwards of 400 families/week). Immediate CANCELLATIONS will include:</p> <ul style="list-style-type: none"> • All Elder Programming • Hospitality Training Programs • Warriors Women and Men Program • IMDEES; current group moving online, no more in-person work • Youth Drop-In Centre • Friday Community Lunch • community workshops • most outreach services
	www.vnfc.ca				http://www.vnfc.ca/downloads/covidmarch2020.pdf

Legal Resources					
Organization	Contact	Location	Hours	Regular Service	Covid-19 Service Update
Access Pro Bono	604-878-7400; 1-877-762-6664			Summary legal advice program, Civil Chambers Program, Roster Program, Employment Standards Program, Mental Health Program, Residential Tenancy Program, Paralegal Program (@ Vancouver JAC), Wills Clinic	Moving all services to phone and online delivery. Ramping up phone advice services to meet emerging legal needs from the COVID-19 pandemic. Adapting clinics specifically designed to serve COVID-19-related legal needs. Shutting down our court-based Civil Chambers Program temporarily.
	http://accessprobono.ca				* No Covid-specific service update online
Family Duty Counsel		Across BC		FDC provide free advice about parenting time/contracts/access /guardianship/ custody/child support/ property/ tentative settlement agreements/ divorce and court procedures	Service moved to phone only, hours as usual.
	250-356-7035 (Victoria)	850 Burdett Ave	M, T, W, F – by appointment		
			Th – Family Court day		
	250-391-2879 (Colwood)	1756 Island Hwy	T, W, Th, F - by appointment Mon – Family Court day		
	www.lss.bc.ca/legal_aid/familyDutyCounsel				*See homepage https://lss.bc.ca/legal_aid/familyDutyCounsel for Covid service update
Family Services of Greater Victoria	250-386-4331	1004 North Park Rd.	M 11:30-4	Legal information about separation	Office Closed - providing support by phone on a limited hour basis. Leave a message with contact information.
	1-877-386-4333		T-F 8:30-4		
	www.fsgv.org				See www.fsgv.org for Covid-related updates

Justice Access Centres	https://www2.gov.bc.ca/gov/content/justice/about-bcs-justice-system/jac	Nanaimo, Surrey, Vancouver, Victoria		Information re separation and divorce, court system and procedures, legal information, referrals to resources	No in-person services offered (this includes SHRRs). Family Justice Services Division will continue to provide a full range of services through telephone and videoconferencing (including mediation with Family Justice Counsellor and Child Support Officer). Family Justice Report Service (FJRS) is no longer meeting with families or doing home visits until considered safe to do so. For detailed information on current services see: https://www2.gov.bc.ca/gov/content/life-events/divorce/family-justice/fjsd-covid-19
	250-356-7012 (Victoria)	225-850 Burdett Ave	M, T, W, F - 8:00 - 5:30; Th 8:00-6:30	Self-Help Resource Room Open 9am-4pm	
	250-741-5447 (Nanaimo)	65 Front Street	M, T, Th, F 8:00-5:30; W 8:00am-7:00pm		
	604-660-2084 (Vancouver)	290-800 Hornby St	M, F 8:00-5; T, Th 8:00-5:15; W 8:00-7:00pm	Self-Help Resource Room Open 8:30-4pm	
	604-501-3100 (Surrey)	3 rd Floor, 14340 57 Ave	M, W, Th, F 8:00-5:30; T 8:00am-6:30pm		
Lawyer Referral Service	604-687-3221		M-F 8:30-5	Provides access to lawyers and provides the opportunity to have a free 30 minute consultation with a lawyer	Operating normally.
	1-800-663-1919				*no Covid-specific service update online
	lawyerreferral@accessprobono.ca				
	www.accessprobono.ca/lawyer-referral-service				

Legal Services Society (Legal Aid BC)	www.lss.bc.ca			Information, advice, and representation for those who qualify for service.	Over the phone applications only. See https://legalaid.bc.ca/legal_aid for Covid-related updates
	www.aboriginal.legalaid.bc.ca				
	1-866-577-2525				
	250-382-4620	850 Burdett Ave, Victoria	M-F 9-3:30		
Parents Legal Centre	www.familylaw.lss.bc.ca/visit/parents-legal-centre	Province wide, including: Victoria, Duncan & Campbell River		Child Protection and foster care legal issues. Legal Aid Supported Program	Offices are closed. Continue to offer legal advice by phone only. The voicemail is being monitored by counsel; leave a message with all contact information and they will try to get back within one day.
	250-984-6955	200-818 Broughton Street, Victoria	M-F 8:30-4:30	Child protection cases in Victoria and Colwood Courthouses	
	778-455-5070	301-238 Government St, Duncan	M-F 8:30-4:30	Child protection cases in Duncan Courthouse	Office Closed
	-				*No Covid-specific service update online
Family Law Line	604-408-2172		M, T, Th, F – 9-3	Free family legal advice to those who qualify. Legal Aid supported program.	Continues to operate as per usual.
	1-877-577-2525		W – 9-2:30		
	https://lss.bc.ca/legal_aid/FamilyLawLINE				For service Covid update visit https://legalaid.bc.ca/legal_aid

The Law Centre (UVic)	250-385-1221	850 Burdett Ave		Assist with questions related to employment, tenancy, family law, criminal charges, human rights, credit/debit, social assistance and other government benefits, small claims, wills and incapacity planning and other essential legal matters for persons who cannot otherwise afford a lawyer.	Open and serving clients over the phone only.
	https://thelawcentre.ca/				www.thelawcentre.ca/covid-19-service-update/
	reception@thelawcentre.ca				
Victoria Women's Transition House Legal Advocate (Trish)	250-592-2927			Specialised, front-line family law support, advocacy and education to survivors of intimate partner abuse	Legal advocate is able to provide service over the phone for women who have or are currently experiencing intimate partner violence.
	legaladvocate@vwth.bc.ca				*no Covid-specific service update online
Clicklaw	www.clicklaw.bc.ca			Clicklaw is a website aimed at enhancing access to justice in British Columbia. Clicklaw features legal information and education designed for the public from over 24 contributor organizations, as well as selected others.	List of Covid-19 Resources: https://wiki.clicklaw.bc.ca/index.php?title=Covid-19_Resources_for_British_Columbians
Community Legal Assistance Agency	1-888-685-6222	300-1140 West Pender St. Vancouver		Provides legal assistance to disadvantaged people throughout British Columbia. Specialize in the areas of poverty, disability, workers' compensation, employment insurance, mental health, human rights and equality law.	Continuing to provide service remotely. Connect by phone or email. Check homepage for updates.
	contact@clasbc.net				
	www.clasbc.net				

Courts of BC Guidebooks	www.courts.gov.bc.ca/supreme_court/self-represented_litigants/guidebooks.aspx			Guidebooks have been created by the BC courts to help SRLs with certain procedures in the Supreme Court, such as drafting court documents and preparing for hearings.	Courts of BC Updates: https://www.bccourts.ca/
How to Separate	www.howtoseparate.ca			An online course that helps people in BC navigate through separation or divorce.	*No Covid-specific update online
Justice Education Society	250-387-3303	850 Burdett Ave, Victoria (Regional Office)		The Justice Education Society creates innovative programs and resources that improve access to British Columbia's justice system.	Chat function to ask questions related to Covid-19
	ann.young@justiceeducation.ca				
	www.justiceeducation.ca				
Legal Aid BC – Family Law in BC Website	www.familylaw.lss.bc.ca			Self-help materials to help people resolve their family law problems, current family law information and resources, and links to useful related sites.	Information on how Covid-19 is affecting the legal system: https://familylaw.lss.bc.ca/coronavirus-and-law-your-questions-answered
My Law BC	www.mylawbc.com			The Legal Services Society, a non-profit organization, provides a range of free services, including legal information, legal advice, and representation.	
National Self-Represented Litigants Project	www.representingyourselfcanada.com			The National Self-Represented Litigants Project (NSRLP) is committed to advancing understanding of the challenges and hard choices facing the very large numbers of Canadians who now come to court without counsel. The NSRLP works to promote dialogue and collaboration among all those affected by the self-represented litigant phenomenon, both justice system professionals and litigants themselves. We regularly publish resources designed specifically for SRLs, as well as research reports that examine the implications for the justice system.	List of Covid-19 Resources (regularly updated): www.representingyourselfcanada.com/covid-19-resources/

Mental Health and Addictions					
Organization	Contact	Location	Hours	Regular Service	Covid-19 Service Update
Central Access and Rapid Engagement Services (CARES)	250-519-3485	1119 & 1125 Pembroke St	M-F 8:30-4:30	Offers opioid replacement meds, psychiatrist consultations, single session therapy, health consultations, and drop in groups	
	https://www.islandhealth.ca/sites/default/files/2018-07/CARES-brochure.pdf				*No Covid-specific service update
Discovery Youth & Family Substance Use Services	250-519-5314	530 Fraser St. 2nd Floor	M-F 8:30-4:30	Free community-based counselling services and access to residential care & treatment for youth age 13-19	Referrals through typical over the phone route. Counselling services are being offered over the phone or video. The office does remain open, however, face to face service is only available in emergencies. Some counsellors are working from home.
	https://www.islandhealth.ca/our-services/youth-family-substance-use-services/youth-family-substance-use-services/discovery-youth-family-substance-use-services				* No Covid-specific service update online
Island Community Mental Health	250-389-1211	125 Skinner St.	M-F 9-4	Supported Employment and Education Programs. Subsidized housing (4 apt. bldgs., 3 group homes)	Head office closed, providing service remotely. Phone lines are monitored.
	info@icmha.ca				www.icmha.ca/icmh-response-to-covid-19-updated/
	www.icmha.ca				
Pandora Clinic and Pharmacy	250-294-6714	922 Pandora Avenue	M-F 9-5	Specializing in the treatment of opiate addiction utilizing methadone and buprenorphine	Currently open but changes in service including limit of 4 patients at a time in waiting room; limited amount of time with the doctor and moving towards tele-health in next few weeks.
	www.pandoraclinic.com				*No Covid-specific update online

PEERS Victoria Resources Society	Night Outreach: 250-744-0171 Harm Reduction: 250-217-0410 Men's Program 250-217-1386 Housing: 250-415-1874 Prevention: 250-217-5937 T-Th 12-4; text anytime	#1-744 Fairway Rd., Victoria	Night Outreach Answered M, W, F 11-1:30 Harm Reduction Answered M-Th; text anytime Men's Program Answered M-Th 10-4; text anytime Housing Answered M-Th 10-4; text anytime Prevention T-Th 12-4; text anytime	Multi-service grassroots agency that was established by, with, and for sex workers. Through direct service delivery and community partnerships, Peers provides an array of outreach and drop-in harm reduction and support services alongside education and employment training for current and former sex workers.	Drop In: Services at the drop-in centre will be by appointment or door service M, W, F 11am-1pm. Night Outreach: Van will not be taken out due to the difficulty with social distancing in that setting. The night outreach phone will be checked M, W, F mornings for requests for harm reduction supply and food delivery. Housing and Harm Reduction Outreach: Staff can be reached by phone during their usual hours; will be providing phone support and arranging drop off harm reduction and food (and other essentials). There will be NO GROUPS at Peers Victoria until further notice. Counselling: Phone only. Sessions can be booked by email at carinfreimond@protonmail.com. Usual hours are M-Th 11am-3pm (other times possible).
	https://www.safersexwork.ca/				https://www.safersexwork.ca/peers-blog/
Psychiatric Emergency Services Crisis Line	1-888-494-3888		24hr	Specialized mental health and addictions services including intensive assessment and crisis intervention	
	-				
Umbrella Society for Addictions and Mental Health	250-380-0595	901 Kings Road		Counselling, Outreach, Groups, & Recovery Housing (3 houses – 2 male, 1 female) monthly rent	Outreach & counselling by telephone, text, email or messenger. Rapid Action Addiction Clinic open. SMART Recovery Meetings by Zoom
	wecanhelp@umbrellasociety.ca				
	www.umbrellasociety.ca				https://www.umbrellasociety.ca/umbrella-and-covid-19/

Urgent Short-Term Assessment and Treatment (USTAT)	250-519-3544	1250 Quadra Street	M-F 8:30-4:30	Requires referral from physician. Short term individual therapy.	
Ministry Services					
Organization	Contact	Location	Hours	Regular Service	Covid-19 Service Update
Ministry of Child and Family Development (MCFD) Child Protection	1-800-663-9122 (Provincial Centralized Screening)	737 Courtney St, Victoria		Ministry's approach is to provide inclusive, culturally respectful, responsive and accessible services that support the well-being of children, youth and families in B.C. <ul style="list-style-type: none"> • Child Protection Services in B.C Social workers screen and investigate reported child abuse or concerns for a child's welfare • Child & Youth Mental Health Specialized mental health services to support children and their families living with mental health challenges. • Youth & Family Services Specialized support for important youth transitions, and services targeted to help families stay together during challenging times. 	Continuation of services and referrals to resources and supports related to Covid.
	https://www2.gov.bc.ca/gov/content/governments/organizational-structure/ministries-organizations/ministries/children-and-family-development				https://www2.gov.bc.ca/gov/content/family-social-supports/covid-19-information

	1-877-3878-7027 (General Inquiries)				
	250-387-6121 (Victoria Gen. Inq.)				
	778-698-1224 (After Hours Response Victoria)				
	250-952-6062 (Victoria Child & Family Services)				
	250-952-4073 (Aboriginal Victoria/Esquimalt Intake/Investigation)				
	250-952-4041 (Aboriginal Child & Family Services)				
	250-391-2223 (Langford Child & Family Services)				
	250-642-7748 (Sooke Child & Family Services)				
	250-952-5073 (Saanich Child & Family Services)				
	250-544-3300 (Saanichton Child & Family Services)				
	250-953-3711 (Victoria Youth Protection)				

Ministry of Social Development (MSD)	1-866-866-0800 (General)	908 Pandora Ave.		Ministry focuses on providing British Columbians in need with a system of supports to help them achieve their social and economic potential.	Changes to in-person services are in place due to COVID-19. Due to COVID-19, new emergency measures are in place to ensure that people on income or disability assistance and low-income seniors, do not encounter additional barriers. Clients asked to Call 1-866-866-0800 or use <u>My Self Serve</u> instead of coming into an office if possible, though in person service still an option. Provides detailed instructions re: applying for Canada Emergency Response Benefit (CERB). Those not receiving federal Employment Insurance (EI) or the Canada Emergency Response Benefit (CERB) and are on: Income Assistance Disability Assistance Comforts Allowance BC Senior's Supplement Automatically receive a \$300 supplement on your cheques issued in April, May, and June. No action is required.
	https://www2.gov.bc.ca/gov/content/governments/organizational-structure/ministries-organizations/ministries/social-development-poverty-reduction				https://www2.gov.bc.ca/gov/content/family-social-supports/income-assistance/on-assistance/covid
(Income Assistance)	1-866-660-3194 (After hours)	403-771 Vernon Ave (Service BC)	M-F 9-4		
	https://myselfserve.gov.bc.ca/			Online access to income and disability assistance for residents of BC.	

Representative for Children and Youth	1-800-476-3933	400-1019 Wharf St. (Head office)		Representative to support BC's young people and their families in dealing with provincial child and youth welfare system. Provides oversight to the system and makes recommendations to improve it.	
	www.rcybc.ca				https://rcybc.ca/reports-and-publications/statements/representatives-statement-on-covid-19/
Seniors Services					
Organization	Contact	Location	Hours	Regular Service	Covid-19 Service Update
BC Seniors Guide	https://www2.gov.bc.ca/assets/gov/people/seniors/about-seniorsbc/guide/bc-seniors-guide-11th-edition.pdf				* No Covid-specific service update online
Victoria Senior Services Directory	https://www.greatervictoria.com/community-services/services-for-seniors				* No Covid-specific service update online
James Bay New Horizons for Seniors	250-386-3035	234 Menzies St., Victoria	M-F 9-4; Sa 9-12	Committed to providing a wide range of personal and health care services to seniors. Programs include art drop in and classes; computer and internet support; fitness programs; health services (walk in service with nurse onsite and programs feet and hand care, blood pressure, and hearing); senior outreach and personal services; lunch and dinners programs; and Senior reassurance Program (where seniors living alone are routine checked in with by volunteers and assisted with any medical or other needs).	All in-person community centre programming is cancelled. Senior Reassurance Program (via phone) continues. Seniors are checked in with daily by volunteers and helped with prescription pick-ups, medical needs, and/or with food services.
	http://www.jamesbaynewhorizons.ca/				See homepage www.jamesbaynewhorizons.ca for Covid service update

Office of the Seniors Advocate	1-877-952-3181	6th Floor, 1405 Douglas St., Victoria	M-F 8:30-4:30	The Office of the Seniors Advocate monitors and analyzes seniors services and issues in B.C., and makes recommendations to government and service providers to address systemic issues.	Continues to be available by phone during regular hours. Coordinating Safe Seniors, Strong Communities initiative funded by the government in partnership with the Better at Home program, bc211 and community agencies throughout B.C. It matches people who want to help, with the seniors who need help through the Covid isolation period. After registering by calling 2-1-1 or visiting the bc211.ca, seniors will be matched with the local COVID-19 community response agency nearest to them.
	www.seniorsadvocatebc.ca	-			* No Covid-specific service update online
Safe Seniors, Strong Communities	Call: 211; www.bc211.ca		Connect through an online form - seek services or volunteer	Program that matches seniors who need support with non-medical essentials, to volunteers in their community (phone calls, companionship, shopping)	Province wide COVID response - this program has been widened and any senior needing support should be able to connect with a volunteer within 48 hours of contacting 211.
	www.bc211.ca		-		*See mainpage www.bc211.ca for Covid-related information and service updates. This program has been specifically adapted as a Covid-response program.
Seniors Abuse and Information Line (SAIL)	Seniors Abuse and Information Line 604-437-1940 Toll Free: 1-866-437-1940		8am-8pm (closed holidays)	A safe place for older adults, and those who care about them to talk to a trained intake worker about abuse or mistreatment, receive information and support about issues that impact the health and well-being of an older adult.	See above
	www.seniorsfirstbc.ca/programs/sail				

Senior Community Outreach	250-889-4430		T-Th 8:30-4	Outreach program for seniors only	Outreach line will be monitored Tuesday-Thursday from 8:30am-4:00pm. Seniors can leave a message with their name, phone number and request the kind of help they require.
Seniors First BC (formerly known as BC Centre for Elder Advocacy & Support)	604-688-1927 (Vancouver Office) info@seniorsfirstbc.ca	#150-900 Howe St., Vancouver		Delivers programs and initiatives to prevent elder abuse. Services include Education and Outreach programs, the Seniors Abuse and Information Line (SAIL), Victims Services Program, Legal Advocacy Program, and the Elder Law Clinic. Seniors First BC advocates for legal and social justice for older adults.	Continue to offer services by phone. Have created a Seniors First resource list specific to Covid: http://seniorsfirstbc.ca/wp-content/uploads/2020/03/COVID-19-RESOURCES.pdf
	www.seniorsfirstbc.ca	-			*No Covid-specific online update
Seniors Serving Seniors	250-413-3211	209-1027 Pandora Ave., Victoria	M-Th 9-4; Call ahead	Return to Health Program and Senior Peer Listeners Program	Operating out of office; leave a message with detailed information and it will be returned within one business day.
	info@seniorsservingseniors.bc.ca	-			http://seniorsfirstbc.ca/news/11660/
Silver Threads	Saanich: 250-38-3151			Daytime programming and Outreach, Wellness, Fitness, Learning & Leisure	All services shut down. Some availability over the phone (Saanich). (See homepage for updates)
	Victoria: 250-388-4268				
	www.silverthreads.ca				*see Covid service update via mainpage www.silverthreads.ca

Victoria Innovative Seniors Treatment Approach (VISTA)		2828 Nanaimo St., Victoria		Resources for older adults dealing with day-to-day problems of alcohol and other drugs including prescription, elder abuse issues, and mental health issues. VISTA counsellors provide consultative services, educational workshops and group counselling.	
		286 Hampton Rd	M-F 8:30-4, Sa 9-12 (closed holidays)		
		2340 Richmond Rd	M-F 8:30-4 (closed holidays)		
Shelters (Emergency)					
Organization	Contact	Location	Hours	Regular Service	Covid-19 Service Update
Updated List of Emergency Shelters and Services During Covid Period	Created and maintained by Greater Victoria Coalition to end Homelessness				https://victoriahomelessness.ca/get-help/resources/emergency-shelters/
Arbutus	250-360-0093	2915 Douglas St., Victoria	24hrs/7days	50 Units, low barrier. 3 meals/day. Co-ed and Women's only sections (Trans* inclusive). Pets welcome.	No longer accepting new patrons. Current clients will remain in shelter indefinitely; operating at a lower capacity to support physical distancing.
	www.phs.ca				*See mainpage www.phs.ca for Covid-related information and service updates.

First Met Shelter (Our Place Shelter)	250-388-7112	932 Balmoral Rd., Victoria		First Metropolitan hosts a nightly shelter in the Fellowship Hall to help Victoria's downtown homeless find a place to sleep. The shelter is run and staffed by Our Place.	Continues to offer shelter, though at limited capacity. Mats have been rearranged to allow for social distancing.
	www.firstmetvictoria.com/pages/our-place-shelter				*No Covid-specific service update online
Kiwanis Emergency Youth Shelter	250-386-8282	2117 Vancouver St		13-18yo, shelter, counsellors, meals, laundry & hygiene supplies. Youth and family mediation available.	Assessing referrals on a case by case basis. Completing intake only if there are safety concerns or zero access to shelter, youth cannot present with any COVID symptoms.
	www.vyes.ca/programs/#2				*No Covid-specific service update online
Out of the Rain Youth Shelter	250-415-3856	2723 Quadra St. Victoria		Winter shelters, various locations. Youth age 15-25. Pets allowed.	Shelter is currently closed but youth 15-25 can drop in for hot meals from 9-12 and 4-7, Mon-Fri @ 1450 Elford St. Can supply hygiene materials for any youth in need.
	www.outoftherainvictoria.ca				*No Covid-specific service update online
Our Place Society	250-388-7112	919 Pandora Ave., Victoria	6:30am-8:30pm (7 days/wk)	Meals, housing, health and wellness, education, and practical care. Runs several emergency shelters.	Our Place continues to operate safe consumption site and 3 meals per day, but front doors are closed (no access to courtyard or communal spaces). Shelter has been limited in capacity and no new intakes.
	info@ourplacesociety.com			Not shelter address	https://www.ourplacesociety.com/our-place-response-covid-19-pandemic

Rock Bay Landing	250-383-1951	535 Ellice St., Victoria	24/7 Shelter; 8-6 (7 days/week)	Co-ed shelter. Showers, laundry, computers, meals, rooms, education and counselling. 84 shelter beds. 23 transitional rooms for residents working to be permanently housed. Free phone available.	Servicing existing clients only. No new intakes; operating at reduced capacity. Waitlist for showers being taken (which are available 9-11am & 1-3pm daily).
	www.coolaid.org/how-we-help/housing/emergency-shelters-and-transitional-housing/				https://coolaid.org/our-impact/news-stories/cool-aid-services-coronavirus-pandemic/#shelters
Sandy Merriman Shelter	250-480-1408	809 Burdett Ave	24hrs/7days	Shelter for women who are homeless. Welcomes trans women, gender fluid and non- binary people. Support attending appointments & helping to find a Dr. By appt. Free phone available	No new intakes at this time. Capacity limited to one woman per room.
	250-381-2883 (resident line)				
	https://coolaid.org/how-we-help/housing/emergency-shelters-and-transitional-housing/				https://coolaid.org/our-impact/news-stories/cool-aid-services-coronavirus-pandemic/#shelters
Seasonal Shelter (Victoria Cool Aid)	250-383-1951	755 Pandora Ave (Downtown Community Centre)		Nov-March at Downtown Community Centre. 40 mats.	CLOSED
	https://coolaid.org/how-we-help/housing/emergency-shelters-and-transitional-housing/				https://coolaid.org/our-impact/news-stories/cool-aid-services-coronavirus-pandemic/#shelters

Victoria Emergency Shelter Plan	-	-			<p>Regular Topaz Park bathrooms open 8 am - 11 pm, portapotties open 24/7.</p> <p>No showers or handwashing stations set up yet at Topaz Park.</p> <p>Food services at 6:00pm daily.</p> <p>Phase 2 (unknown time frame)</p> <p>People will be assessed at interim sites with particular attention to anyone exhibiting COVID-19 symptoms. Based on need, preference, symptoms, etc. people will be moved to indoor sheltering locations dispersed throughout the city. Will include spaces for self-isolation for people with symptoms.</p> <p>-</p> <p>Topaz Park (SE Corner: Topaz & Blanshard st)</p> <p>Non-enforcement of tent bylaw as long as tents are spaced apart and people are practicing social distancing</p>
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Transition Houses					
Organization	Contact	Location	Hours	Regular Service	Covid-19 Service Update
Cridge Transition House	250-479-3963 (Crisis)		24hrs/7days	Safe place for women with or without children who are escaping violence or abuse in their homes	The shelter is running at limited capacity. They will complete intake over the phone and assess ability to accommodate at that time.
	250-479-1939 (resident line)				Outreach running, but phone assessment required first.
	www.cridge.org/cthw				*No Covid-specific service update online
Victoria Women's Transition House	250-385-6611		24hrs/7days	Provides safe, supportive accommodation for up to 30 days for women with or without children. A wide range of help is available including: <ul style="list-style-type: none"> •Advocacy and help to access community programs and services •Information and referrals to lawyers, income assistance, low-income housing, etc. •Information on legal issues (such as custody and access) •Education and counselling •Safety planning •Weekly support groups •Assistance with transportation to appointments 	New clients accepted to shelter, ONLY where they are fleeing immediately dangerous situation (as in leaving right now, not left a week ago and staying with a friend). Emergency situations referred to MCFD. Crisis line running. No groups or face-to-face counselling.
	www.transitionhouse.net				https://www.transitionhouse.net/vwths-response-to-covid-19/
Salt Spring Island Transition House (Islanders Working Against Violence)	250-537-0735		24hrs/7days	Safe place for women with or without children who are escaping violence or abuse in their homes	N
	1-877-435-7544				
	www.iwav.org				*No Covid-specific service update online

Somenos Transition House (Duncan)	250-748-8544	103-255 Ingram St.	24hrs/7days	Provides free and confidential emergency shelter and support services for women with or without children experiencing or at risk of abuse or violence.	Somenos House is active with pandemic processes in place.
	250-748-7000 (CWAV)				
	www.cwav.org/somenos_house				https://www.cwav.org/cwav_s_covid_19_response
Sooke Transition House (Sooke Transition House Society)	250-642-2591		24hrs/7days	provides emergency shelter for women and their children who are in crisis resulting from family violence. STHS provides additional services and programming, in partnership with other organizations, including counselling, education, and other supportive programming.	TH is running as usual. Other services are modified. Stopping the Violence program and outreach is running, but virtually. PEACE program not running.
	778-966-4311 (Cell)				
	http://sooketransitionhousesociety.com/Welcome.html				*No Covid-specific service update online
Transportation					
Organization	Contact	Location	Hours	Regular Service	Covid-19 Service Update
Victoria Transit	25-382-6161	transitinfo@bctransit.com		Public transit	Offering free bus rides and handydart buses until April 30, 2020 (stay tuned for updates). Effective immediately, reducing the number of passengers on board BC Transit buses. Transit operators are monitoring passenger capacity based on direction from BC Transit operations. Please leave extra time for your journey. Learn more about physical distancing onboard: bctransit.com/covid19
	www.bctransit.com/victoria				https://www.bctransit.com/covid19

Youth/Family Services					
Organization	Contact	Location	Hours	Regular Service	Covid-19 Service Update
Cridge Centre for the Family	250-388-5251	1307 Hillside Ave., Victoria	M-F 8:30-5; Sat & Sun 8:30-4:30	Supports children, families and adults discover new paths to growth and independence through supportive programming. Programs include Cridge Transition House for Women; Cridge Supportive Transitional Housing; Cridge Brain Injury Services; Cridge childcare Services; Cridge Respite and Respitality Services; Cridge Seniors' Services; Cridge Young parent Outreach Program.	Providing child care for families of essential service workers (contact by phone for registration information). Continuing food distribution. Cridge Young Parent Outreach Program providing services over the phone and online. Seniors' Centre is closed to visitors.
	www.cridge.org				https://cridge.org/covidupdate/
Family Services of Greater Victoria	250-386-4331	1004 North Park Rd. Victoria	M 11:30-4	Separation resource services, counselling services, group programs, information services, mediation, and support for grandparents	Office is closed to the public until further notice. Looking at providing phone/online support to clients. Telephone lines will be answered Monday through Thursday From 10am until 2pm 250-386-4331 or 1-877-386-4333 If you do get the machine - please leave a message.
	1-877-386-4333		T-F 8:30-4		
	www.fsgv.org				*See homepage www.fsgv.org for Coivd service update.
Pacific Centre Family Services	250-478-8357	200-324 Goldstream Ave (Centre for Wellbeing)	M-F 9-4:30	Child, youth, adult and family counselling, community counselling, support for seniors and employment support	Services over the phone only. VM monitored several times a day.
	1-866-478-8357				
	250-940-4373 (Intake and Referrals)				
	pacificcentre@pcfsa.org	-			
	www.pacificcentrefamilyservices.org				https://www.pacificcentrefamilyservices.org/blog/covid-19-notice

Representative for Children and Youth	1-800-476-3933	400-1019 Wharf St., Victoria (Head office)		Advocacy on behalf of children, youth, and young adults. Conducts independent reviews and investigations into the critical injuries or deaths of children receiving reviewable services.	Continuing to offer our advocacy services to children, youth and young adults and the people who care about and for them. In-person meetings, are no longer viable for the time being. Advocates remain committed to helping those who need it through other means. If you need our help, or are aware of somebody who does, please call us at 1-800-476-3933 or visit our website for other ways to connect with us at www.rcybc.ca
	www.rcybc.ca				https://rcybc.ca/reports-and-publications/statements/representatives-statement-on-covid-19/
Coalition of Neighbourhood Houses - Capital Region	www.cnhcr.ca	Across South Island Region		Neighbourhood Houses are non-profit community-based organizations that are committed to healthy children, youth families and individuals. We offer a range of programs and services support individuals and families to manage their own well-being. Some of the services may include: counseling and outreach, pre- and post-natal support, preschool and childcare programs, parent & child drop-ins, parenting courses and youth, family and seniors programs, food security programs, facility rentals, fitness classes, resources & referral information, volunteer opportunistic, clothing exchange & toy library...and so much more!	See individual Neighbourhood houses for Covid-specific updates.
	-			https://www.cnhcr.ca/directory-of-neighbourhood-houses	*No Covid-specific update online
Esquimalt Neighbourhood House Society	250-385-2635	511 Constance Ave	M-F 10-4	Provide counselling, family, and seniors services.	Service over the phone/video conference including counselling and parenting education program. Modified seniors programs - medical services only. Case by case service for seniors with no other alternatives.
	info@enh.bc.ca	-			
	www.enh.bc.ca/				*No Covid-specific service update online

Beacon Community Services	250-655-5309	9860 Third St., Sidney	Variable Hours	Support community members with a broad range of services and programs, across a variety of ages. Programs include: Children, Youth & Families Counselling & Mental Health Services Employment Services & Training Supports Health Care & Home Support Housing & Shelter SHOAL Centre for Seniors Thrift Shops Volunteer Services	Childcare for essential service workers is available. Youth & family services have moved to a virtual model.
	www.beaconscs.ca				*No Covid-specific service update online
Quadra Village Community Centre	250-388-7696	901 Kings Road, Victoria	M-F 9-4		All regular programming has been modified to be offered virtually. Service calendar is up to date with necessary details for clients to connect.
	www.quadravillagecc.com	-			https://www.quadravillagecc.com/covid-19-working-differently
Burnside Gorge Community Centre	250-388-5251	471 Cecelia Rd., Victoria	M-Th 8:30-7; F 8:30-6	BGCA offers support services to children, youth and families throughout the capital region. Programming includes a range of childcare programs for ages 3.5 to 11; a range of community and school based youth & family services; housing and asset development supports for youth and families; community recreation and special events for all ages; and a variety of community development initiatives.	Services by appt. Housing Outreach - running, phone service. Childcare Services - ltd spots for children of essential workers (Mon-Fri 9-5, ages 5-11). Food Access - bread available, call ahead; working on plan for produce boxes. Youth/Family Outreach - running over the phone mostly
	www.burnsidegorge.ca				*See homepage www.burnsidegorge.ca for Covid-specific updates

Fernwood NRG	250-382-4604 info@fernwoodnrg.ca	1330 Fairfield Rd., Victoria	M-F 9-5	<p>Fernwood NRG offers many programs to both residents and visitors to the community through community centre:</p> <ul style="list-style-type: none"> •two licensed child care programs for children age 6 months to 5 years. •two family-oriented affordable housing buildings. •support families with children through a variety of family programs. •offer recreation programs for children, youth, adults and seniors •committed to food security through a number of initiatives in the neighbourhood, including community dinners, seniors' lunch and Good Food Box Program. 	<p>The Fernwood Community Centre is closed to the public until further notice. At the community centre, offering emergency child care for essential services workers.</p> <p>The Good Food Box is back up and running. This program provides affordable access to fresh fruit and vegetables to people across Greater Victoria and our 178 Gift of Good Food recipient families. See thegoodfoodbox.ca/home/order.</p> <p>Gathering names of people willing to offer services to the vulnerable people in the community, please email melissa@fernwoodnrg.ca.</p> <p>Actively updating a list of resources you can find here: https://fernwoodnrg.ca/community-resources-during-covid-19/.</p>
	www.fernwoodnrg.ca				https://fernwoodnrg.ca/a-letter-from-our-board-chair/
Fairfield Gonzales Community Assn	250-382-4604	1330 Fairfield Rd., Victoria	M-F 9-4; Sat 9-2:30	Offers range of early childhood programs, including childcare and drop-in programs; out of school care and recreational programs for children and youth; adult education and recreational programming, parenting support; food security programs.	<p>Fairfield Community Place is closed to the public until further notice. FCP staff are busy finding options that support community.</p> <p>Contact – place@fairfieldcommunity.ca OR from 9am – 3pm you can call 250-661-8011.FGCA</p> <p>The FGCA has opened a limited number of childcare spaces for essential service workers. Received funding from the Rapid Relief Fund in order to provide this service. Email managers: FGCA Program Updates</p>
	www.fairfieldcommunity.ca				https://fairfieldcommunity.ca/about-us/covid-19-information/

James Bay Community Project	250-388-7844	547 Michigan St., Victoria		The James Bay Community Project is a community centre which provides Family, Community and Volunteer Services. Programs and services seek to enable connections and build resilience through a variety of programs and services for all ages. JBCP provides opportunities for volunteerism and participation in community life, and works in partnership with many other agencies and organizations.	James Bay Community Project closed (as of March 19). The Community Closet Thrift Store will also be closed.
	www.jbc.ca				JBCP will provide updates as appropriate on the JBCP website.
Royal Oak Neighbourhood House	ronh@snplace.org	4525 W Saanich Rd., Victoria		<p>The Royal Oak Neighbourhood House provides programming that is responsive to community needs. Work collaboratively with community partners to provide a range of services, resources and opportunities for the community, including:</p> <ul style="list-style-type: none"> •Family support services •Services that enhance food security •Child development opportunities •Programming for older adults •Access to other community resources and programs •Social Opportunities for the community as a whole 	
	www.saanichneighbourhoodplace.com/about-us/royal-oak-neighbourhood-house/				*No Covid-specific update online

Saanich Neighbourhood Place	250-360-1148	3100 Tillicum Rd., Victoria	M-F 8:45-1pm	<p>Offers a variety of programming for families, children and youth. They include:</p> <p>Early Childhood -preschool, drop-in playgroups, to childminding</p> <p>Young Parent Support Network- to support and empower young parent families.</p> <p>Food Security -provide families with access to a variety of useful at-home skills, as well as resources.</p> <p>Parent Education- geared towards supporting parents to gain skills and confidence, while also nurturing and connecting with their children and babies.</p> <p>Youth Programs - working with youth who may be experiencing various challenges or mental health issues.</p> <p>Family Support - support and access to resources for families and youth on individual basis.</p>	<p>Working to ensure families continue to receive support and access to resources, even though doors are currently closed. Please fill out the Food Assistance Form and one of Family Support team will follow up. You can also call us at 250-360-1148 to leave message or contact us via email at ed@snplace.org or admin@snplace.org and SNP will ensure you get connected with the right person.</p> <p>We're sharing resources and updates on website, as well as on on facebook, and instagram.</p>
	www.saanichneighbourhoodplace.com				*See homepage for detailed Covid service update and resources: http://saanichneighbourhoodplace.com/
Sooke Family Resource Society	250-642-5152	6672 Wadams Way, Sooke	M-F 8:30-4:30	<p>Offer Early Childhood Programs, including Kingfisher Preschool, learning and music programs, parenting groups, and support; Youth programs, including LGBTQ2S+ Group and Youth Outreach an navigator Program; Parent Outreach and Education and Parent Support Program; Day Program for Adults with Mental Disabilities, Homeshare, and Life Skills Course; Counselling for individuals, couples, and families; Thrift shop.</p>	<p>Providing services online and via phone. All face to face programming has been suspended. Caring for Community Affordable Counselling is still available by video conference and is accepting clients.</p> <p>Please call 250-508-4890</p> <p>Closed Services (until further notice)</p> <p>Kingfisher Preschool</p> <p>Drop-in groups in all programs</p> <p>The Activity Club for adults with disabilities</p> <p>SFRS Thrift Shop</p> <p>Modified Services (until further notice)</p> <p>Child Care Resource and Referral</p> <p>Individual Client Services</p>
	info@sfrs.ca				
	www.sookefamilyresource.ca				*See homepage www.sookefamilyresource.ca for Covid-related service update

Oaklands Community Assn	250-370-9101	#1-2827 Belmont Ave., Victoria	M-F 9-5	Runs recreational and community programs with goal to improve your quality of life in the Oaklands neighbourhood by increasing social inclusion, making recreation affordable and accessible, and creating a lively neighbourhood through special events. Runs preschool, Little Acorns and childcare programs.	The Oaklands Community Association is closed until further notice. Oaklands OSC and Little Acorn Child Care are planning to open for child care to Essential Workers on Monday, April 13, 2020. Please visit the Out of School Care page, and Little Acorn page for more details.
	www.oaklands.life				*See homepage www.oaklands.life for Covid service update
Out of the Rain Youth Shelter	250-415-3856	2723 Quadra St., Victoria		Winter shelters, various locations. Youth age 15-25. Pets allowed.	Shelter is currently closed but youth 15-25 can drop in for hot meals from 9-12 and 4-7, Mon-Fri @ 1450 Elford St. Can supply hygiene materials for any youth in need. No services available outside of meal times.
	www.outoftherainvictoria.ca				*No Covid-specific update online
Victoria Youth Clinic/Foundry	(250) 383-3552 office@foundryvictoria.ca	533 Yates St., Victoria	Hours M-Th 11-5 F 11-4 Walk-in Counselling M-Th 11-5 F 11-3	Providing a variety of supports virtually (phone/online) for youth up to age 24 years: Health Care Sexual Health Peer Support Mental Health Support and Counselling Substance Abuse Support and Counselling	Available by phone or through website.
	www.victoriayouthclinic.ca				*See homepage https://victoriayouthclinic.ca/ for Covid service update

Victoria Youth Empowerment Society (YES) for youth 13-19yo	250-383-3514	533 yates St., Victoria	M-F 10-7	Offers range of services for youth (13-19yo), including specialized youth detox and outreach; housing support and independent living options; youth and family support services and drop-in programs; educational and employment support; counselling; legal support; and emergency shelter (Kiwanis).	<p>All counsellors available by email and phone to support clients. Taking new referrals. If youth/families need support all program emails are listed on website.</p> <p>Alliance Club currently open M-Th from 1-6pm to offer to-go meals as well as to-go hygiene products.</p> <p>Detox still available in a modified capacity. Youth needing detox are encouraged to call the office (250-383-3514) to get the number for intake coordinator.</p>
	www.vyes.ca				http://www.vyes.ca/important-updated-yes-covid-19-response/