

**GREATER VICTORIA**

# **STREET SURVIVAL GUIDE**

**2013**



greater victoria  
coalition to end  
homelessness

**hope has found a home**

# IN CASE OF AN EMERGENCY CALL 911

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## EMERGENCY SHELTERS

**Rock Bay Landing**  
250-383-1951

**Salvation Army**  
250-384-3396

**Sandy Merriman House**  
250-480-1408

**Victoria Women's Transition House**  
Crisis Line: 250-385-6611

## WHERE TO CALL FOR HELP

**Women's Sexual Assault Centre**  
Crisis Line: 250-383-3232

**TAPS:** Income Assistance, Disability,  
Tenancy and Employment Advocacy  
250-361-3521

**Burnside Gorge Community Association,** Family Services  
250-388-3514

**Victoria Youth Empowerment Society**  
250-383-3514

**Nurse Line**  
811

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## GOVERNMENT PHONE NUMBERS

**Income Assistance (including Gateway)**  
1-866-866-0800

**Service BC:** Income Assistance,  
Persons with Disabilities  
250-387-6121

**Service Canada:** Revenue  
Canada, Canada Pension Plan,  
Records of Employment, HST/GST etc.  
1-800-622-6232

**Residential Tenancy Branch**  
250-387-1602

**BC Ombudsperson**  
250-387-5855

IF YOU ARE IN A **CRISIS** CALL  
THE CRISIS LINE: **1-888-494-3888.**

# QUICK FINDER



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# FOOD



## Rainbow Kitchen

500 Admirals Rd

**Lunch:** Mon-Fri 12-1pm  
Bread and produce  
based on availability.

## Our Place

919 Pandora Ave

**Breakfast:** 7-8am  
**Lunch:** 11:30-12:30pm  
**Dinner:** 4-5pm  
Lunch only Sat & Sun.

## 9/10 Club

740 View St

**Breakfast:** Mon-Fri 8-10am  
Bread and produce Tues-Thur  
based on availability.

## Salvation Army

525 Johnson St

**Lunch:** Mon, Wed, Fri,  
Sun 11:45-12:30pm

### Coffee and Donuts:

Tues 10:30-11:30am,  
Thur 1:30-2:30pm.  
Paid Breakfast, Lunch,  
Dinner Mon-Fri.

## Sandy Merriman

809 Burdett Ave

**Lunch:** For women and women identified,  
7 Days, 11:30-2pm.

## Anawim House

973 Caledonia Ave

**Lunch:** Sign-up from Mon-Fri 10-11am.  
**Dinner:** Wed & Fri, sign up by 2pm.  
Max 20 people for lunch and dinner.

## Mustard Seed

625 Queens Ave

**Lunch:** Sat noon  
**Dinner:** Fri & Sat 7pm.

## Rock Bay Landing

535 Elllice St

Sat & Sun 3pm for tickets for  
non-residents. 50 tickets only.

## AVI Street Skool

713 Johnson St, 3rd Floor

Tues, tickets at 4pm for dinner.  
Every 3rd Tues Women only.

## Living Edge

950 Kings Rd

**Dinner:** Sun 4:30pm.

# STORAGE



## Our Place

915 Pandora Ave

Day Lockers, Mon-Fri 9-3pm.

## Rock Bay Landing

535 Elllice St

Day Lockers, 6am-midnight.

## City Centre Storage

Suite 203 - 824 Johnson St

Rates vary. No deposit necessary.  
Mon-Fri 9-4:30pm.  
250-384-4233

# SHELTERS



## Rock Bay Landing

### 535 Ellice St

Bed sign-up until 2:45pm

250-383-1951

19 years and older, pets ok.

## Salvation Army

### 525 Johnson St

Meet with a case worker at 8am.

250-384-3396.

Men Only. 19 and older.

Free emergency beds for 10 day stay.

\$21/day dorm beds, or \$525/month, includes meals.

## Sandy Merriman

### 809 Burdett Ave

Bed sign up 11:30am.

250-480-1408.

Women and women identified.

19 and older.

## Extreme Weather Protocol

Call 250-896-4012 to find out if activated.

Nov - March 31.

[www.vewp.net](http://www.vewp.net)

Our Place, Rock Bay Landing,

Salvation Army, Mustard Seed

for Notice of Activation.

## St John the Divine Mat Program

### 1611 Quadra St

10pm-6am. Nov - March 31.

Call 250-383-1951 for questions. Pets ok.

## Out of the Rain Youth 15-25

### Changing locations.

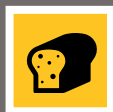
Oct 15 to April 15.

Pets allowed on some days.

250-415-3856

[www.outoftherainvictoria.ca](http://www.outoftherainvictoria.ca)

# GROCERIES & FOOD HAMPERS



## Mustard Seed

### 625 Queens Ave

Mon, Tues, Thur, Fri 9-2pm.

Closed the week after IA cheque issue.

## Salvation Army

### 2695 Quadra St

Stan Hagen Centre.

Mon-Fri 9-11:45am, 1-4pm.

3x per year.

## St Vincent De Paul

### 828 View St

Mon-Fri 8:30-4pm.

Closed from noon-1pm.

## St John the Divine

### 1611 Quadra St

Tues & Fri 10-noon.

Closed the week after IA cheque issue.

## Blanshard Community Centre

### 901 Kings Rd

Run by Miracle Centre.

Tues & Thur at 11-3pm.

# 24 HR WASHROOMS



**Centennial Square**  
Between Pandora,  
Fisgard & Government

**Bastion Square**  
On Langley St,  
between Yates St & Fort St

**Rock Bay Landing**  
535 Ellice St

# SHOWERS



**Our Place**  
919 Pandora Ave  
Mon-Fri 9-3pm.

**Anawim House**  
973 Caledonia Ave  
Mon-Fri 10-3pm. Sat 10-2pm.  
For people abstinent from substances.

**Rock Bay Hygiene Area**  
535 Ellice St  
Daily, variable hours.

**Sandy Merriman**  
809 Burdett Ave  
7 Days, 11:30-4:30pm.  
Women and women identified only.

# LAUNDRY



**Rock Bay Landing**  
535 Ellice St  
7 days, 6am-midnight.  
Call to sign up at 250-383-1951.

**Sandy Merriman**  
809 Burdett Ave  
7 days, 11:30-4pm.  
Women only.

**Anawim House**  
973 Caledonia Ave  
Mon-Fri 10am-3pm. Sat 10-2pm.  
For people abstinent from substances.

# FREE INTERNET



## **Our Place Computer Room**

**919 Pandora Ave**  
Mon-Fri 7-4pm.

## **Greater Victoria Public Library**

**735 Broughton St,  
1231 Esquimalt Rd,  
3110 Tillicum Rd**  
Mon, Fri, Sat 9-6pm. Tues-Thur 9-9pm. Sun  
1-5pm Oct-May.

## **John Howard Society**

**2675 Bridge St**  
Resource Room  
Mon-Fri 9-4pm, closed 12-12:45pm.

## **Downtown Community Centre**

**755 Pandora Ave**  
Mon & Tues 9-3pm. Wed & Thur 9-9pm.  
Fri 9-7pm. Sat 9-noon.  
\$6 monthly voicemail service.  
250-383-0076

## **REES**

**1509 Douglas St**  
Mon-Fri 9-3:30pm.

## **Victoria Disability Resource Centre**

**817A Fort St**  
Mon-Fri 9-4pm.

## **Rock Bay Computer Room**

**535 Ellice St**  
Daily, variable hours.

## **Literacy Victoria**

**930A Yates St**  
Mon & Weds 9-4pm.  
Tues & Thur 9-8pm.  
Fri 9-noon.

# FREE PHONE



## **Rock Bay**

**535 Ellice St**  
24/7 front desk.

## **Pacifica DOS Office**

**826 Cormorant St**  
Tues, Thur, Fri 9-12pm & 1-4pm.  
Wed 1-4pm.

## **REES**

**1509 Douglas St**  
Mon-Fri 9-3:30pm.

## **John Howard**

**2675 Bridge St**  
Resource Room.  
Mon-Fri 9-4pm. Closed 12-12:45pm.

## **Sandy Merriman**

**809 Burdett Ave**  
11:30-4pm.  
Women and women identified only

## **Bay Centre**

**Lower floor**  
25 cents.

# MEDICAL & DENTAL

Please call to confirm hours.



## Cool Aid Clinic

**713 Johnson St**

Mon-Fri 9-10am drop-in line-up.

250-385-1466

## Cool Aid Dental Clinic

**713 Johnson St**

Mon-Fri 9-4pm. Closed 1-2pm.

Call 250-383-5957 to make appointment.

## Yates St Walk-In Clinic

**105-911 Yates St**

Mon-Thur 8:30-8pm. Fri 8:30-7pm.

Sat 9-5pm. Sun 10-4pm.

## Burnside Walk-In Clinic

**101 Burnside Rd**

Mon-Fri 7:30-9pm. Sat-Sun 9-6pm.

250-381-4353

## Westside Integrated Health Clinic

**130-180 Wilson St**

Mon-Fri 8:30-8pm, Sat-Sun 9-3pm.

250-418-8878

## Pandora Dental Group

**1035 Pandora Ave**

250-385-0311. Call to make appointment.

## Rock Bay Landing

**535 Ellice St**

**Nurses:** Wed 2:30-4pm,

Fri 12:30-2:30pm.

**Dr. Stel:** Thur 9-2pm.

## Mustard Seed

**525 Queens St**

Mon & Wed 9-2pm.

## Sandy Merriman

**809 Burdett Ave**

Nurse: Tues 11:45-1pm.

Women and women identified only.

## STI Clinic

**1947 Cook St**

Free STI testing.

Mon 10-2pm. Tues & Thur 1-4pm.

250-388-2225

Call to make an appointment.

## Island Sexual Health

**101-3960 Quadra St**

Mon 1-4pm.

Tues-Thur 9-12pm. 2-8pm.

Fri 9-3:15pm. Sat 11-2pm.

250-592-3479 for main line.

Call to make an appointment with a doctor.

# FOOT CARE



## Our Place Hygiene Area

**919 Pandora Ave**

Mon & Weds 9-1pm. Seasonal.

250-385-2454

Phone for availability.

## Glad Tidings

**1800 Quadra St**

3rd Sat of each month.

8:30am

First come first served.



# HAIR CUTS

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**Our Place**  
919 Pandora Ave  
Tues 9-noon.

**Mustard Seed**  
625 Queens Ave  
Mon, Wed, Fri 10-2pm.

**Rock Bay  
Landing**  
535 Elllice St  
Sat 1-4pm.

# CLOTHING & HOUSEHOLD ITEMS

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**Mustard Seed**  
625 Queens Ave  
Mon, Tues, Thur, Fri 9-2pm.

**Our Place**  
919 Pandora Ave  
Mon-Fri 9-3pm.

**Blanshard Community  
Centre**  
901 Kings Rd  
Clothing Room.  
Mon, Weds, Fri 9-3:30pm,  
closed from 10:30-11:30am.  
Tues 9-1:30pm.  
Thur 12-1:15pm.

**Rock Bay Clothing Room**  
535 Elllice St  
Daily, variable hours.

**St Vincent de Paul**  
828 View St  
Mon-Fri 8:30-4pm,  
closed from noon-1pm.  
Voucher twice per year.

**Salvation Army  
Stan Hagen Centre**  
2695 Quadra St  
Mon-Fri 9-11:45am, 1-4pm.  
Voucher once per year.

**Blanshard Community  
Centre**  
901 Kings Rd  
Run by Miracle Centre.  
Tues & Thur 11-3pm.

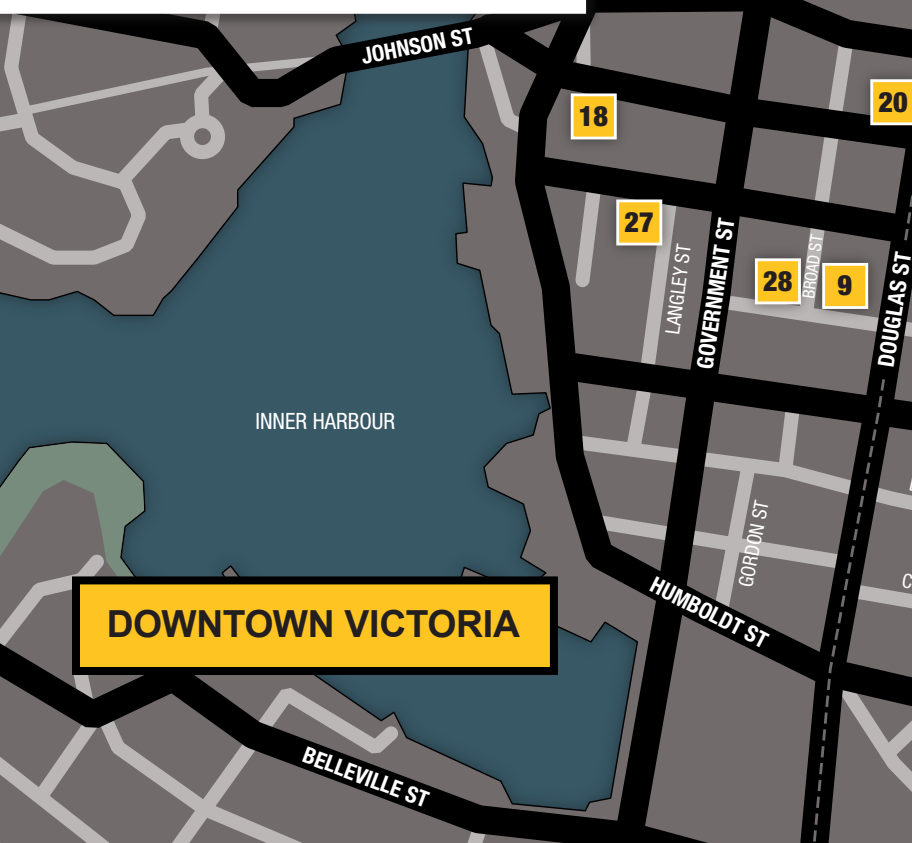
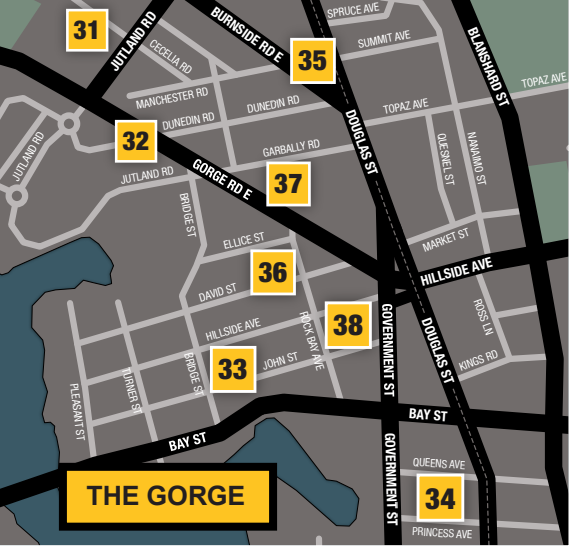
## LITERACY VICTORIA FREE BOOK EXCHANGE

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**Salvation Army**  
525 Johnson St  
Chapel.  
24 hours, 7 days.

**Literacy Victoria**  
930A Yates St  
Literacy services also available.  
Mon & Weds 9-4pm.  
Tues & Thur 9-8pm,  
Fri 9-noon.

**Free books also available at:**  
Mustard Seed, Our Place and Rock Bay Landing.





# ON THE MAP



## Downtown Victoria

- 1 9/10 Club**  
740 View St
- 2 Action Committee for People with Disabilities**  
948 View St
- 3 Anawim House**  
973 Caledonia Ave
- 4 Bridges for Women Society**  
320-1175 Cook St
- 5 Cool Aid Clinic, Dental, AVI Office**  
713 Johnson St
- 6 Downtown Community Centre**  
755 Pandora Ave
- 7 Work BC - GT Hiring**  
201-1483 Douglas St
- 8 Labour Unlimited**  
1732 Douglas St
- 9 The Law Centre**  
1221 Broad St
- 10 Legal Aid BC**  
218-852 Fort St
- 11 Library Main Branch**  
735 Broughton St
- 12 Literacy Victoria**  
930A Yates St
- 13 Men's Trauma Centre**  
102-1022 Pandora Ave
- 14 Our Place**  
919 Pandora Ave
- 15 Pacifica DOS Office**  
826 Cormorant St
- 16 Pandora Dental Group**  
1035 Pandora Ave
- 17 REES**  
1509 Douglas St
- 18 Salvation Army**  
525 Johnson St
- 19 Sandy Merriman House**  
809 Burdett Ave
- 20 Service Canada**  
1401 Douglas St
- 21 SOLID**  
857 Caledonia Ave
- 22 STI Clinic**  
1947 Cook St
- 23 St John the Divine**  
1611 Quadra St
- 24 St Vincent De Paul Social Concerns Office**  
828 View St
- 25 TAPS**  
302-895 Fort St
- 26 Victoria Disability Resource Centre**  
817A Fort St
- 27 Victoria Youth Empowerment Society** 533 Yates St
- 28 Volunteer Victoria**  
306-620 View St
- 29 Yates St Integrated Health Clinic**  
105-911 Yates St
- 30 YMCA**  
851 Broughton St

## The Gorge

- 31 Burnside Gorge Community Assoc.**  
471 Cecelia Rd
- 32 Work BC - GT Hiring**  
102-415 Gorge Rd East
- 33 John Howard**  
2675 Bridge St
- 34 Mustard Seed**  
625 Queens Ave
- 35 Rhino Labour**  
110-2950 Douglas St
- 36 Rock Bay Landing**  
535 Ellice St
- 37 Single Parent Resource Centre**  
602 Gorge Rd East
- 38 TLC Temp Labour**  
5-625 Hillside Ave

# EMPLOYMENT



## Work BC Employment Services Centres - GT Hiring

**201-1483 Douglas St,  
102-415 Gorge Rd East**  
Mon-Fri 8:30-5pm. Closes at 3pm  
Thur and 4:30pm Fri.  
250-388-0858

## Labour Unlimited

**1732 Douglas St**  
Show up at or before 6am for work.

## Rhino Labour

**110 - 2950 Douglas St**  
Show up at or before 6am for work.  
Need photo ID, proof of SIN number.  
Fill out application day before.

## Trades Labour Corporation

**5-625 Hillside Ave**  
Show up from 5:30-6am for work.  
Fill out application day  
before and bring ID.

## REES – Community Casual Labour Pool

**1509 Douglas St**  
Mon-Fri 9-3:30pm.  
250-388-9296

## Bridges

**320-1175 Cook St**  
For women leaving abusive relationships.  
250-385-7410

## Victoria Native Friendship Centre, CEER Program

**231 Regina Ave**  
250-384-3211

## Volunteer Victoria

**306-620 View St**  
For volunteer work.  
Mon-Fri 8:30-4:30pm.  
250-386-2269

## Victoria Disability Resource Centre

**817A Fort St**  
Mon-Fri 9-4pm.  
250-382-3012

# HARM REDUCTION RESOURCES



## Cool Aid Pharmacy

**713 Johnson St**  
Mon-Fri 9am-noon, 1-4pm.  
Fridays until 3pm.

## AVI Street Outreach Services

SOS teams on from  
Mon-Sat 3-10pm;  
Sun from 5-9pm.  
Call 250-896-2849  
for mobile exchange.

## PEERS Outreach Van

**At Government and  
Discovery, and  
Rock Bay Ave**  
Tues-Sun 5-9pm.  
Call for more info  
250-744-0171

## VARCS Mobile X

Call 250-888-4487  
to set up meet.

## SOLID

On foot outreach  
downtown: Every morning  
7:30-9:30am. Tues, Thur,  
and Sat 5:30-7:30pm.

## Sobering and Assessment Centre

**1125 Pembroke St**  
Open 24/7.

# WHERE CAN I CALL FOR HELP?



## COUNSELLING AND SUPPORT

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### Women's Sexual Assault Centre

511 - 620 View St  
Mon-Fri 9-5pm.  
Crisis Line: 250-383-3232

### PEERS

744 Fairview Rd  
For former and current sex workers.  
Mon-Fri 9-3pm.  
250-388-5325

### Men's Trauma Centre

102 - 1022 Pandora Ave  
For men suffering from the effects of trauma.  
Mon, Tues, Thur  
8:30-4pm. Wed noon-6pm.  
Fri 8:30-2pm.  
250-381-6367

### Society of Living Illicit Drug Users (SOLID)

857 Caledonia Ave  
250-298-9497  
(Call for hours)

### Victim's Services

850 Caledonia Ave  
Inside police headquarters.  
Mon-Fri 9-5pm.  
250-995-7351

### Citizens Counseling

941 Kings Rd  
Sliding scale fee.  
250-384-9934

### BC Schizophrenia Society

941 Kings Rd  
Mon-Fri 9-4pm.  
250-384-4225

### Victoria Disability Resource Centre

817A Fort St  
Mon-Fri 9-4pm.  
250-595-0044

### Capital Mental Health Association

125 Skinner St  
Mon-Fri 8:30-4:30pm. 250-389-1211

## LEGAL SUPPORT AND ADVOCACY

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### Legal Aid

218-852 Fort St  
Family, criminal and immigration cases only. Intake also at courthouse.  
250-388-4516

### Law Centre

1221 Broad St  
Free legal advice. Small cases, criminal, civil, and family law.  
Mon-Fri 9:30-noon, and 1:15-3:30pm.  
250-385-1221

### Vancouver Island Human Rights Coalition

418-620 View St  
For advocacy.  
250-382-3012

### TAPS

302-895 Fort St  
Income Assistance, Disability, Tenancy and Employment Advocacy.  
Mon & Fri 1-4pm,  
Tues-Thur  
9:30-noon, 1-4:30pm.  
250-361-3521

## SENIORS

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### Silver Threads

1728 Douglas St  
Seniors activities and advocacy.  
Mon-Fri 9-4pm.  
250-388-4268

### Seniors Services Directory

Available at any public library.

### James Bay New Horizons

234 Menzies St  
Mon-Sat 9-4pm.  
250-386-3035

### Seniors Serving Seniors

109-1022 Pandora Ave  
250-382-4331

### Blanshard Community Centre

Senior Entitlement Service  
Mon & Thur  
9-noon, 1-3pm.

# WHERE CAN I CALL FOR HELP (YOUTH)



## Out of the Rain

### Changing locations.

Youth 15-25.

Oct 15 to Apr 15.

Pets allowed some days.

250-415-3856

## Y Street Outreach Program

Meals and support to youth in the downtown core.

Youth 12-21. Sun-Thur 6-7pm.

## Victoria Youth

### Empowerment Society

533 Yates St

Multiple programs and services available at various times.

Mon-Fri 9-5pm for office hours.

250-383-3514

## Sanctuary Youth Drop-In

767 Humboldt St

19 or under.

Tues-Sat 3-5pm, Tues-Thur 5-7pm.

Dinner Tues-Thur.

## Victoria Youth Clinic

547 Michigan St Tues, Thur 3-7pm.

533 Yates St Mon 3-7pm, Weds 11-3pm.

Youth 12-24. No CareCard needed.

## Threshold Youth Housing

Youth 16-21.

250-383-8830

## Kiwanis Youth Emergency Shelter

2117 Vancouver St

Youth 13-18.

250-386-8282

## Boy and Girls Club

1240 Yates St

Mon-Thur 8:30-4:30pm. Fri 8:30-1pm.

250-384-9133

## Victoria Native Friendship Centre

231 Regina Ave

Youth Drop-In. Tues-Fri 4-9pm.

250-384-3211

## Burnside Gorge Community Association

471 Cecelia Rd

Youth Drop In.

Wed 5:30-8pm. Thur 4:30-8pm. Fri 4-9pm.

250-388-5251

## Esquimalt Teen Centre

527 Fraser St

Teen Drop-In. In the blue house on

Fraser St beside the Rec Centre.

Thur & Sat 7:30-10:30pm.

# THRIFT STORES



## Value Village

1810 Store St

## WIN Store

795 Pandora Ave

## Salvation Army

525 Johnson St,

2-990 Hillside Ave

## Beacon Community Services

2676 Quadra St

715 Pandora Ave

## Bibles for Missions

2520 Government St

## St Vincent De Paul

833 Yates St

# WHERE CAN I CALL FOR HELP (FAMILIES)



## Victoria Native Friendship Centre

231 Regina Ave

Family Programs.

Intakes Mon-Fri 9-10:45am

and 2:30-3:45pm.

250-384-3211

## Burnside Gorge Community Association

471 Cecelia Rd

Mon-Fri 7:30am-9pm.

Sat 9:30-12:30pm.

Family Dinners on Thursdays 5pm.

250-388-5251

## Blanshard Community Association

901 Kings Rd

Mon, Wed-Fri 9-4pm.

Tues 9-1:30pm, 3-4pm.

250-388-7696

## Single Parent Resource Centre

602 Gorge Rd East

Mon-Fri 1-4pm.

250-385-1114

## BC Families in Transition

899 Fort St

Families dealing with divorce or separation.

250-386-4331.

## Cridge Centre for the Family

Transition House.

Available by phone 24/7

Crisis Line 250-479-3963

## Victoria Women's Transition House

Women fleeing abusive relationships.

Phone: 250-592-2927 for more info.

Crisis Line: 250-385-6611

## Salvation Army Stan Hagan Centre for the Family

2695 Quadra St

Mon-Fri 9-11:45, 1-4pm.

250-386-8521

## Surrounded by Cedar

303-3995 Quadra St

Aboriginal Youth and Family Services.

250-383-2990

## Greater Victoria Housing Society

1-772 Bay St

Housing for low income working families.

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

250-384-3434

## Esquimalt Teen Centre

527 Fraser St

In the blue house on Fraser St

beside Esquimalt Rec.

Free After-School Drop-In (Grades 6-8)

Tues & Thur 3-5pm.

Wed 2:15-5pm.

## Young Parent Support Network

2541 Empire St

Call first to see if they are on site.

250-384-0552

## Her Way Home Program

For pregnant women with substance use issues.

250-388-5550



# ADDICTIONS SERVICES AND SUPPORT



## **Narcotics Anonymous**

24 Hr Helpline: 250-383-3553  
www.svina.ca

## **Alcoholics Anonymous Central Office**

24 Hr Hotline: 250-383-7744  
www.aavictoria.ca

## **LifeRing**

250-920-2095  
www.liferingcanada.org

## **Umbrella Society**

**901 Kings Rd**  
Mon-Fri 8:30-4:30pm.  
250-380-0595

## **Detox**

Short-term for acute medical withdrawal,  
10 days. Withdrawal Management  
Services Intake 250-213-4441,  
or by community referral.

## **Addiction As an Ally**

**919 Pandora Ave**  
Our Place Chapel  
Mon 4:30-6pm,  
Rock Bay, 535 Ellice St,  
Thur 5:30-7pm.

## **Stabilization**

Longer term 7-30 days.  
Withdrawal Management Services Intake  
250-213-4441, by or community referral.

## **Drug and Alcohol Counselor at Cool Aid Clinic**

**713 Johnson St**  
Call 250-385-1466 to make appointment.

## **Addictions Outpatient Treatment**

**2nd floor-1250 Quadra St**  
Intake for newcomers  
Tues & Thur 1:30-2:30.  
250-519-3544

## **Salvation Army Addictions Rehabilitation Centre**

**525 Johnson St**  
In house treatment program.  
Referrals from on site case managers.

*Referrals to Detox, Stabilization and  
Treatment available at Our Place and  
Rock Bay Landing.*

## HOW TO:



### ID REPLACEMENT

#### **Rock Bay Landing CSWs**

**535 Ellice St**  
Mon-Sat 8am-7pm.  
Drop-in service, sign up  
and wait.

#### **Service Canada** **1401 Douglas St**

For replacement SIN card or  
proof of SIN number while  
waiting for ID.  
Mon-Fri 8:30-4pm

#### **Salvation Army Case Workers**

**525 Johnson St**  
Mon-Fri 8:30-4:30pm.

# HOW TO: (CONTINUED)



## APPLY FOR INCOME ASSISTANCE

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### Rock Bay CSWs

**535 Ellice St**

Mon-Sat 8-7pm.

For online application.

### Our Place Outreach Staff

**919 Pandora Ave**

Mon-Fri 8-5pm.

## APPLY FOR DISABILITY OR PPMB DESIGNATION

.....

### TAPS

**302 – 895 Fort St**

Mon, Fri 1-4pm.

Tues-Thur 9:30-12pm, 1-4:30pm.

250-361-3521

### REES

**1509 Douglas St**

Mon-Fri 9-3:30pm.

250-388-9296

### Men's Trauma Centre

**102–1022 Pandora Ave**

250-381-6367

### Action Committee for People with Disabilities

**948 View St**

Mon to Fri 9-4pm.

250-383-4105

### Victoria Disability Resource Centre

**817A Fort St**

Mon-Fri 9-4pm.

250-595-0044

## PWD/DISABILITY ENTITLEMENTS

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Province-wide bus pass, dental, camping in provincial parks, fishing licenses, Ferry 50% off. (Go to TAPS for more info).

## GET A PWD BUS PASS

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Program Number: 1-866-866-0800,

press 4, then press 3.

An annual transportation allowance in lieu of a bus pass is available if you are unable to ride the bus.

## GET A LIFE PASS APPLICATION

(FOR ANY REGIONAL REC CENTRE)

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### Rock Bay Landing front desk

**535 Ellice St**

### Our Place Outreach

**919 Pandora Ave**

Mon-Fri 8-5pm

### GT Hiring

**201-1483 Douglas St,**

**102-415 Gorge Rd East**

Mon-Wed 8:30-5pm.

Closed at 3pm Thur and 4:30pm Friday.

### TAPS

**302 – 895 Fort St**

Mon & Fri 1-4pm.

Tues-Thur 9:30-12pm, 1-4:30pm.

250-361-3521

## GET A YMCA PASS

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### YMCA-YWCA of Greater

**Victoria**

**851 Broughton St**

Requires ID, proof of income and fill out a form.

## GET A LIBRARY CARD

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### Central Library

**735 Broughton St**

Mon, Fri, Sat 9-6pm. Tues-Thur 9-9pm. Sun

1-5pm Oct-May.

Bring ID, proof of address or state address of a shelter or Our Place.

# HOW TO: ACCESS HOUSING



## **Pacifica Housing DOS Office**

**826 Cormorant St**

Tues, Thur, Fri 9-noon,  
1-4pm, Wed 1-4pm.

## **Rock Bay Landing**

**535 Ellice St**

Client Service Workers.  
Mon-Sat 8-7pm.

## **Our Place Outreach Staff**

**919 Pandora Ave**

Mon-Fri 8-5pm.

## **BC Housing Registry**

**201-3440 Douglas St**

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

## **SAFER**

60+ BC Housing rental subsidy for  
private market housing.  
1-800-257-7756

## **RAP**

BC Housing Subsidy for working  
poor families.  
1-800-257-7756

## **Victoria Native Friendship Centre**

**231 Regina Ave**

Housing Outreach for aboriginal  
homeless youth, singles and families, housing  
referrals.  
250-384-3211

## **PEERS Victoria Resource Centre**

**744 Fairview Rd**

Housing Support Worker for former  
or current sex workers.  
Mon-Fri 9-2pm.  
250-388-5325

## **Greater Victoria Housing Society**

**1-772 Bay St**

Housing for low income seniors,  
families, and individuals with disabilities.  
Mon-Fri 8:30-4:30pm.  
250-384-3434

## **Threshold Youth Housing**

Youth 16-21.

Call 250-383-8830 for more information.

## **Burnside Gorge**

### **Community Association**

**471 Cecelia Rd**

Housing Outreach for Families.  
Mon-Fri 7:30am-9pm.  
Sat 9:30-12:30pm.  
250-388-5251

## **M'akola Housing Societies**

Aboriginal Family Housing.  
Application available online:  
[www.makola.bc.ca](http://www.makola.bc.ca).  
Phone: 250-384-1423  
Fax: 250-381-1438  
Fill out application prior to  
accessing services.

## **If you are facing eviction find out about the Homelessness Prevention Fund at:**

[www.victoriahomelessness.ca](http://www.victoriahomelessness.ca)>Get Informed>Homelessness Prevention Fund

If you have a tenancy issue go  
to **TAPS** for Tenant Advocacy:

**302 – 895 Fort St**

Mon & Fri 1-4pm.

Tues-Thur 9:30-12pm, 1-4:30pm.

Or call the **Residential Tenancy  
Branch**, at 250-387-1602

# BYLAWS THAT AFFECT YOU



## Streets and Traffic Bylaw

- No camping or erecting structures on boulevards or medians at any time.
- Cannot sit, kneel, squat, panhandle, or lie on a sidewalk in a manner that obstructs pedestrians, at any time.
- Cannot obstruct a sidewalk at any time with your personal property (chattels).
- Cannot obstruct sidewalks between 8am and 9pm in the downtown area for any reason (if panhandling downtown, you must be standing, or seated on an existing bench etc. on the sidewalk).
- If panhandling, you cannot ask passersby more than once for money.
- Cannot panhandle in groups of more than 2 persons.
- Cannot solicit within 6 metres of a bank entrance, bank machine or parking ticket dispensing machine.
- Cannot solicit from persons in passing motor vehicles.

## Parks Regulation Bylaw

- If you are homeless you can camp and erect a structure in a park from 8pm-7am during daylight savings, from 7pm-7am during the winter.
- You cannot camp in environmentally sensitive areas, and no fires in parks unless in officially designated fire pits. Campers must use washroom facilities in parks.
- Park offices for the City are in Beacon Hill Park, off Cook St in Park's Yard
- Cannot bring excess belongings into a park, only basic personal effects.
- The city will remove any unattended belongings, at any time of day or night, which will be impounded and held for a limited duration (around 30 days).

Please call 250-361-0215 to inquire about belongings that have been removed or to ask other bylaw questions.

# MY RIGHTS

PRODUCED BY PIVOT LEGAL SOCIETY

**PIVOT**  
equality lifts everyone

1. I can refuse to talk to police or answer their questions, unless I am in a bar or a cinema, driving a car, or they say I broke the law. In those cases I must give my name, birthdate and address, or show my ID, but I do not have to say anymore.
2. I can say "NO" if the police ask to search me or my things. Saying "NO" does not mean I have something to hide.
3. I can leave unless I am being detained or arrested.
4. If I am being detained or arrested, I have a right to know why, and a right to speak privately to a lawyer – without delay – even if I can't afford to pay.
5. I can only be strip-searched in private and by officers of the same sex.
6. I have a right to know a police officer's name and badge number.
7. I can report a police officer who abuses me, swears at me, or violates my rights.

# STREET SURVIVAL GUIDE

2013

**For more information go to:**

[www.victoriahomelessness.ca](http://www.victoriahomelessness.ca)

FUNDED BY:



**United Way**  
Greater Victoria

**IF YOU FOUND THIS GUIDE  
USEFUL AND NO LONGER NEED IT,  
PLEASE PASS ALONG TO A FRIEND.**

Created by a group of volunteers with street-life experience, this guide is to help those experiencing homelessness and extreme poverty access resources to meet their needs. The most up to date information can be found at: [www.victoriahomelessness.ca](http://www.victoriahomelessness.ca)

PUBLISHED BY:



greater victoria  
coalition to end  
homelessness  
**hope has found a home**