

GREATER VICTORIA

STREET SURVIVAL GUIDE

WINTER 2014

Edition V



greater victoria
coalition to end
homelessness

hope has found a home

IN CASE OF AN EMERGENCY CALL 911

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

Cridge Transition House

Crisis Line: 250-479-3963

Youth Emergency Shelter Information on page 13

WHERE TO CALL FOR HELP

Victoria 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.

250-388-5251

Victoria Youth

Empowerment Society

250-383-3514

Nurse Line

811

GOVERNMENT PHONE NUMBERS

Income Assistance (including Gateway)

1-866-866-0800

Residential Tenancy Branch

250-387-1602

BC Ombudsperson

250-387-5855

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

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: 12-1pm.

Dinner: 5-6pm.

Lunch and dinner only Sat, Sun and Stat Holidays.

Mustard Seed

625 Queens Ave

Lunch: Sat noon.

Dinner: Fri & Sat 7pm.

Anawim House

973 Caledonia Ave

Lunch: Sign-up from Mon-Fri 10-11am.

Dinner: Wed & Fri, sign up by 2pm.

For people abstinent from substances.

Max 20 people for lunch and dinner.

Living Edge

950 Kings Rd

Dinner: Sun 4:30pm.

Rock Bay Landing

535 Ellice St

Sat & Mon 2:45pm for tickets for non-residents. 50 tickets only.

Salvation Army

525 Johnson St

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

Coffee and Donuts:

Tues & Thur 10:30-11:30am.

Paid Breakfast, Lunch,

Dinner Mon-Fri.

Sandy Merriman

809 Burdett Ave

Lunch: For women identified only, 7 Days, 11:30-1pm.

Up to date food information:

www.victoriahomelessness.ca/food

STORAGE



Our Place

919 Pandora Ave

Day Lockers, Mon-Fri 8-3pm. Sat, Sun and Stat Holidays 10-2pm.

Rock Bay Landing

535 Ellice St

Day Lockers, 6am-10pm.

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 9am.

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 identified.

19 and older.

Extreme Weather Response Mat Program

Downtown Community Centre

755 Pandora Ave

Nov - Mar 31. 10pm-6:30am.

Open regardless of EWP activation.

Call 250-383-1951 for questions.

Pets ok.

Extreme Weather Protocol

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

Nov - March 31.

www.vewp.net

Notice of Activation:

Our Place

Rock Bay Landing

Salvation Army

Mustard Seed

Youth Emergency Shelter Information on page 13.

GROCERIES & FOOD HAMPERS



St Vincent De Paul

828 View St

Mon, Tues, Thur & Fri 8:30-4pm,
closed from noon-1pm.

Wed 9-noon, families only.

Salvation Army

2695 Quadra St

Stan Hagen Centre.

Mon-Fri 9-11:00am, 1-4:15pm.

3x per year.

St John the Divine

1611 Quadra St

Tues & Fri 10-noon.

Closed the week after cheque issue.

Mustard Seed

625 Queens Ave

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

Families with appointments Wed 9-12pm.

Closed the week after cheque issue.

Quadra Village Community Centre

901 Kings Rd

Run by Living Edge.

Tues, Thur 11-3pm.

24 HR WASHROOMS



Centennial Square
Between Pandora,
Fisgard & Government

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

SHOWERS



Our Place
919 Pandora Ave
Mon-Fri 8-3pm.
Sat, Sun and Stat Holidays 10-2pm.

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 identified only.

LAUNDRY



Rock Bay Landing
535 Ellice St
7 days, 6:30am-midnight.
Call to sign up at 250-383-1951.

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

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 7am-8pm. Sat & Sun 10-8pm.

Stat Holidays 10-5pm.

Greater Victoria Public Library

735 Broughton St,

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

Sun 1-5pm.

Additional locations: gvpl.ca

REES

1509 Douglas St

Mon-Fri 9-3:30pm.

Closed Tues 12-1pm.

Victoria Disability Resource Centre

817A Fort St

Mon-Fri 9-4pm.

Downtown Community Centre

755 Pandora Ave

Mon 9:30-11:30am. Tues 8:30-2:30pm.

Wed 8:30-12:30pm. Thur & Fri 8:30-11:30am

Hours subject to change.

Hours posted weekly on front door.

250-383-0076

Rock Bay Computer Room

535 Ellice St

Daily, variable hours.

Work BC Employment Service Centres - GT Hiring

Mon-Wed 8:30-5pm.

Closes at 3pm Thur and 4:30pm Fri.

201-1483 Douglas St,

250-388-0858

102-415 Gorge Rd East

250-388-5627

FREE PHONE



Rock Bay

535 Ellice St

6am-10pm front desk.

Pacifica DOS Office

826 Cormorant St

Tues, Thur, Fri 8:30-4:30pm, closed from noon to 1pm.

Wed 1-4:30pm (Open all day on cheque issue day).

REES

1509 Douglas St

Mon-Fri 9-3:30pm.

Closed Tues 12-1pm.

Sandy Merriman

809 Burdett Ave

11:30-4pm.

Women identified only.

Bay Centre

Lower floor

25 cents.

Downtown Community Centre

755 Pandora Ave

\$6 monthly voicemail service.

250-383-0076

EMPLOYMENT



Work BC Employment Services Centres - GT Hiring

Mon-Wed 8:30-5pm. Closes at 3pm
Thur and 4:30pm Fri.

201-1483 Douglas St,

250-388-0858

102-415 Gorge Rd East

250-388-5627

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.
250-381-0202

Trades Labour Corporation

5-625 Hillside Ave

Show up from 5:30-6am for work.
Fill out application day
before and bring ID.
250-386-0024

Labour Unlimited

1732 Douglas St

Show up at or before 6am for work.
250-386-8100

REES – Community Casual Labour Pool

1509 Douglas St

Mon-Fri 9-3:30pm. Closed Tues 12-1pm.
250-388-9296

Bridges for Women

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

FOOT CARE



Our Place Hygiene Area

919 Pandora Ave

Mon & Wed 9-2:30pm until Dec.
Phone for availability after Dec.
250-388-7112

Glad Tidings

1800 Quadra St

3rd Sat of each month.
8:30am.
First come first served.

HAIR CUTS



Our Place
919 Pandora Ave
Tues 1-3pm.

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

CLOTHING & HOUSEHOLD ITEMS



Mustard Seed
625 Queens Ave
Mon-Fri 9-2pm.

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

Our Place
919 Pandora Ave
Mon-Fri 8-3:30pm.
Sat, Sun & Stat Holidays 10-2pm.

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

**Quadra Village Community
Centre**
901 Kings Rd
Clothing Room.
Mon, Wed, Thur, Fri 10am-noon,
1:30-3pm.
Tues 10am-noon.

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

Free books available at:
Mustard Seed, Our Place Computer Room, Rock Bay Landing & Salvation Army.

THRIFT STORES



Value Village
1810 Store St

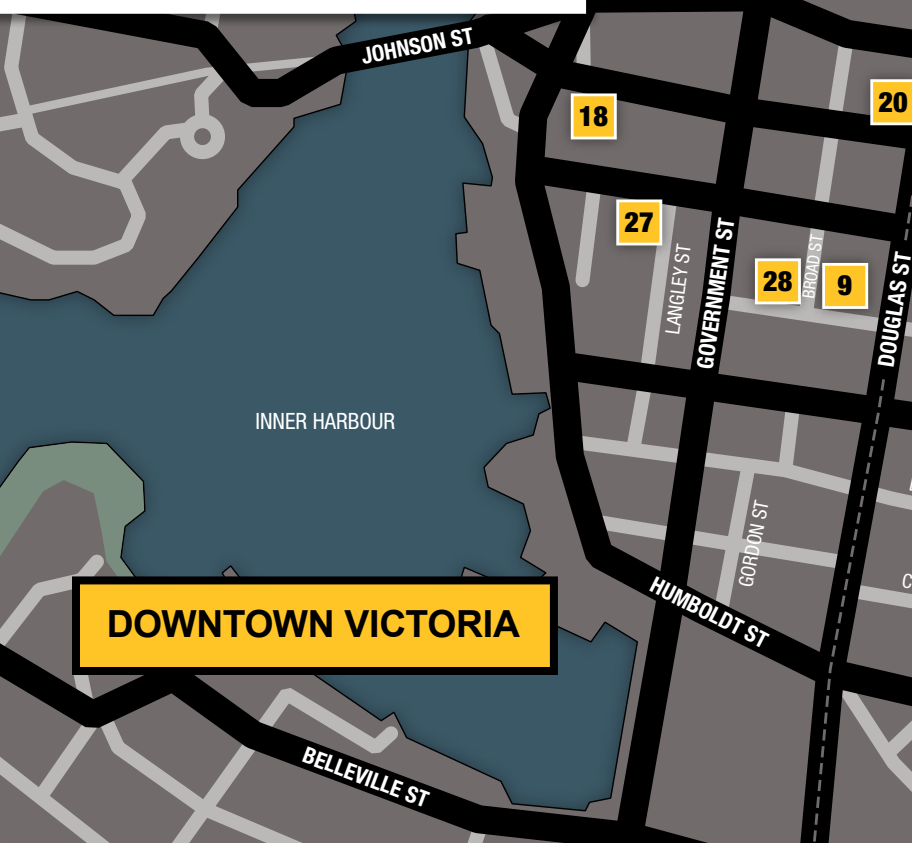
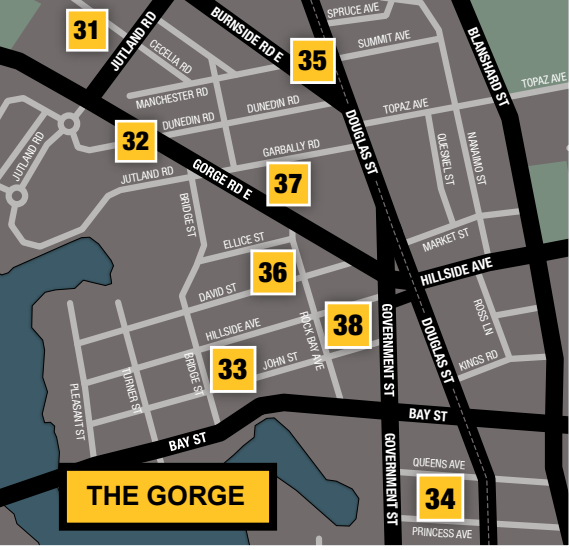
WIN Store
795 Pandora Ave

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





DOUGLAS ST

BLANSHARD ST

QUADRA ST

COOK ST

BLANSHARD ST

QUADRA ST

COOK ST

PRINCESS AVE
PEMBROKE ST
DISCOVERY ST
CALEDONIA AVE
HERALD ST
FISGARD ST
PANDORA AVE
JOHNSON ST
YATES ST
VIEW ST
FORT ST
BROUGHTON ST
COURTNEY ST
FAIRFIELD RD
BURDETT AVE
McCLURE ST

PRINCESS AVE
NORTH PARK ST
CORMORANT ST
MASON ST

PEMBROKE ST
GREEN ST
CALEDONIA AVE
BALMORAL RD
PANDORA AVE
JOHNSON ST
YATES ST
VIEW ST
FORT ST
MEARES ST
McCLURE ST

VANCOUVER ST

VANCOUVER ST

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ON THE MAP



Downtown Victoria

- 1 The Soup Kitchen**
CLOSED FOR RENOVATION
- 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**
Now located at 225-850 Burdett (inside courthouse)
- 10 Legal Aid BC**
218-852 Fort St
- 11 Library Main Branch**
735 Broughton St
- 12 Literacy Victoria**
CLOSED
- 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

MEDICAL & DENTAL

Please call to confirm hours.



Cool Aid Community Health Clinic

713 Johnson St

Mon & Tues 9-6pm. Wed & Thur 9-8pm.
Fri 9-3pm. Sat 10-2pm. Same day booking.
250-385-1466

Cool Aid Dental Clinic

713 Johnson St

Mon-Fri 9-4pm. Closed 1-2pm.
Call 250-383-5957 to make appointment.

STI Clinic

1947 Cook St

Free STI testing.
Mon 10-2pm. Tues & Thur 1-4pm.
250-388-2225
Call to make an appointment.

Westside Integrated Health Clinic

130-180 Wilson St

Mon-Fri 8:30-6pm.
Sat, Sun & Stat Holidays 9-3pm.
250-418-8878

Island Health Street Nurse Clinic

Mon-Fri 9am-9pm.
Call 250-361-7056 or 250-818-3373 for details

Pandora Dental Group

1035 Pandora Ave

250-385-0311. Call 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.

Rock Bay Landing

535 Ellice St

Nurses: Fri 9am-11:30pm.
Dr. Price: Tues 9am-noon.

Burnside Walk-In Clinic

101 Burnside Rd

Mon-Thur 7:30am-9pm. Fri 7:30-6pm.
Sat & Sun 9-6pm.
250-381-4353

HARM REDUCTION RESOURCES



AVI

**3rd Floor,
713 Johnson St**

Daily 3-10pm.
250-889-0268

Mobile

Wed-Sun 12-4pm.
250-896-AVIX (2849)

Cool Aid Pharmacy

713 Johnson St

Mon-Tues 9-6pm. Wed-Thur
9-8pm. Fri 9-3pm.
Sat 10-2pm.

PEERS Night Outreach

**Pembroke and
Government St**

Tues-Sun 7-8:45pm.

**Rock Bay Ave and John
St**

Tues-Sun 9:15-11pm
250-744-0171

Sobering and Assessment Centre

1125 Pembroke St

Open 24/7.

PACIFICA DOS

826 Cormorant St

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

SOLID

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

WHERE CAN I CALL FOR HELP?



COUNSELLING AND SUPPORT

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Victoria Sexual Assault Centre

201-3060 Cedar Hill Rd
Mon-Fri 9:30-4:45pm.
Crisis Line: 250-383-3232

PEERS

1-744 Fairview Rd
For former and current sex workers.

Drop On Centre:
Mon-Thur 11-2:30pm.
250-388-5325 x100

Men's Trauma Centre

102-1022 Pandora Ave
For men suffering from the effects of trauma.
Mon-Fri 9-4pm.
250-381-6367

Society of Living Illicit Drug Users (SOLID)

857 Caledonia Ave
250-298-9497
Call for hours.

Capital Mental Health Association

125 Skinner St
Support & Employment Services.
Mon-Fri 8:30-4:30pm.
250-389-1211

BC Schizophrenia Society, Victoria

941 Kings Rd
Client and Family Services.
Mon-Fri 10-4pm.
250-384-4225

Citizens Counseling

941 Kings Rd
Mon-Fri 10-2pm
Sliding scale fee.
250-384-9934

Victim's Services

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

Victoria Disability Resource Centre

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

La Société francophone

200-535 rue Yates
Lun-Jeud 8:30 à 17,
Ven 8:30 à 16.
250-388-7350

LEGAL SUPPORT AND ADVOCACY

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Law Centre

225-850 Burdett Ave
Free legal advice. Small cases, criminal, civil, and family law.
Mon-Fri 9:30-noon, and 1:15-3:30pm.
250-385-1221

Legal Aid

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

TAPS

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

Justice Access Centre

225-850 Burdett Ave (inside courthouse)
Family law issues.
Mon, Tues, Wed, Fri 8-5:30pm. Thur 8-6:30pm.
250-356-7012

FREE LEGAL CLINICS

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Victoria Justice Access Centre

225-850 Burdett Ave
Mon-Fri 9-noon
250 388 4516

Rock Bay Landing

535 Ellice St
Mon 5:40-6:40pm, ask CSWs for support in booking

Office of Carole James

MLA Victoria, Beacon Hill
1084 Fort St
Tues 5-6pm

Quadra Village Community Centre

901 Kings Rd
Wed 2-3pm

WHERE CAN I CALL FOR HELP? (YOUTH)



Out of the Rain Emergency Youth Shelter

Changing locations.
Youth 15-25.
Oct 15 to Apr 15.
Pets allowed some days.
250-415-3856
www.outoftherainvictoria.ca

Victoria Youth Empowerment Society

533 Yates St
Youth 13-19.
Alliance Club drop-in
Mon-Thur 3-9:30pm, dinner
served.
Daytime drop-in 9-5pm.
250-383-3514

Burnside Gorge Community Association

471 Cecelia Rd
Youth Drop In.
Wed-Fri 5-8pm.
250-388-5251

Sanctuary Youth Drop-In

767 Humboldt St
For youth 19 or under.
Fri-Sat 3-6pm.
Showers and laundry
available.
250-385-6255
www.sanctuaryyouth.ca

Kiwanis Emergency Youth Shelter

2117 Vancouver St
Youth 13-18.
250-386-8282

Victoria Youth Clinic

533 Yates St
Mon 3-7pm. Tues-Wed 11-
3pm. Thur 3-7pm.
Youth 12-24. No CareCard
needed.
250-383-3552

Threshold Youth Housing

Youth 16-21.
250-383-8830

Boys 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
Mon-Thur 4-8pm. Fri 2-7pm
250-384-3211

Beacon of Hope House

Operated by Salvation Army
ARC.
Male youth aged 13-18.
90 day addiction recovery
program.
250-381-9474 for referrals.

WHERE CAN I CALL FOR HELP? (SENIORS)



Silver Threads

286 Hampton Rd
Seniors activities
and advocacy.
Mon-Fri 9-4pm.
250-388-4268

James Bay New Horizons

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

Quadra Village Community Centre

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

Seniors Serving Seniors

Information & referral
service. Seniors Services
Directory available.
250-382-4331

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.
Family lunch on Fri 12-1pm.
250-384-3211

Burnside Gorge Community Association

471 Cecelia Rd
Mon-Fri 7:30am-9pm.
Sat 9:30-12:30pm.
Family Dinners on Thur 5pm.
250-388-5251

Single Parent Resource Centre

602 Gorge Rd East
Mon-Fri 9-4pm.
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, for women fleeing abusive relationships.
Available by phone 24/7.
Crisis Line: 250-479-3963

Surrounded by Cedar

211-1497 Admirals Rd
Aboriginal Youth and Family Services.
250-383-2990

Young Parent Support Network

2541 Empire St
Call first to see if they are on site.
250-384-0552

Salvation Army Stan Hagan Centre for the Family

2695 Quadra St
Mon-Fri 9-11am, 1-4:15pm.
250-386-8521

Quadra Village Community Centre

901 Kings Rd
Mon, Wed, Thur 9-4pm.
Tues 9-1:30pm, 3-4pm.
250-388-7696

Victoria Women's Transition House

For women fleeing abusive relationships.
Phone: 250-592-2927 for more info.
Crisis Line: 250-385-6611

Greater Victoria Housing Society

2326 Government 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.
13-18 year olds: Thur & Sat 7:30-10:30pm.
250-412-8523

Her Way Home Program

547 Michigan St
For pregnant women with substance use issues.
Drop-in Centre Tues & Fri 12-3pm.
Thur 3-6pm.
250-519-3681

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

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

250-380-0595

Detox

Short-term for acute medical withdrawal, 10 days. Withdrawal Management Services Intake 250-213-4444, or by community referral.

713 Outreach

713 Johnson St

Case Management

Mon-Fri 8am-9pm. Sat-Sun 1-9pm.

250-370-8111 ext. 32967.

Stabilization

Longer term 7-30 days.

Withdrawal Management Services Intake 250-213-4444, 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

Mon-Fri 9-4pm. Walk-in, self referral.

250-519-3544

Salvation Army Addictions Rehabilitation Centre

525 Johnson St

In house treatment programs in development. Speak to case managers.

Referrals to Detox, Stabilization and Treatment available at Our Place, Cool Aid Clinic, Mustard Seed, AVI, Sandy Merriman, PEERS and Rock Bay Landing.

HOW TO:



ID REPLACEMENT

Rock Bay Landing CSWs

535 Illice St

Mon-Fri 8am-7pm.

Sat 7am-5pm.

Drop-in service, sign up and wait.

Service Canada 1401 Douglas St

For replacement SIN card or proof of SIN while waiting for ID.

Mon-Fri 8:30-4pm.

Salvation Army Case Workers

525 Johnson St

Mon-Fri 9am-8pm.

HOW TO: (CONTINUED)



APPLY FOR INCOME ASSISTANCE

Rock Bay CSWs

535 Ellice St

Mon-Fri 8-7pm. Sat 7-5pm.

For online application.

Our Place Outreach Staff

919 Pandora Ave

Mon-Fri 7am-9pm. Sat-Sun 10am-9pm.

Stat Holidays 10-6pm.

APPLY FOR DISABILITY OR PPMB DESIGNATION

TAPS

302 – 895 Fort St

Mon 1-4:30pm. Tues-Thur 9:30-noon,

1-4:30pm. Fri 1-4pm.

250-361-3521

REES

1509 Douglas St

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

250-388-9296

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

Province-wide bus pass, dental, camping in provincial parks, fishing licenses, Ferry 50% off. (More info at TAPS).

Bus Pass Program: 1-866-866-0800, press 4, then press 3.

An annual transportation allowance in lieu of a bus pass is available.

GET A LIBRARY CARD

Central Library

735 Broughton St

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

Sun 1-5pm.

Bring ID, proof of address or letter stating you do not have ID and are staying at shelter.

GET A LIFE PASS APPLICATION

(FOR ANY REGIONAL REC CENTRE)

Rock Bay Landing front desk

535 Ellice St

Our Place Outreach

919 Pandora Ave

Mon-Fri 7am-9pm. Sat-Sun 10am-9pm.

Stat Holidays 10-6pm.

GT Hiring

201-1483 Douglas St,

102-415 Gorge Rd East

Mon-Fri 8:30-5pm.

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

TAPS

302 – 895 Fort St

Mon 1-4:30pm. Tues-Thur 9:30-noon,

1-4:30pm. Fri 1-4pm.

250-361-3521

GET A YMCA PASS

YMCA-YWCA of

Greater Victoria

851 Broughton St

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

JOIN A RUN CLUB

Every Step Counts

Running & Walking Group

755 Pandora Ave

Tues & Thur 3-4:30pm.

Wed & Fri 3:30-5pm.

HOW TO: ACCESS HOUSING



Pacifica Housing DOS Office

826 Cormorant St

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

Our Place Outreach Staff

919 Pandora Ave

Mon-Fri 7am-9pm. Sat-Sun 10am-9pm.
Stat Holidays 10-6pm.

BC Housing Registry

201-3440 Douglas St

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

SAFER

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

RAP

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

Threshold Youth Housing

Youth age 16-21.
250-383-8830

Capital Mental Health Assoc. Housing Programs

125 Skinner St

For more information:
250-389-1211 ext 236

Rock Bay Landing

535 Ellice St

Client Service Workers.
Mon-Fri 8-7pm. Sat 7-5pm.

Victoria Native Friendship Centre

231 Regina Ave

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

Greater Victoria Housing Society

2326 Government St

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

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
Phone: 250-384-1423
Fill out application prior to accessing services.

Centralized Access to Supportive Housing (CASH) referrals avail at: Pacifica DOS, Rock Bay, Friendship Centre, Salvation Army, AVI, REES, and some Island Health facilities.

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

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

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

FALL 2014

For more information go to:

www.victoriahomelessness.ca

FUNDED BY:



United Way
Greater Victoria



**VICTORIA
FOUNDATION**

**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

PUBLISHED BY:



greater victoria
coalition to end
homelessness

hope has found a home

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