

**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

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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

### 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

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## 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](http://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](http://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

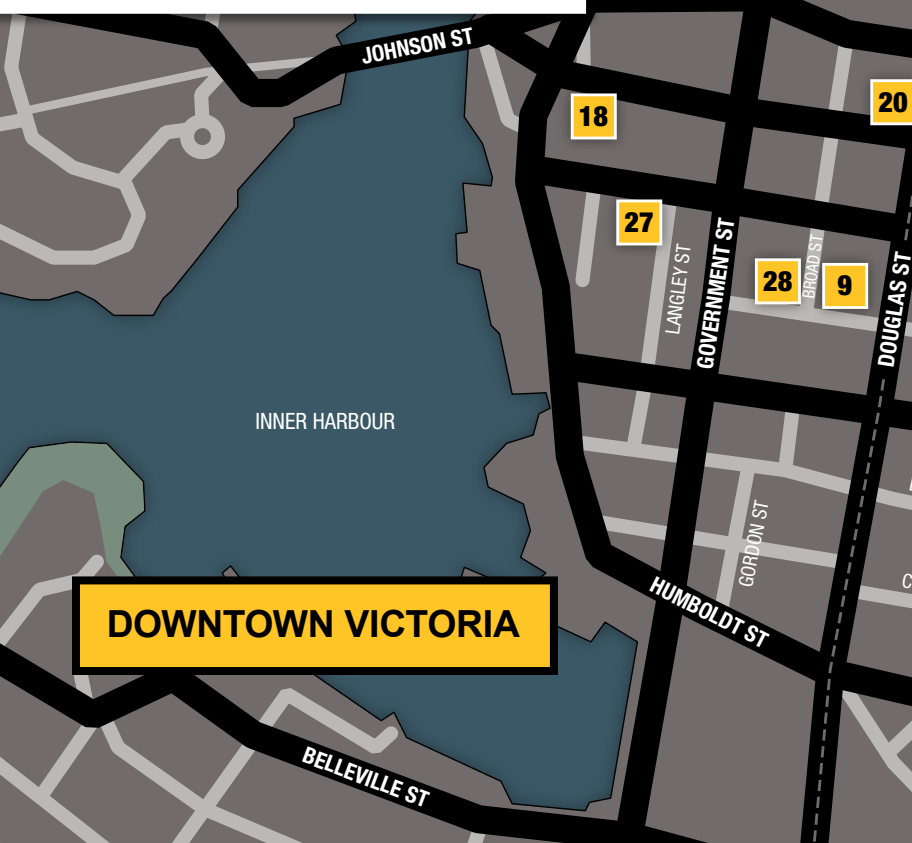
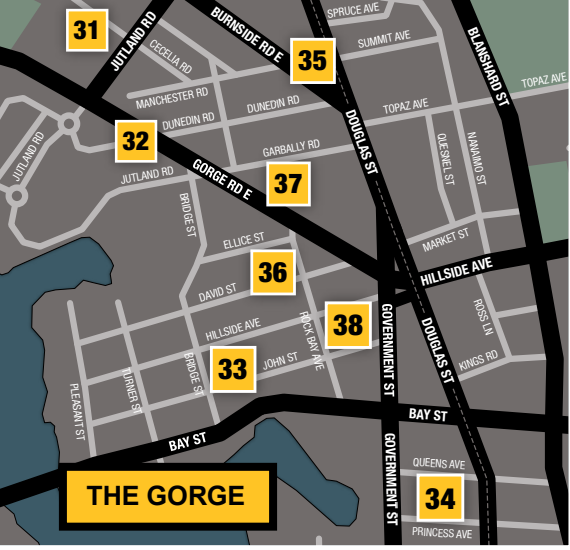
**WIN Store**  
795 Pandora Ave

**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





PRINCESS AVE  
PEMBROKE ST  
DISCOVERY ST  
CALEDONIA AVE  
HERALD ST  
FISGARD ST  
NORTH PARK ST  
CORMORANT ST  
BALMORAL RD  
MASON ST  
PANDORA AVE  
JOHNSON ST  
YATES ST  
VIEW ST  
FORT ST  
BROUGHTON ST  
COURTNEY ST  
BURDETT AVE  
McCLURE ST  
PRINCESS AVE  
PEMBROKE ST  
GREEN ST  
CALEDONIA AVE  
VANCOUVER ST  
QUADRA ST  
VANCOUVER ST  
COOK ST  
COOK ST  
DOUGLAS ST  
BLANSHARD ST  
BLANSHARD ST  
QUADRA ST  
COOK ST  
PANDORA AVE  
JOHNSON ST  
YATES ST  
VIEW ST  
FORT ST  
MEARES ST  
VANCOUVER ST  
BURDETT AVE  
McCLURE 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

**3<sup>rd</sup> 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

.....

### 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

.....

### 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](http://www.svina.ca)

## **Alcoholics Anonymous Central Office**

24 Hr Hotline: 250-383-7744

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

## **LifeRing**

250-920-2095

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

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

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