

Active Community Resources

Greater Victoria, Lukwungen and Wsanec Areas

This resource has been thoughtfully created by a number of local non-profit organizations. Please see the last page of this guide for a full list. If you would like more resources not mentioned or see an error, please email kim@womeninneed.ca

Last updated March 27, 2020

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Important Up-to-date Information

BC 211

<https://m.bc211.ca/>

BC Centre for Disease Control

<http://covid-19.bccdc.ca/>

Businesses Providing Services

<https://www.victoriabuzz.com/2020/03/these-greater-victoria-businesses-are-offering-special-services-in-light-of-covid-19/>

COVID-19 Screening Tool and Next Steps

<https://covid19.thrive.health/>

Federal Government Updates

<https://www.canada.ca/en/public-health/services/diseases/coronavirus-disease-covid-19.html>

Fraud Warnings

<https://antifraudcentre-centreantifraude.ca/features-vedette/2020/covid-19-eng.htm>

Healthlink BC

<https://www.healthlinkbc.ca/health-feature/coronavirus-covid-19>

Non-Urgent BCCDC Covid-19 Call Centre

1-888-COVID-19

Provincial Government Updates

<https://www2.gov.bc.ca/gov/content/home>

Vancouver Island Health Authority Updates

<https://www.islandhealth.ca/learn-about-health/diseases-conditions/novel-coronavirus-information>

Victoria City Updates

<https://www.victoria.ca/EN/meta/news/news-archives/2020-news/covid-19-information.html>

World Health Organization Updates and FAQ's

<https://www.who.int/>

<https://www.who.int/news-room/q-a-detail/q-a-coronaviruses>

Crisis Support

Anawim House

Closed for drop in services. Will still pick up & receive donations M-F from 9-5. 250-382-0283

Burnside Gorge Community Centre

Only providing essential services (food security programs and limited child care). Staff onsite to take phone calls and deal with emergency walk-ins in relation to family homelessness; financial crisis, youth and families in crisis.

*Asking that community members do not visit centre unless they have an appointment

471 Cecilia Rd., Victoria, BC

250-388-5251 Or info@burnsidegorge.ca

Citizens' Counselling Centre

941 Kings Rd | 250.384.9934

Individual, couples, and group counselling for adults. All counselling offered on a sliding fee scale based on family income (starting at \$10/session) and provided by trained and supervised volunteer counsellors.<http://citizenscounselling.com/>

Crisis Intervention and Suicide Prevention Centre of BC

1.800.784.2433 (1.800.SUICIDE)

24/7 Distress Phone Services. Confidential, non-judgmental, free emotional support for people experiencing feelings of distress or despair. Interpreters available in over 140 languages.

Esquimalt Neighbourhood House Society

511 Constance Ave | 250.385.2635

Free supportive Adult Counselling and Youth & Family Counselling. Also offers programs and services for children & youth, families, and seniors. www.enh.bc.ca

Military Family Resource Centre

Esquimalt: 1505 Esquimalt Rd | Colwood: 2610 Rosebank Rd | 250.363.2640 (MFRC 24-hr Info Line)

Provides support for military families during emergencies including short-term intervention and crisis support and assistance with the creation of an Emergency Childcare Plan. Also provides short-term counseling and self-help groups, referrals, assistance with childcare, and family programs.

<http://www.esquimaltmfrc.com/>

Our Place Society

Closed: drop-in space, computer lab, courtyard, hygiene, clothing area. Open: washroom facilities, 3

meals per day served on the street in front of 919 Pandora Avenue (8am-9am, 12pm-1pm, 5pm-6pm).

919 Pandora Ave., Victoria 250-388-7112

Pacific Centre Family Services Association

345 Wales Rd | 250.478.8357

Affordable counselling for individuals, couples & youth (including free email youth counselling) – fees are based on income and generally range between \$40-\$60/session but may be able to access up to 12 sessions for \$20/session (then higher rate for subsequent sessions). Free counselling for women through the Stopping the Violence program, including drop-in group. Also offers a variety of youth and family programs. <http://www.pacificcentrefamilyservices.org/>

PEERS (Effective Until the End of March 2020)

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).

#1-744 Fairview Rd., Victoria

Night Outreach: 250-744-0171 Answered M, W, F 11-1:30

Harm Reduction: 250-217-0410 Answered M-Th; text anytime

Men's Program 250-217-1386 Answered M-Th 10-4; text anytime

Housing: 250-415-1874 Answered M-Th 10-4; text anytime

Prevention: 250-217-5937 T-Th 12-4; text anytime

Quadra Village Community Centre (QVCC)

Staff will be available on an ongoing basis to provide emergency and virtual support via phone, text, email, and social media. Rotation of core staff on site each day providing essential services and ensure cleanliness. Other staff will work remotely. If you wish to be contacted by staff on a regular check in basis, please call or email and leave your email and phone number.

901 Kings Rd., Victoria 250-388-7696 or info@quadravillagecc.com

Salvation Army – Stan Hagen Centre for Families

2695 Quadra St | 250.386.8521

Emergency assistance for families, counselling, legal counsel, and adult education centre. Practical support also available (food hampers, school supplies, clothing etc.).

<https://www.facebook.com/sashcf/>

Victoria Sexual Assault Centre

#201-3060 Cedar Hill Rd | CRISIS/INFO LINE: 250.383.3232 (Office line: 250.383.5545)

<https://vsac.ca/2020/03/response-to-covid-19/> or <http://vsac.ca/>

Vancouver Island Crisis Line

1.888.494.3888 - 24-hr crisis, information, and resource line.

VictimLINK

1.800.563.0808

24-hr multilingual phone line for victims of any crime. Offers crisis support and referrals, information on the justice system, resources, victim services.

Victoria Women in Need Community Cooperative

Currently offering the Crisis and Referral Program which provides resources, advocacy, some financial resources for women and their families.

www.womeninneed.ca or email programs@womeninneed.ca

Phone: 778-678-4794

Child and Youth

Helpful CBC article:

<https://www.cbc.ca/news/health/covid-19-coronavirus-kids-1.5495831>

KEYS Kiwanis Emergency Youth Shelter (ages 13-18)

24 hr intake with some criteria

2117 Vancouver St., Victoria 250-386-8282

Need2 Suicide Prevention Education and Support

250.386.6328

Offers support and crisis response for youth (up to 30 years of age), through live chat, text, discussion forums, and through Youth Talk Email Counselling. Chat hours are between 6PM-Midnight daily. Also provides suicide awareness and prevention programs across the South Vancouver Island and Gulf Islands region.

<http://need2.ca/>

Foundry Victoria Youth Clinic

M-F phones answered at 10:30am

Working to best service youth and young adults during this time period.

Limiting in-person interactions as much as possible and moving towards telehealth and phone communication

Services: Doctor/Nurse/Counselling/Peer Support/ Outreach

818 Douglas Street

250 383 3552

Threshold Housing Society

Provides housing support by phone/email only,

250-383-8830 assist@thresholdhousing.ca

Victoria Youth Clinic

818 Douglas St | 250.383.3552

Offers youth (aged 12-24) free and confidential help with medical and mental health issues, birth control, diagnosis & treatment of STI's, immunizations, pregnancy testing and counseling. Drop-in clinic, no Care Card required. Medications including oral contraceptives can be provided at cost or free for youth in need. Counselling, outreach, housing & alternative education referrals also available. <http://www.victoriayouthclinic.ca/>

Victoria Youth Empowerment Society (YES)

533 Yates St | 250.383.3514 Currently providing services by email, text, phone, social media service only. The 1-6pm for meal service and hygiene programs are running.

www.vyes.ca

Youth Against Violence Line

1.800.680.4264

24-hr multilingual phone line for youth concerned about violence or bullying. Support and referrals to programs and resources in BC. Confidential & anonymous.

Youth Online Drop-in hosted by Project Respect:

Friday's online 4:30pm onward.

Complete the registration to be sent the link:

https://docs.google.com/forms/d/e/1FAIpQLScSU7fdJH6LK9eHnDkzAs1unz_z_wSLMbyEBI9oUZ2QrR0qSA/viewform

Youth Space (youth under 25)

youthspace.ca

Community Support

Facebook Support Groups

COVID-19 Coming Together

This is a local Facebook group to help people connect to share resources, support each other, and build community. Neighbourhood pods are also being created within the group.

<https://www.facebook.com/groups/901597300275359>

Langford Covid Supports

<https://covidlangford.com/>

Simple Ideas to support neighbours

<https://resilientneighbourhoods.ca/practical-ways-more-neighbours-are-now-helping-neighbours>

Dental

Cool Aid Dental Clinic

Closed for all non-emergencies, still open for people who need immediate treatment due to infection, acute pain or trauma

Education K-12

Audible Free Audio Books

<https://stories.audible.com/start-listen>

Open Schools BC

Ministry of Education curriculum and resources online for grades K-12 www.openschools.bc.ca

Scholastic Free Online

<https://classroommagazines.scholastic.com/support/learnathome.html>

Virtual Museum Tours

<https://artsandculture.google.com/partner>

Virtual Field Trips

<https://www.discoveryeducation.com/community/virtual-field-trips/>

Employment

Employment Insurance, Labour Program, Work-Sharing Program, and Canada Student Loans
Coronavirus disease (COVID-19) – Benefits and services

Financial Supports

B.C. Income Assistance

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:

- 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
- We'll also ask you if:
 - 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](#)

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.

Businesses

<https://news.gov.bc.ca/releases/2020PREM0013-000545>

Community Micro Lending: crowd-sourced list of help for people and businesses

<https://www.covid19communityconnect.ca/>

Credit Counselling Society

Resources to Help Canadians with the Financial Impacts of the Coronavirus (COVID-19) Pandemic

<https://www.nomoredebts.org/coronavirus>

Mortgage

https://www.canada.ca/en/department-finance/news/2020/03/canadas-covid-19-economic-response-plan-support-for-canadians-and-businesses.html#Mortgage_Default_Management

Provincial Supports

<https://www2.gov.bc.ca/gov/content/employment-business/covid-19-financial-supports#BCEBW>

Student Loans

<https://www.csnpe-nslsc.canada.ca/en/home>

Taxes

The income tax filing deadline has been extended until June 1, 2020.

Food Security

Salvation Army ARC (open to all)	Warm Lunch (pre-packaged) M/W/F 11:45am-12:15pm	525 Johnson St., Victoria	250-384-3396
Stan Hagen Centre (open to all)	Produce (packaged) daily starting @ 1pm; emergency food available	2695 Quadra St., Victoria	250-386-8521
Living Edge	Food Distribution, Monday 5:30-6:30pm	Central Baptist Church, 833 Pandora Ave., Victoria	Livingedge.ngo or 250-383-8915
	Food Distribution, Tuesday 5- 6pm	Gateway Baptist Church, 898 Royal Oak Ave., Victoria	Livingedge.ngo or 250-383-8915
	Food distribution, Thursday 10:30-11:30am (lineup starts earlier)	901 Kings Rd., Victoria (QVCC) - Lineup is on Wark St.	Livingedge.ngo or 250-383-8915
	Food Distribution, Thursday 5- 6pm	Saanich Baptist Church, 7577 Wallace Dr., Victoria	Livingedge.ngo or 250-383-8915
	Food Distribution, Friday 12- 1pm	679 Goldstream Ave., Langford	Livingedge.ngo or 250-383-8915
St Vincent de Paul	Currently not scheduling any donation pick ups; have cancelled all scheduled pick- up.	835 Yates St, Victoria	(250) 382-0712

	<p>The Social Concern office will be open from 11-3, providing limited essential services. The food bank is open for pick-up only.</p>		
<p>Mustard Seed</p>	<p>MONDAY - FRIDAY</p> <p>9am: First Coffee from Lobby Doors</p> <p>10am: Market opens for hampers (No ID required)</p> <p>12pm: Bag Lunch from our Chapel doors (roughly 100 bags)</p> <p>1pm The Market closes</p> <p>2pm Last Coffee</p> <p>FRIDAY evening</p> <p>5pm Coffee from our Lobby Doors</p> <p>6pm Street Cafe: a Hot Contained Meal and Paper Bag from our Chapel door</p> <p>7pm Mug Up at our Lobby Doors</p> <p>8pm Last Coffee</p> <p>SATURDAY</p> <p>9am First Coffee from the Lobby Doors</p> <p>Noon Simple Lunch (Soup and Sandwich) from our Chapel Doors</p>	<p>625 Queens Avenue</p>	<p>Call (250) 953-1575</p> <p>Or</p> <p>Mustard Seed</p>

	<p>6pm Agape Dinner: a Hot Contained Meal and Paper Bag from our Chapel door</p> <p>7pm Mug Up at our Lobby Doors</p> <p>8pm Last Coffee</p> <p>SUNDAY</p> <p>9am First Coffee from the Lobby Doors</p> <p>Noon Simple Lunch (Soup and Sandwich) from our Chapel Doors</p> <p>2pm Last Coffee</p> <p>Note:</p> <ul style="list-style-type: none"> - upon request we have emergency clothing and bedding available. - this schedule may change as we learn more and adapt in ways. 		
9-10 Club (The Soup Kitchen)	Takeaway breakfast only, usual hours (Mon-Fri 8:30-10AM).	740 View St., Victoria	(778) 440-7687
Rainbow Kitchen	Lunch to go 11am-1pm; drop-in closed.	#1315-1277 Lyall St., Victoria	(250) 384-2069

Food Not Bombs	Still serving as usual on Sundays at 4pm	Centennial Square	Food Not Bombs
Souper Meals Program	Tuesday-Friday (week of March 23rd) 12-2pm. We hope to stay open but are obviously facing some challenges with demand and while trying to stay on top of all virus spread preventative recommendations. Frozen meals are \$4.50 each for a good sized portion with healthy ingredients. Pick up at 1035 B North Park Road. Self-referrals accepted		

Small Business/Restaurant Updates

https://docs.google.com/spreadsheets/u/0/d/1Xoj_hsZMzgeqr9IF2no9fvGwCqlo4icHQBKunmIN4tgQ/htmlview?fbclid=IwAR2t_sZk-CKHVizuVReGfKmuaj6CPhZUW_yDSPIEdKlmrjYIZXnXYZovQ

Housing/Shelter

BC Housing

“Initial actions include: **Ban on evictions for non-payment of rent in BC Housing-funded buildings.** Development of distinct protocols and identification of sites to support isolation for vulnerable people experiencing homelessness – sheltered or unsheltered – and those in private single room occupancy (SROs) and social housing buildings. Sustaining service providers through continued payments to ensure they can pay their staff and operating costs. Centralized procurement for critical supplies needed by frontline providers.”

Non-medical information about COVID-19 available 7:30am-8pm, 7 days a week at 1-888-COVID19 (1-888-268-4319).

Or <https://www.bchousing.org/COVID-19>

Emergency Shelter plan

Phase 1 (started Sun Mar 22)

Starting short term tenting sites with food, water, washrooms

Phase 2 (unknown time frame)

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.

Topaz Park & Beacon Hill Park will have non-enforcement of tent bylaw as long as tents are spaced apart and people are practicing social distancing

Cook St side of Royal Athletic Park is one confirmed location

Beacon Hill Park (gravel field across from Drive-In) another confirmed location

Pacifica Housing

Cormorant St. office closed. Supportive Housing and Fairfield Hotel staff on site with increased measures to avoid direct contact.

250-385-2131

Hygiene Maintenance Services

Our Place

Washroom closes at 8 pm.

Rock Bay Landing (open for hygiene hours only)

Waiting lists for showers being taken. Showers available 9-11am & 1-3pm daily.

535 Ellice St., Victoria

250-383-1951 + press "1" for front desk

Indigenous Resources

Aboriginal Coalition to End Homelessness

Closed; staff working from home. Email with general questions/needs.

101-2860 Quadra St., Victoria

operations@ACEHsociety.com

Hulitan Family and Community Services

<https://www.hulitan.ca/>

Indigenous Harm Reduction Team

Doing outreach most nights to places where people are sheltering, distributing supplies as available (snacks/food, bottled water, hygiene & wellness supplies, DIY handwashing stations), getting info to people about survival services, and checking about people's needs and impacts of service closures.

<https://www.facebook.com/pg/Indigenous-Harm-Reduction-Team-2268634883463900/posts>

Survival Services - Indigenous Harm Reduction Team

<https://docs.google.com/document/d/1R7KSy8lLfOAOMRN77ibfqW0RUS8e3nJtEu93jdTMEk/edit>

Legal

Victoria Probation

All phone reporting. Core programs cancelled.
(250) 387- 6321

Victoria Parole

Office will remain open (essential service – public safety)
Preference for PO to meet in the community. Clients are encouraged to call their PO and confirm appointments and location. If clients are feeling sick they are to call for a rebook appointment.
(250) 363-3267

Victoria Courthouse

Still open. Update Pending
850 Burdett Ave., Victoria
(250) 356-1478

Medical Clinic and Supplies/Pharmacy

Cool Aid Community Health Centre

New health centre and pharmacy hours:

M-TH: 9-4:30, F: 9-3, Sat: 10-2, Sun: Closed

713 Johnson St., Victoria 250-385-1466

(If you are already a client, call & leave message to have phone apt with doctor, nurse, or pharmacist)

Prescription Refills

Under these emergency prescribing measures pharmacists can provide refills and emergency supplies of medication without getting a prescription from a doctor. So, you can ask a pharmacy directly rather than having to see a doctor first, for:

Refills (if you already have a prescription): If your supply is near running out, or if you want to get a refill a bit early to provide enough in case you have to self-isolate and won't be able to go to a pharmacy. This might mean 14 day supply if you have no other risks, or longer if you are considered higher risk for COVID-19.

30 day emergency supply if you have an expired prescription - includes narcotics, and psychiatric drugs e.g., anti-psychotics). This emergency supply can be repeated for another 30 days if necessary.

Note that the way these emergency measures are worded it is up to a pharmacist to decide what is best -- they do not have to say yes to giving you a refill without a prescription and we have already heard that in some instances pharmacies have said no to early refill for Ativan.

Getting Opiate Agonist Treatment (OAT) delivered (incl methadose, Kadian, Suboxone)

- Nurse practitioners can now prescribe OAT, not just doctors.
- You no longer need doctor authorization to get OAT delivered to you, the pharmacist can now decide to do this if in their opinion it is "safe, appropriate, and in the best interests of the patient", unless your prescribing doctor/nurse has specifically indicated on the prescription that it should not be delivered to you.
- You don't have to have it delivered to your home address, you can have it delivered to any street address (not a PO Box) as long as the pharmacist feels it is safe, private, and will maintain your confidentiality.
- You and the pharmacist have to agree on a time and date for the delivery, and what happens if they try to deliver and you aren't there (how will you get your OAT another way). It can't be left if you aren't there. OAT has to be delivered to the person who is named in the prescription, it can't be left with someone else.
- If you ask a pharmacy to deliver to you and they can't do it, they are supposed to tell you another pharmacy you can go to.

Pandora Clinic & Pharmacy

Currently open but changes in service including a limit of 4 patients at a time in the waiting room; limited amount of time with the doctor and moving towards telehealth in the next few weeks.

922 Pandora Ave., Victoria (250) 294-6714

Men's Health

Men's Trauma Centre

#102-1022 Pandora Ave | 250.381.6367

For adult men and mature male youth who have experienced sexual abuse or other trauma. Individual and group counseling, advocacy services offered. Short-term support for loved ones/partners also available.<http://www.menstrauma.com/>

Mental Health

Apps

Insight Timer

- guided meditation and affirmations

Rootd

- Panic Attack and AnxietyRelief App

Articles/Websites

<https://cmha.bc.ca/news/managing-anxiety-covid-19/>

Mental Health Case Management Teams
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PACT

Reducing to essential services only i.e. meds, renewals, urgent med appts and emergency issues. Will not be coming to site unless necessary; most contact by phone. Will see clients at office.

941 Pandora St., Victoria
(250) 519-5181

DACT

Reducing to essential services only; please attempt to call first. Clients triaged to be seen in person.

941 Pandora St., Victoria
(250) 519-5180

SOACT

Still connecting with clients in the community for essential services such as meds.

941 Pandora St., Victoria
(250) 519-3528

VICOT

Reducing to essential services only. No engagement at housing sites/community locations. Will not be coming to site unless necessary most contact by phone. Crisis management services only. Clients expected to come to VICOT office for meds. Clients will be screened at door and asked to wait at door etc.

(250) 519-5182

ICMT

NO LONGER transporting clients in ANY circumstance.

Only providing essential care support, medication delivery and support, overdose risk mitigation and support, mental health support, access to essential needs and service such as food, pharmacy and primary care.

(250) 882-0816

Self-Care

Fernwood Yoga Den

Free Yoga Classes provided by the Fernwood Yoga Den:

<https://www.facebook.com/groups/FYDOnline/>

Soap for Hope Canada

Providing soap and hygiene products to organizations and communities at no cost. Contact Anne or Kara at victoria@soapforhopecanada.ca or call 250-590-1462

Seniors

Fernwood NRG

Closed to public. Family and Seniors programs cancelled until further notice. Exploring having Seniors' lunch and Community Dinner continue as "window service".

The Good Food Box cancelled until further notice (updates to follow).

1240 Gladstone Ave., Victoria

250-381-1552

Senior Community Outreach Project (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 of how we can help.

(250) 889-4430

Sexual Health

Island Sexual Health

adjusting hours and offering pill pickups Mon-Fri 9-4

<https://www.islandsexualhealth.org/>

Sexual Assault Response Team (SART)

24/7 emergency response, emotional support & information to all people 13 years and older who have been sexually assaulted within the past 7 days.

250-383-3232 or access@vsac.ca

Victoria Sexual Assault Centre

<https://vsac.ca/2020/03/response-to-covid-19/>

Substance Use

Alcohol and Drug Information Referral Service

Phone 1.800.663.1441 - 24-hr multilingual phone line for anyone concerned about substance misuse and addiction. Confidential support, information about and referral to recovery resources across the province.

AVI

All groups cancelled.

Daytime harm reduction is open as usual with SD measures.

PWP - drop-in space closed with packaged meals to go and by delivery; phone and email support with many clients contacted this week; some limited in person support with SD available at the office using other staff.

Developing outreach support for PWP clients as staffing allows.

713 Johnson St., Victoria

(250) 384-2366

Cedars at Cobble Hill Online Alumni Meetings

Nightly 7:30pm

Join online: <https://zoom.us/j/3456750555> or by phone: 1-778-907-2071

Online AA Support

https://aa.org/pages/en_US/information-for-aa-members

Rock Bay Landing Overdose Prevention Unit

Limited to 2 consumption booths 7am-9pm

535 Ellice Street, Victoria

Phone: 250-383-1951

Sobering Centre

Accepting new intakes except with reduced beds. Call ahead as they are usually full. 250-213-4441

SOLID

Harm reduction outreach team.

9am-10:30am at 900 block of Pandora

5:30-7pm Centennial Square

Transportation

Air Travel Updates

<https://www.canada.ca/en/public-health/services/diseases/2019-novel-coronavirus-infection/latest-travel-health-advice.html>

BC Ferries

https://www.bcferrys.com/current_conditions/travel-advisory.html

BC Transit

Stay up to date at BCTransit.com, on NextRide, or at 250-382-6161.

Transit fares will be free in Victoria for the next 30 days for both the conventional and handyDART systems. Starting March 20, 2020

For the next 30 days BC Transit is implementing rear door boarding in Victoria to enhance social distancing for drivers and passengers. Passengers can still load through the front door if they require use of the ramp or other accessible features of the bus.

Utilities

BC Hydro

<https://www.bchydro.com/news/conservation/2020/covid-19-updates.html>

Customers are encouraged to call BC Hydro's customer team at **1 800 BCHYDRO (1 800 224 9376)** to discuss bill payment options.

Customers may also be eligible for **BC Hydro's Customer Crisis Fund**, which provides access to grants of up to \$600 to pay their bills.

Fortis BC

<https://www.fortisbc.com/about-us/supporting-british-columbia-during-the-covid-19-outbreak>

Fortis BC states that they “encourage you to reach out and let us know if you are having difficulty with your bill so we can help find a solution.” find their contact information here

Shaw

<https://www.shaw.ca/covid-19#learn>

Shaw has opened up access to Shaw Go WiFi, Canada’s largest WiFi network, to everyone, whether or not you are a customer.

Telus

<https://www.telus.com/en/about/covid-19-updates#FAQCOVID>

Until the end of April the following changes will apply:

Waiving home internet overage charges for customers who are not on unlimited data plans

Telus says they will support their customers facing financial challenges because of COVID-19 by providing them with flexible payment options.

Rogers, Fido, Chatr, Rogers Sports & Media

<https://www.rogers.com/covid-19/updates?icid=bu-hpmbccon-hrcwrls-080119597>

As of 3/15/20, Roger’s COVID-19 response is focused on employee health and safety and maintaining connectivity.

Women's Transition Houses

The Cridge Transition House for Women

250.479.3963 24-HR EMERGENCY NUMBER <http://cridge.org/cthw/>

Victoria Women's Transition House

250.385.6611 (24-HR CRISIS LINE)

Shelter for women, with or without children, who have experienced physical, verbal, financial, emotional or sexual abuse in their intimate relationship. Includes individual and group counseling and on-site support, children's programs, housing and legal referrals. Also offers a Safe Home program for older women in transition.

Resource Guide Contributors

Name	Role	Organization	Email
Bailey McKnight	President	BPD Society of BC	bayliemcknight11@gmail.com
Carly Aasen	Recovery Worker	Pacifica Housing Society	Carly.Aasen@phs.ca
Chris Pollock	Pastor	The Mustard Seed Street Church	chrisspollock@mustardseed.ca
Colby Young	Program Facilitator	Cool-Aid Society	cayoung@coolaid.org
Gerardo Espinosa Ordaz	Child and Youth Mental Health Therapist	Hulitan Family Services Society	gespinosa@hulitan.ca
Julia King	Program Facilitator	Cool-Aid Society	juliaking@coolaid.org
Kara	Program Coordinator	Soap for Hope Canada	victoria@soapforhopecanada.ca
Kim Hughf	Program Coordinator	Victoria Women in Need Community Cooperative	kim@womeninneed.ca
Melissa Reid	Events and Engagement Coordinator	Fernwood NRG	melissa@fernwoodnrg.ca
Nicole Andrews	Young Parent Outreach	The Cridge Centre for the Family	nandrews@cridge.org
Olivia Girolami	Family Support Worker, Self-Sufficiency Program	Burnside-Gorge Community Association	olivia@burnsidegorge.ca
Shandy Browett	Caregiver Support Worker	Hulitan Family Services Society	sbrowett@hulitan.ca