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

COVID-19 Screening Tool and Next Steps
https://covid19.thrive.health/

Federal Government Updates

Fraud Warnings

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

Victoria City Updates
World Health Organization Updates and FAQ’s
https://www.who.int/
https://www.who.int/news-room/q-a-detail/q-a-coronaviruses
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
Helpful CBC article:

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
Cool Aid Dental Clinic
Closed for all non-emergencies, still open for people who need immediate treatment due to infection, acute pain or trauma
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 Insurance, Labour Program, Work-Sharing Program, and Canada Student Loans
Coronavirus disease (COVID-19) – Benefits and services
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

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.
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<tr>
<th></th>
<th>Service Details</th>
<th>Location</th>
<th>Contact Details</th>
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<tr>
<td>Salvation Army ARC</td>
<td>Warm Lunch (pre-packaged) M/W/F 11:45am-12:15pm</td>
<td>525 Johnson St., Victoria</td>
<td>250-384-3396</td>
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<td>Stan Hagen Centre</td>
<td>Produce (packaged) daily starting @ 1pm; emergency food available</td>
<td>2695 Quadra St., Victoria</td>
<td>250-386-8521</td>
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<td>(open to all)</td>
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<tr>
<td>Living Edge</td>
<td>Food Distribution, Monday 5:30-6:30pm</td>
<td>Central Baptist Church, 833 Pandora Ave., Victoria</td>
<td>Livingedge.ngo or 250-383-8915</td>
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<td>Food Distribution, Tuesday 5-6pm</td>
<td>Gateway Baptist Church, 898 Royal Oak Ave., Victoria</td>
<td>Livingedge.ngo or 250-383-8915</td>
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<td>Food distribution, Thursday 10:30-11:30am (lineup starts earlier)</td>
<td>901 Kings Rd., Victoria (QVCC) - Lineup is on Wark St.</td>
<td>Livingedge.ngo or 250-383-8915</td>
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<td>Food Distribution, Thursday 5-6pm</td>
<td>Saanich Baptist Church, 7577 Wallace Dr., Victoria</td>
<td>Livingedge.ngo or 250-383-8915</td>
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<td>Food Distribution, Friday 12-1pm</td>
<td>679 Goldstream Ave., Langford</td>
<td>Livingedge.ngo or 250-383-8915</td>
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<td>St Vincent de Paul</td>
<td>Currently not scheduling any donation pick ups; have cancelled all scheduled pick-up.</td>
<td>835 Yates St, Victoria</td>
<td>(250) 382-0712</td>
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The Social Concern office will be open from 11-3, providing limited essential services. The food bank is open for pick-up only.

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<tr>
<th>Mustard Seed</th>
<th>MONDAY - FRIDAY</th>
<th>625 Queens Avenue</th>
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<tr>
<td>9am: First Coffee from Lobby Doors</td>
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<td>10am: Market opens for hampers (No ID required)</td>
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<td>12pm: Bag Lunch from our Chapel doors (roughly 100 bags)</td>
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<td>1pm: The Market closes</td>
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<td>2pm: Last Coffee</td>
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<td>FRIDAY evening</td>
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<td>5pm: Coffee from our Lobby Doors</td>
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<tr>
<td>6pm: Street Cafe: a Hot Contained Meal and Paper Bag from our Chapel door</td>
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<td>7pm: Mug Up at our Lobby Doors</td>
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<td>8pm: Last Coffee</td>
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<tr>
<td>SATURDAY</td>
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<td>9am: First Coffee from the Lobby Doors</td>
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<tr>
<td>Noon: Simple Lunch (Soup and Sandwich) from our Chapel Doors</td>
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Call (250) 953-1575
Or Mustard Seed
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<tr>
<th>Time</th>
<th>Activity</th>
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<tr>
<td>6pm</td>
<td>Agape Dinner: a Hot Contained Meal and Paper Bag from our Chapel door</td>
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<tr>
<td>7pm</td>
<td>Mug Up at our Lobby Doors</td>
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<td>8pm</td>
<td>Last Coffee</td>
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<td><strong>SUNDAY</strong></td>
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<tr>
<td>9am</td>
<td>First Coffee from the Lobby Doors</td>
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<tr>
<td>Noon</td>
<td>Simple Lunch (Soup and Sandwich) from our Chapel Doors</td>
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<tr>
<td>2pm</td>
<td>Last Coffee</td>
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**Note:**
- upon request we have emergency clothing and bedding available.
- this schedule may change as we learn more and adapt in ways.

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<td>9-10 Club (The Soup Kitchen)</td>
<td>Takeaway breakfast only, usual hours (Mon-Fri 8:30-10AM).</td>
<td>740 View St., Victoria</td>
<td>(778) 440-7687</td>
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<td>Rainbow Kitchen</td>
<td>Lunch to go 11am-1pm; drop-in closed.</td>
<td>#1315-1277 Lyall St., Victoria</td>
<td>(250) 384-2069</td>
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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_hsZMzgeqr9lF2no9fvGwCqlo4icHQKunmiN4tgQ/htmlview?fbclid=IwAR2t_sZzk-CKHVizuVReGfKmuaej6CPbZUW_yDSPlEdKlMrjYlZnXYZovQ](https://docs.google.com/spreadsheets/u/0/d/1Xoj_hsZMzgeqr9lF2no9fvGwCqlo4icHQKunmiN4tgQ/htmlview?fbclid=IwAR2t_sZzk-CKHVizuVReGfKmuaej6CPbZUW_yDSPlEdKlMrjYlZnXYZovQ)
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
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.

Survival Services - Indigenous Harm Reduction Team
https://docs.google.com/document/d/1R7KSy8IIlfOAOMRNN77ibfqW0RUS8e3nJTEu93jdTMEk/edit
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
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 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 Anxiety Relief App

Articles/Websites
https://cmha.bc.ca/news/managing-anxiety-covid-19/
Mental Health Case Management Teams

**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
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

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
Air Travel Updates

BC Ferries
https://www.bcferries.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
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
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
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.
<table>
<thead>
<tr>
<th>Name</th>
<th>Role</th>
<th>Organization</th>
<th>Email</th>
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<tbody>
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