

Covid-19 Local, Provincial & Federal Supports, Services & Resources May 8, 2020



greater victoria
coalition to end
homelessness
hope has found a home

All information here is fact-checked to date, and as we learn more from you in the community about what you need to know, we will adapt and update this information approximately every 2 weeks. Due to our current B.C. Provincial Health mandates regarding physical distancing, we recognize that many members of our community are currently experiencing increased levels of isolation, and increased difficulties in obtaining access to information. **We are asking that you try to access the organization or service that is close to where you live, stay, or camp. This will help to greatly reduce the risk of Covid-19 virus transmission.** If you see something listed here that you have received conflicting information with, please let us know so that we can update this resource to keep it as current as possible. Also, if there is something that is missing from this document that you would like more information on, or if you would like to see something added, please contact a member of our team at:

Lisa Crossman – Peer Housing Support Coordinator:

Call: (250) 580-0465 or **Email:** lcrossman@victoriahomelessness.ca

Malcolm Sword – Inclusion Team Lead

Call: (250) 580-2097 or **Email:** msword@victoriahomelessness.ca

Covid-19 (Coronavirus) Information

- **For Medical Information:** Call: 811
- **For Non-Medical Information:**
Call: 1(888) COVID19 (1- 888-268-4319)
- **Island Health COVID Outreach Assessment Team**
7 days a week - Call from 9:30 AM - 4:30 PM - (250) 889-0505
If you are experiencing homelessness or know someone who is, and you are worried about having possible signs of COVID (confusion, fever, cough, shortness of breath, diarrhea/vomiting).
A team (that includes street nurses) will come in-person to do a COVID assessment. The team will help you determine if you need to self-isolate, what your options are, and arrange for testing if needed.
- **BC COVID-19 Symptom Self-Assessment Tool:**
Website: <https://bc.thrive.health/covid19/en> **OR** Download the app at: **Google Play Store** or **Apple Store** on your mobile device.
If you are experiencing severe difficulty breathing, (e.g. struggling to breathe or speaking in single words), or severe chest pain:
Call 9-1-1, or ask someone to call for you.

Handwashing Stations

- Pandora Ave
- Rock Bay Landing (535 Ellice St)
- Gorge Park

Washrooms

- **Our Place Society** (250) 388-7112 - 919 Pandora Ave., Victoria
Website: <https://www.ourplacesociety.com/>
6:30 a.m. - 9 p.m.
3 people at a time.
- **Centennial Square and Parks**
All regular bathrooms open dawn-dusk

Shower Access

- **Cool Aid Society - Rock Bay Landing** (250) 383-1951
535 Ellice St., Victoria
Website: <https://coolaid.org/how-we-help/housing/emergency-shelters-and-transitional-housing/>
Showers Open 7 Days/Week:
9 a.m. – 11 a.m.
1 p.m. – 3 p.m.
- **Our Place Society** (250) 388-7112 - 919 Pandora Ave., Victoria
Website: <https://www.ourplacesociety.com/>
Showers are available by sign-up sheet at the gate, and are operating between:
8:30 a.m. and 12 p.m.
1 p.m. and 3:30 p.m.
Shower trailer in courtyard can accommodate 4 people at a time.
Shower for those with mobility issues still available inside building.

Clothing Access

- **Mustard Seed Street Church & Food Bank** (250) 953-1575
625 Queens Ave., Victoria
Website: <http://mustardseed.ca/>
A small amount of clothing is distributed each day after being stored for 3 days to meet safety protocols for health. **(Limited selections and amounts.)**
- **Our Place Society** (250) 388-7112 - 919 Pandora Ave., Victoria
Website: <https://www.ourplacesociety.com/>
Clothing; tents; tarps; sleeping bags; and toiletries are available by request.

Laundry Access

Laundromats have been classified as an **'Essential Service'** during Covid-19 and should be open for business.

Medical Services

- **Cool Aid Society - Community Health Center** (250) 385-1466
713 Johnson St., Victoria
Website: <https://coolaid.org/how-we-help/health-services/>
Monday to Friday – 9 a.m. - 4:30 p.m. (3 p.m. Friday)
Saturdays: 10 a.m. – 2 p.m.
'While the risk of infection remains low at the present time, we are strongly encouraging our clients to **connect with us via telephone** to address their concerns where possible. We feel this is a good first step to start reducing crowding and reduce risk of transmission in the community. If you are a health clinic client, you will be able to speak with a doctor, nurse or pharmacy team member and they will address your medical concern via telephone.
Leave a message: We will be busy! If you leave a message, please leave a phone number where we can contact you, and an email address if you would like us to communicate with you via email.'
- **Cool Aid Society – Dental Clinic** (250) 383-5957
Website: <https://coolaid.org/how-we-help/health-services/>
Office is closed until further notice.
Monday - Friday 9 a.m. - 1 p.m. – Receptionist is available to answer and direct your calls.

- **Doctors of the World**
Monday to Friday – 9am – 5 pm – (250) 812-4414
Website: <https://www.doctorsoftheworld.ca/>
Nurse Coordinator available by phone.
 Mobile clinic services are suspended until further notice to create space for **targeted interventions** by our nurses.
 Outreach nurses will be giving supplies, helping with on-the-street wellness checks, and sharing pertinent health and resource information.
- **Island Health Facilities (250) 370-8699**
Website: <https://www.islandhealth.ca/>
 ‘Please help us keep our patients, staff, and community members healthy.
Visitor restrictions are in place for all Island Health facilities and outpatient clinics. Only essential visits. Eligible visitors must pass screening.
 Cannot have cough, runny nose, fever, sore throat, shortness of breath
 Cannot have travelled outside Canada in past 14 days.’
- **Island Sexual Health Society (Youth Friendly)**
 101-3960 Quadra Street
Website: <https://www.islandsexualhealth.org/>
Monday – Friday – 9 a.m. – 4 p.m. – Open
 Call ahead to set up appointment:
(250) 592-3479 – Tele-medicine services **or** book online.
(250) 812-9374 - Text line for sexual health (non-medical) Q&A.
(250) 592-3479 – Birth or bleed control or for other existing prescriptions.
- **Pandora Clinic (250) 294-6714 - 922 Pandora Ave.**
Website: <http://www.pandoraclinic.com/>
 Open to current patients by phone or video call.
Monday – Friday – 10 a.m. - 3 p.m. - For those who do not have access to telehealth option.
When calling, please leave a message. Messages will be checked daily.
- **STS Pharmacy (778) 433-7246 - 820 Cormorant St., Victoria**
Website: <https://www.stspain.com/>
5:30 a.m. – 3:30 p.m. – Open

Youth Medical Services

- **Foundry Victoria Youth Clinic (young people ages 12-24)**
818 Douglas St., Victoria <https://victoriayouthclinic.ca/>
(250) 383-3552 - starting at 10:30 a.m. to access our clinic.
We will support you the best way we can **over the phone**. Subject to short notice change, please check back daily.

Support & Crisis Lines

- **bc211**
Call: 211 on your phone
Website: <https://www.bc211.ca/>
Find available services in your area.
- **The Cridge Center for the Family**
Call: (250) 479-3963 – Any time of day or night.
Website: <https://cridge.org/>
Leaving an abusive or violent individual? The Cridge Transition House is a safe place for women with or without children who are escaping violence or abuse in their homes. Abuse can be emotional, psychological or physical.
- **Crisis Intervention and Suicide Prevention Center of BC**
1(800) 784-2433
Website: <https://crisiscentre.bc.ca/>
24/7 Confidential, non-judgmental, free emotional support for people experiencing feelings of distress or despair. Interpreters available in over 140 languages.
- **First Nations and Inuit Hope for Wellness Line** 1(855) 242-3310
Website: <https://www.hopeforwellness.ca/>
Offers immediate help for all Indigenous peoples across Canada. Available 24/7 for counselling and crisis intervention. If asked, counsellors can work with you to find other wellness supports that are accessible near you.
Telephone and online counselling are available in English and French.
On request, telephone counselling is also available in: Cree; Ojibway; Inuktitut.

- **Her Way Home**

Offices are closed due to COVID 19

Call: (250) 818-6049

Website: <https://www.islandhealth.ca/learn-about-health/pregnancy-birth-babies/herway-home>

Her Way Home provides non-judgmental health care and social supports for pregnant and parenting women who have a history of substance use and may also be affected by mental health issues, violence and trauma.

Child Centred – Women Focused – Family Oriented.

- **Sexual Assault Response Team (SART) (250) 383-3232**

Website: <https://vsac.ca/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.

The SART team provides:

Facilitates accompaniment to hospital and medical and police involvement as requested by survivor.

SART is a collaborative response between the Victoria Sexual Assault Centre, Forensic Nurse Examiners, Island Health, RCMP and the police.

- **Vancouver Island Crisis Line 1(888) 494-3888**

Website: <https://www.vicrisis.ca/>

'24/7 **Crisis Services (Line, Chat, and Text)** remains available to support you. Due to many people accessing toll-free numbers during the pandemic, callers can experience overloaded telephone circuits. We request that you try again if you are not able to reach us on your first attempt.'

You can also dial: 1(250) 754-4447 - Vancouver Island Crisis Line.

(Long distance charges may apply if dialing from outside of Greater Nanaimo.)

- **VictimLINK BC 1(800) 563-0808**

Email: VictimLinkBC@bc211.ca

B.C. and the Yukon 24 hours a day – 7 days a week

Website: <https://www2.gov.bc.ca/gov/content/justice/criminal-justice/victims-of-crime/victimlinkbc>

Toll-free, confidential, multilingual telephone service

'Provides information and referral services to all victims of crime and immediate crisis support for victims of family and sexual violence, including victims of human trafficking exploited for labour or sexual services. Provides service in more than 150 languages, including many North American Aboriginal languages'.

Harm Reduction & Related Support Services

- Call **1-888-COVID19** (1- 888-268-4319)
- **AVI Health and Community Services**
Call/text at: (250) 896-AVIX (2849)
Website: <http://avi.org/>
No clients allowed on site.
Buzzer at door reaches office staff.
Some harm reduction supplies available at 713 Johnson (via buzzer) depending on time of day (**after 3pm staff will be moving to parks, etc.**)
- **Daily Dose Society** (250) 800-0569
Website: <https://www.thedailydosesociety.org/>
No longer able to transport clients.
Delivering medications (including OAT) to clients.
- **Detox, Stabilization, and Sobering and Assessment Centre**
(250) 213-4444 - 1125 Pembroke St, Victoria
Website: <https://www.islandhealth.ca/>
'Down to 4 female beds, 8 male beds and 4 single rooms.
Harm reduction supplies available for pickup.
Detox currently at 11-bed capacity prioritizing those with medically complex withdrawal (such as alcohol, people not on OAT) and those with lined-up treatment dates or high vulnerability (pregnancy; fleeing abuse).'
- **Drug Checking (Substance UVic)**
SOLID Outreach @ 1056 N Park St., Victoria
Website: <https://substance.uvic.ca/>
Monday – Friday – 10 a.m. - 4 p.m. - drop off/pick up service through SOLID Outreach.
'We are continuing to offer a free and confidential drug-checking program in Victoria. Our team uses multiple drug checking instruments to determine a sample's main active ingredients, fillers or cutting agents, any unexpected drugs, and the presence of fentanyl.
Service users can drop off a small sample for testing and will be able to receive **results within 1-2 business days.**'
- **Indigenous Harm Reduction Team (iHeart)**
Website: <https://www.ihrt.ca/>
Facebook: Indigenous Harm Reduction Team
Email: indigenousharmreductionteam@gmail.com

- **SOLID Outreach** (250) 298-9497 - 1056 N Park St., Victoria
Website: <http://solidvictoria.org/>
11:30 a.m. - 7 p.m. - 900 block of Pandora daily.
5:30 p.m. - 7 p.m. - Centennial Square daily.
Monday - Saturday 9 a.m. – 4 p.m. - Harm reduction supplies (Pickup at outreach office.)
Contact Fred (250-686-6776):
 If you need harm reduction supplies delivered in the downtown region.
Contact Mark (250-891-9299):
 If you live in a residence/SRO/supportive housing unit that needs supplies for multiple units in Victoria, Esquimalt, Gorge area, etc.
- **The Harbour** (250) 519-5303
Website: <https://www.islandhealth.ca/our-locations/overdose-prevention-supervised-consumption-locations/victoria-harbour>
 Street outreach is being provided.
- **Rock Bay Landing Overdose Prevention Unit (OPU)**
 (250) 383-1951 - 535 Ellice St., Victoria
Website: <https://coolaid.org/how-we-help/housing/emergency-shelters-and-transitional-housing/>
 'We are limiting the number of individuals at any given time to meet physical distancing guidelines.'
- **Umbrella Society for Addictions and Mental Health**
Call: (250) 380-0595
Email: wecanhelp@umbrellasociety.ca
Website: <https://www.umbrellasociety.ca/>
 'Outreach and counselling teams are making contact via telephone, email, text message or Facebook Messenger with all our clients, including those on the waitlist.'
RAAC (Rapid Action Addiction Clinic) is still open for new clients.
SURF and IMC Teams are working in the community providing support.
SMART Recovery meetings will be offered via ZOOM, beginning:
 Wednesday, April 1 at its usual time, 12 p.m.
- **Westshore AVI Health Clinic** (250) 940-3605
Website: <http://avi.org/our-services/victoria>
 Moved to providing services via phone or telehealth where possible.
 Connecting with clients via phone or email.
 Some in-person visits for urgent concerns or for people who do not have phones
 All groups cancelled.
 Mobile operating as usual.

Mental Health Supports & Services

- **Men's Therapy Center (250) 381-6367**
Website: <http://www.menstrauma.com/>
Physical location is currently closed.
Counselors specialize in trauma and are working remotely either by:
Phone or Zoom.
One-on-one counselling for men over the age of 16.
Accepting new clients. Phones are checked once a day.
- **Mental Health Recovery Partners (250) 384-4225**
Email: admin@mhrp.ca
Website: <http://www.mhrp.ca/>
Monday – Friday - 10 a.m. – 2 p.m. – ‘call the office during shortened business hours. Messages will be checked, and calls returned as soon as possible (calls are being forwarded to staff cell.) If you would like to be put on a list for a ‘friendly call’, please let us know. We care about you.’
We are moving our services online:
Stay engaged through updates on Facebook:
<https://www.facebook.com/MHRPSouthIsland>
All support groups for families and people with lived experience via:
Zoom online platform:
Join Zoom meeting: <https://zoom.us/j/848581554>
Meeting ID: 848 581 554
Password: 075891
One tap mobile:
+15873281099,,848581554# Canada
+16473744685,,848581554# Canada
Or call by phone: 1 (778) 907-2071
Family AND Person with Lived Experience Peer Support is being held by phone or online.
- **Umbrella Society for Addictions and Mental Health**
Call: (250) 380-0595
Email: wecanhelp@umbrellasociety.ca
Website: <https://www.umbrellasociety.ca/>
‘Outreach and counselling teams are making contact via telephone, email, text message or Facebook Messenger with all our clients, including those on the waitlist.’
RAAC (Rapid Action Addiction Clinic) is still open for new clients.
SURF and IMC Teams are working in the community providing support.
SMART Recovery meetings will be offered via ZOOM, beginning:
Wednesday, April 1 at its usual time, 12 p.m.

- **Victoria Brain Injury Society**

Website: <https://vbis.ca/>

'We are providing ongoing services and we will do our best to support you by **online or phone:**

Call: (250) 598-9339 - General inquiry or to leave a message for your case manager.

Email: info@vbis.ca - General inquiry or to leave a message for your case manager.

We encourage you to check our social media to keep updated on any changes':

Facebook: VictoriaBrainInjurySociety

Twitter: @VicBrainInjury

Housing & Support Services

- **Aboriginal Coalition to End Homelessness**

Call: (778) 432-2234

Email: operations@aceh.com

Website: <https://acehsociety.com/>

- **BC Housing 1 (877) 757-2577**

Monday to Friday - 8:30 a.m. - 6:30 p.m.

Saturday & Sunday - 8:30 a.m. - 4:30 p.m.

Website: <https://www.bchousing.org/home>

BC-Temporary Rental Supplement (BC-TRS) Program - *Now Open*

Call for Program details or view online at:

<https://www.bchousing.org/BCTRS>

- **Burnside Gorge Community Center (250) 388-5251**

471 Cecilia Rd., Victoria

Website: <http://www.burnsidegorge.ca/>

Asking that community members do not visit center unless they have an appointment.

Only providing essential services.

Staff on-site to take phone calls and deal with emergency walk-ins **in relation to: family homelessness; financial crisis; youth and families in crisis.**

Providing Day Care Program for essential workers.

Providing support with accessing rent assistance supplements and other government financial programs.

- **Cool Aid Society – Housing & Shelters Administration Office**
 Website: <https://coolaid.org/how-we-help/housing/>
We are trying to minimize visitors at Administration.
If possible, please:
Call: (250) 383-1977
Email: society@CoolAid.org
 (If you need to visit in person, we remain open weekdays from **9 a.m. - 4:30 p.m.**, except over the noon to 1 pm lunch hour.)
- **Cool Aid Society – Rock Bay Landing (250) 383-1951**
 535 Ellice St, Victoria
 Website: <https://coolaid.org/how-we-help/housing/emergency-shelters-and-transitional-housing/>
Open:
9 a.m. – 11 a.m. - Hygiene services only.
1 p.m. - 3 p.m. - Hygiene services only.
- **Downtown Community Center**
 Please feel free to contact DCC staff at:
Phone: 250-893-6301
Email: DCC@CoolAid.org
 Website: <https://coolaid.org/how-we-help/recreation-well-being/>
- **Fernwood NRG (250) 381-1552 - 1240 Gladstone Ave, Victoria**
 Website: <https://fernwoodnrg.ca/>
 Voicemails are being monitored.
Childcare is open and available for essential services workers.
- **Pacifica Housing - Downtown Outreach Services Office**
 Call: 250-220-8064 - leave a message.
 Email: dosfrontdesk@pacificahousing.ca
- **Peer Housing Support Program**
 Greater Victoria Coalition to End Homelessness
 Webpage: <https://victoriahomelessness.ca/get-involved/peer-housing-support-program/>
 For more information on the Peer Housing Support Program, please contact:
Lisa Crossman – Peer Housing Support Coordinator:
Call: (250) 580-0465
Email: lcrossman@victoriahomelessness
 We are currently meeting with peers via telephone and text message, and when necessary, outdoors while honouring physical distancing regulations.

- **Quadra Village Community Centre (QVCC)** 901 Kings Rd., Victoria
Call: (250) 388-7696 – ext. 227 – to reach the community support team.
Website: <https://www.quadravillagecc.com/>
 Staff available 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 ensuring cleanliness.
 If you wish to be contacted by staff on a regular basis, please call or email and leave a message with your email address and phone number.
- **RentSmart** 250-388-7171
Fax: 250-388-7174 **Toll free:** 833-333-7171
Website: <https://rentsmarteducation.org/>
 'The Victoria office will be closed however all staff have the tools and resources to work from home. We can care and connect with one another in other ways such as video chats, phone and texting.'
- **Society of Saint Vincent de Paul** (250)-382-0712
 833 Yates St., Victoria **Website:** <https://www.ssvpvancouverisland.ca/>
Open from 11 a.m. – 2:30 p.m. - providing limited essential services.
- **Together Against Poverty Society (TAPS)** (250) 361-3521
Website: <https://www.tapsbc.ca/> **Open by phone or email only.**
 For help with filing your taxes: tax@tapsbc.ca
 For help with an applications for provincial disability (PWD): vdap@tapsbc.ca
 For help with Residential Tenancy matters: tenancy@tapsbc.ca
 For help with Income Security matters for those already on Income Assistance, PWD, or federal CPP-D: IA@tapsbc.ca
 For help with Employment Standards complaints and EI matters related to Coronavirus (COVID-19): employment@tapsbc.ca
 For all other administrative matters: info@tapsbc.ca
Please leave a voicemail message, and someone will return your call.
- **Victoria Women in Need Community Cooperative (WIN)**
Website: <https://www.womeninneed.ca/>
Email: programs@womeninneed.ca
 Currently offering the Crisis and Referral Program which provides resources, advocacy, some financial resources for women and their families in crisis.

- Victoria Disability Resource Centre (250) 595-0044**
 Please leave a voicemail. **Website:** <https://drcvictoria.com/>
Call: (250) 595-0055 ext. 101 - For disability related information and services
E-mail: information@drcvictoria.com - For disability related information and services
Peer Support: Meetings being held via ZOOM - For information on joining a group: **Email:** peersupport@drcvictoria.com
Volunteer Skills Development – ‘We are working on developing strategies to keep our valuable volunteers involved and engaged. If you have any ideas on how this can be done distantly’: **Email:** volunteer@drcvictoria.com
Parking Placards – ‘we will be issuing parking placards via mail only. If you require a placard, here are your options to attaining one’:
Call: (250)-595-0044 - to renew via Visa or Mastercard
Email your application or renewal request to:
parking@drcvictoria.com and ask us to contact you to arrange for payment.
Fax the signed application form to us at: (250) 595-1512 - we will contact you regarding payment.**Mail the signed application - with a cheque or money order to:** VDRC - 817 A Fort St., Victoria, BC V8W 1H6

Seniors’ Support Services

- bc211** Call 211 on your phone
Website: <https://www.bc211.ca/>
 Available for Seniors who need support with non-medical essentials, like grocery pick-up and drop off.
- James Bay New Horizons for Seniors (250) 889-4430**
Website: <http://www.jamesbaynewhorizons.ca/>
Outreach Line - Tuesday to Thursday – 8:30 a.m. – 4 p.m. – ‘Seniors can leave a message with their name, phone number, and request of how we can help. We will get back to you within one day’.
- QVCC Senior’s Entitlement Services (250) 388-7696 ext. 230**
Email: ses@quadravillagecc.com
 Fill out an online contact request form on their **website at:**
<https://www.quadravillagecc.com/seniors-entitlement-services>
 Volunteer advocates supporting seniors, 55+ by phone and email.
Services Include: guidance; information; system navigation (financial, housing, healthcare, legal); support to address Elder abuse and unexpected hardships.

Youth Support Services

- **The Victoria Youth Empowerment Society (250) 383-3514**
533 Yates St., Victoria Website: <http://www.vyes.ca/> **Individual Counselling Programs which include Life Skills, Supported Independent Living (SIL), Outreach and Youth and Family Support Services (YFSS)**
 - Presently, staff continue to work with clients to get their needs met, and are providing modified service delivery. Staff continue to connect with clients, families, service providers and community supports as much as is possible given the BC CDC guidelines regarding social distancing.
 - Currently no face to face meetings either in community or in office are occurring at this time; however counsellors continue to support clients and families via text/messenger/emails/phone.

Drop-In Services: Alliance Club

- The Alliance Club has shortened its hours to 1:00pm-6:00pm Monday through Thursday and closed on Fridays, this schedule compliments Sanctuary Drop-In services which are available Friday-Sunday. The Club is serving meals to go and has bags made up of toiletry supplies for youth to take.
- The Alliance Club has limited the number of youth and the amount of time youth are able to be in the space to ensure proper social distancing.

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- The Alliance Club has limited the number of youth and the amount of time youth are able to be in the space to ensure proper social distancing.

Residential Programs: Specialized Youth Detox

- SYD is currently limiting the number of youth in the program at one time to best follow the guidelines set out by the BC Center for Disease Control.
- The Youth Clinic has requested that they be instrumental in decisions regarding who is admitted to SYD given the current public health emergency. As indicated by the Victoria Youth Clinic, they will be medically screening out community referrals from out of town at this time, as to lessen transportation volume as well as the fact that there are multiple concerns with any potential discharge plans. If youth have a home, they will be encouraged to detox in the home settings. At this time, as per the Victoria Youth Clinic, youth detoxing only from alcohol and Xanax and/or who are homeless will be considered for a medical screen and thereby intake and will be further screened by using the BC CDC COVID-19 self-assessment tool. **The Detox Intake Coordinator will be going through the BC CDC self assessment with all referrals.** Program modifications including outings and group activities have been made to ensure proper social distancing.

- **Discovery Youth and Family Substance Use Services**
 (250) 519-5313 - Esquimalt Health Unit - 530 Fraser St, 2nd Floor, Esquimalt
Website: <https://www.islandhealth.ca/our-services/youth-family-substance-use-services/youth-family-substance-use-services/discovery-youth-family-substance-use-services>
 Still operating and taking referrals for services.
 Currently not running groups, and are meeting clients by phone, or when possible, by video.
- **Sanctuary Youth Center (Ages 14 – 22)** (250) 385-6255
 767 Humboldt. St., Victoria **Website:** <https://www.sanctuaryyouth.org/>
Friday-Sunday – 3 p.m. – 6 p.m. – Showers, laundry and basic hygiene services. ‘We limit the number of youth accessing the Centre to 2 at a time and we wipe down surfaces each time a youth has completed use of a bathroom, etc’.

Women’s Support Services

- **The Cridge Center for the Family**
Call: (250) 479-3963 – Any time of day or night.
Website: <https://cridge.org/>
 Leaving an abusive or violent individual? The Cridge Transition House is a safe place for women with or without children who are escaping violence or abuse in their homes. Abuse can be emotional, psychological or physical.
- **Her Way Home**
 Offices are closed due to COVID 19
Call: (250) 818-6049
Website: <https://www.islandhealth.ca/learn-about-health/pregnancy-birth-babies/herway-home>
 Her Way Home provides non-judgmental health care and social supports for pregnant and parenting women who have a history of substance use and may also be affected by mental health issues, violence and trauma.
Child Centred – Women Focused – Family Oriented.

Food Access

- **9-10 Club** (778) 440-7687- 740 View St., Victoria
Website: <http://www.thesoupkitchen.ca/>
Monday to Friday - 8:15 a.m. - 10 a.m. - Open for food to go (no sit-down meals).
Serving: soup; sandwiches; sweets; coffee; and tea.
- **AVI Health and Community Services**
Call/text at: (250) 896-AVIX (2849)
Website: <http://avi.org/> Meals are being delivered to PWP clients.
- **Burnside Gorge Community Center** (250) 388-5251
471 Cecilia Rd., Victoria
Website: <http://www.burnsidegorge.ca/>
Asking that community members do not visit center unless they have an appointment.
For those who live in the Burnside-Gorge or surrounding areas, and who are in need of: **fresh food; personal hygiene products; or dog food:**
Please contact: 250-388-5251 and we will do our best to assist.
- **Daily Dose Society** (250) 800-0569 - 820 Cormorant St., Victoria
Website: <https://www.thedailydosesociety.org/>
Delivering food hampers.
Receiving food donations and distributing to agencies & individuals in need.
- **Food Not Bombs - Victoria**
Facebook: <https://www.facebook.com/groups/46722105836>
Website: http://foodnotbombs.net/new_site/
Centennial Square @ the Big Tree
Sunday – 3:30 p.m. – Food service
- **Mustard Seed Street Church & Food Bank** (250) 953-1575
625 Queens Ave., Victoria
Website: <http://mustardseed.ca/>
Friday and Saturday evenings – 6:00 p.m. - Hot, nutritious, safely-prepared and contained meal.
Monday to Saturday Lunches - Nutritious bag lunches, and often a hot side dish.

- **Our Place Society** (250) 388-7112 - 919 Pandora Ave., Victoria
Website: <https://www.ourplacesociety.com/>
7 a.m. - Coffee
8 a.m. - Oatmeal
8 a.m. – 9 a.m. - Bagged lunch
12 p.m. – 1 p.m. – Bagged lunch
5 p.m. - 6 p.m. – Bagged lunch
- **PEERS** (250) 388-5325 - #1 - 744 Fairview Rd., Esquimalt
Website: <https://www.safersexwork.ca/>
Services at the drop-in centre will be by appointment or door service on:
Monday, Wednesday, and Friday – 11 a.m. – 1 p.m.
(They will have food, but they are discouraging people from entering the center except in the case of an emergency.)
- **Red Cedar Café** (250) 727-9163 - 537 Johnson Street
Facebook: <https://www.facebook.com/redcedarcafe/>
Order online at:
<https://docs.google.com/forms/d/e/1FAIpQLSdzww0RcjbGsWCpuiVsoobjrP5oWRoozLe-mIZMzd8hh3ub1w/viewform>
Healthy free frozen meals available. Multiple options available.
Delivered or pick-up from take-out window.
Complete the online form or call to request a meal.
- **Salvation Army (ARC)** (250) 384-3396 - 525 Johnson St., Victoria
Website: <http://www.victoriaarc.org/>
Monday / Wednesday / Friday @ 11:45 a.m. - Warm Lunch (pre-packaged)
- **Victoria Rainbow Kitchen Society** (250) 384-2069
#1315 - 1277 Lyall St., Victoria
Website: <https://rainbowkitchen.ca/>
Monday – Friday - 9 a.m. – 1 p.m. - 'leftovers' food service at front door.
Monday – Friday – 11:00 a.m. - 1:00 p.m. – Takeaway lunch at front door;
(Usually 2 portions) Grocery bags are also served during this time that include:
bread; produce; and snack food.
(People are asked to leave after being served food and are requested not to gather outside due to numbers; drop-in closed.

Youth Food Access

- **Out of the Rain Shelter (Ages 15-25 only)** (250) 415-3856
1450 Elford St., Victoria **Website:** <https://www.outoftherainvictoria.ca/>
9 am – noon - Open for breakfast and bag lunch pickup at Elford St. location.
4 p.m. - 7 p.m. - Dinner pick-up at Elford St. location.
- **Sanctuary Youth Center (Ages 14 – 22)** (250) 385-6255
767 Humboldt. St., Victoria
<https://www.sanctuaryyouth.org/>
Friday-Sunday – 3 p.m. – 6 p.m. – Warm meal, beverages, and snacks served.
'We limit the number of youth accessing the Centre to 2 at a time and we wipe down surfaces each time a youth has completed use of a bathroom, etc'.

Food Banks

- **Esquimalt Neighbourhood House** (250) 385-2635
511 Constance Ave., Esquimalt
Website: <https://www.enh.bc.ca/>
'We are still working, and we are around the community.
Please call us - We are checking calls regularly.
Offering food supports for families, adults, and seniors in need.
Inquiries for food or other services can be made via email or leaving a phone message'.
- **Fairfield/Gonzales Community Association**
Supporting the food needs of the Fairfield/Gonzales community:
Website: <https://fairfieldcommunity.ca/>
Call: (250) 382-4604 - Delivering free dinners on Saturday evenings.
- **Fernwood NRG** (250) 381-1552 - 1240 Gladstone Ave, Victoria
Website: <https://fernwoodnrg.ca/>
Good Food Box Program – Call Fernwood NRG to place your order.
A non-profit fruit and vegetable box program. Anyone, across Greater Victoria, can access these affordable, fresh, healthy produce boxes.
Good Food Boxes are available for pick-up at 13 locations from Sooke to Saanich or home delivery every Wednesday.
- **Goldstream Food Bank** (250) 474-4443
761 Station Ave., Langford (Legion)
Website: <https://goldstreamfoodbank.org/>
First three Tuesdays and Wednesdays of the month - 9:30am - 2:30pm - Providing food hampers.

- **Living Edge Community Produce Distribution (250)-383-8915**

Website: <https://livingedge.ngo/>

'Free produce markets will continue to operate for the foreseeable future, with some precautions taken to ensure physical distancing. However, some markets may be cancelled depending on the usual host location for the market. Please check the website for confirmation before attending. Organizers warn that supplies may be low due to low produce surplus in grocery stores':

Monday 5:30 p.m. - 6:30 p.m.

Central Baptist Church - 833 Pandora Ave., Victoria

Tuesday 5 p.m. – 6 p.m.

Gateway Baptist Church - 898 Royal Oak Ave., Victoria

Thursday 10:30 a.m. - 11:30 a.m.

901 Kings Rd., Victoria (QVCC) – (Lineup on Wark St.)

Thursday 5 p.m. – 6 p.m.

Saanich Baptist Church - 7577 Wallace Dr., Victoria

Friday 12 p.m. – 1 p.m.

679 Goldstream Ave., Langford

Saturday 11 a.m. – 12 p.m.

511 Constance Ave., Esquimalt

- **Mustard Seed Street Church & Food Bank (250) 953-1575**

625 Queens Ave., Victoria

Website: <http://mustardseed.ca/>

Monday to Friday - 10:00 a.m. - 1:00 p.m. – Food hampers available.

Hampers are distributed from the Queens Ave. Guest Services door with some choice involved as great fresh produce is coming in daily from MSSC Viewfield).

'At this point we are not asking for ID. We have not set restrictions on number of times people can pick up monthly. Will notify if changes have been made in this way'.

- **Oaklands Community Center Website:** <https://oaklands.life/>

'We are offering service for folks living in the Oaklands and North Park neighbourhoods'.

To request a food hamper and delivery. Contact Sarah at:

Call: (250) 370-9101 - ext. 4

Email: community@oaklandsca.com

- **Society of Saint Vincent de Paul (250)-382-0712**

833 Yates St., Victoria

Website: <https://www.ssvpvancouverisland.ca/>

11 a.m. – 2:30 p.m. – Open for handing out of prepared food hampers outside. The 'market' component is closed.

- **Stan Hagen Center** (250) 386-8521 - 2695 Quadra St, Victoria
Website: <https://salvationarmy.ca/>
Monday – Friday (Excluding Stat. Holidays)
9 a.m. – 12 p.m.
1 p.m. - 4:15 p.m.
Emergency food hampers available.
Doors may be closed periodically for cleaning and sanitation purposes during these times.
- **St. John the Divine** - 1611 Quadra - (250) 383-7169
Website: <https://www.stjohnthedivine.bc.ca/>
Tuesdays and Fridays from 10am-12pm
Pre-packaged food for pick-up.
Includes option to choose produce and/or bread.
Closed the 3rd week of each month.
- **Victoria Native Friendship Center (VNFC)** (250) 384-3211
231 Regina Ave., Victoria
Website: <http://www.vnfc.ca/>
For Indigenous Community Members
(Food bags are being prepared and distributed preferably by delivery. Please contact the VNFC by phone to order your food bag.)

BC Transit (250) 382-6161

Email: transitinfo@bctransit.com

Website: <https://www.bctransit.com/victoria>

Transit is offering free bus rides for regular and handy-dart buses until April 30.

Enter through rear doors unless ramp or lowering is needed.

Schedules are changing day-to-day.

Changes can be confirmed by calling, checking website, or checking NextRide.

BC Hydro 1 (800) 224-9376

Will make bill payment plans or allow bills to be deferred during this time with no penalty. **There will be no disconnection of services issued during Covid-19.**

Employment Services

- **Community Casual Labour Pool**

Website: <https://coolaid.org/how-we-help/labour-pool/>

Available by calling Wendy:

Phone: (250) 388-9296

Email: wstone@CoolAid.org

Text message: (250) 886-5476

- **Next Steps to Employment**

(778) 817-0354 or (250) 999-1100 (call or text)

Website: <https://www.ourplacesociety.com/how-we-help/next-steps-employment>

Still working and supporting clients in getting to work.

Offering a workshop series via Zoom: (4 workshops – 1 hour long) that are aimed at: 'how to find work during the pandemic':

April 28th - May 8th - Tuesdays & Fridays - 1 p.m. - 2 p.m.

Honorarium provided for attending workshops.

Link to external referral form: <https://bit.ly/3euBVN5>

- **REES Outreach**

Website: <https://coolaid.org/how-we-help/recreation-well-being/>

Available by calling Riley:

Phone: (250) 886-8237

Email: rvaskic@CoolAid.org

- **GT Hiring Solutions – Victoria/Saanich (250) 388-0858**

Victoria Email: victoria@gthiringsolutions.ca

Saanich Email: saanich@gthiringsolutions.ca

Website: <https://gthiringsolutions.ca/en/victoriasaanich>

Currently providing services virtually via phone appointments, email and social media communication.

Registered clients will continue to have access to our online resource "Career Connect"

For more information please contact: info@gthiringsolutions.ca

BC Ministry of Social Development & Poverty Reduction

Covid-19 Crisis Income Supplement Programs:

- **April, May, and June Income Assistance Cheques**
Automatically topped up by **\$300 (starting on Apr 22)**.
No application is required.
- **B.C. Seniors Supplement & Those in Care Who Receive a Comfort Allowance**
Topped up: \$300 for April, May, and June.
- **Emergency Supplies Supplement**
The Ministry has enacted the emergency/disaster supplement for recipients who are impacted by COVID-19, and have unexpected costs as a result of the pandemic. **Examples of unexpected COVID-19-related costs are:**
Needing to shop at a more expensive store in order to avoid public transit, or needing to purchase food that you may normally get for free but are unable to access due to COVID-19.
Contact the Ministry at: 1 (866) 866-0800 to request this supplement.
- **Disability Assistance (PWD) & the BC Bus Pass Program**
April cheque should have a **\$52 Transportation Supplement** added every month until BC Transit reinstates fares.
Your bus pass will stay in effect when the system requires fares in normal operation.
(Those who opted for the Transportation Supplement and don't have the BC Bus Pass will not receive this top-up".)
- **The Ministry has temporarily waived the requirement to complete a work search before applying for, or when receiving income assistance benefits.**
They have also temporarily suspended requirements related to file reviews and is limiting cheque holds wherever possible.

CPP Disability Benefits

- **Please call:** 1(800) 622-6232
- **Or for more information:** 1 (888) COVID-19

Federal & Provincial Assistance Programs & Benefits

Canada Revenue Agency

1 (833) 966-2099

Provincial Support & Information

1 (888) COVID19 (1- 888-268-4319)

- **The Income Tax filing deadline has been extended until June 1, 2020.**
- **Canada Emergency Response Benefit (CERB)**
Up to \$2000 per month benefit available for 16 weeks for loss of some or all employment income due to:
loss of work; sickness; quarantine; caring for someone who is ill with COVID-19; or caring for a child due to school or daycare shutdowns.
This is not available to anyone who voluntarily quit their job
Apply for CERB:
Online: Canada Revenue Agency My Account or My Service Canada Account.
By phone: 1 (800) 959-2019 or 1 (800) 959-2041
- **British Columbia Emergency Benefit for Workers**
Providing a tax-free, one time \$1,000 payment for B.C. residents whose ability to work has been affected due to COVID-19.
An approved Canada Emergency Response Benefit (CERB) is required.
Online applications starting May 1, 2020.
Telephone applications starting May 4, 2020:
1 (800) 663-7867 or (250) 387-6121
- **Child Tax Benefit Top-Up**
Families that are entitled to receive the CCB for April 2020 and still have an eligible child in their care in May 2020 will get up to \$300 extra per child as part of their regular May 2020 payment.
- **Climate Action Tax Credit**
A one-time enhancement will be paid this July for moderate to low-income families:
Up to \$218.00 (increased from \$43.50) for Adults
Up to \$64.00 (increased from \$12.75) per Child

- **Emergency Care Benefit**
For quarantined individuals or those caring for a sick family member.
Payment via direct deposit.
Will not require medical documentation
Providing \$900 bi-weekly
Starts early-April 2020
- **Financial Institution Supports**
Auto loans - Deferral of payments possible
Contact your financial institution directly.
- **Goods and Services Tax (GST)**
A one-time special payment, starting April 9
For low- and modest-income households.
This benefit will average near **\$400 for singles and close to \$600 for couples.**
If you are eligible, you will get it automatically.

Income Tax Services & Supports

- **TAPS (250) 361-3521**
Website: <https://www.tapsbc.ca/>
Open by phone or email only.
Taxes by telephone only.
Please call and leave a message indicating that you are requesting tax services.
The Tax Coordinator will return your call to book an appointment with you.
- **Society of Saint Vincent de Paul (250)-382-0712**
833 Yates St., Victoria
Website: <https://www.ssvpvancouverisland.ca/>
Open from 11:00 a.m. – 2:30 p.m. –
offering drop-off service for simple income tax.

Legal & Community Corrections Services

- **Victoria Community Corrections - Probation & Bail**
(250) 387-6321 - 836 Courtney St, Victoria
Website: <https://www2.gov.bc.ca/gov/content/justice/criminal-justice/corrections/probation-offices>
Monday – Friday – 8 a.m. – 4:30 p.m.
Office will remain open (**Essential service**).
Preference for PO to meet in the community or over the phone if possible.
If clients are feeling sick they are asked to call in to re-book their appointment.
- **Victoria Courthouse** (250) 356-1478 - 850 Burdett Ave., Victoria
Website: <https://www.provincialcourt.bc.ca/court-location/victoria>
The Court will suspend regular court operations **as of March 25**
(Urgent matters will proceed in "hub" courts).
No in-person registry services during the suspension period.

ICBC 1 (800) 663-3051

Website: <https://www.icbc.com/Pages/default.aspx>

Monday – Friday – 8 a.m. – 6 p.m.

Saturday – 9 a.m. – 5 p.m.

Customers on a monthly payment plan who are facing financial challenges due to COVID-19 may defer their payment for up to 90 days with no penalty.

Canada Student Loans 1 (888) 815-4514

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

The Government of Canada has paused the repayment of Canada Student Loans until **September 30, 2020**, with no accrual of interest.

StudentAid BC 1 (800) 561-1818

Website: <https://studentaidbc.ca/>

Starting March 30, 2020:

B.C. student loan payments are automatically frozen for six months.

BC Tenant Rights and Responsibilities

Funding for housing supports have been increased to ensure people can maintain their housing in the event of job or income loss:

- **BC Housing** 1 (877) 757-2577

Website: <https://www.bchousing.org/home>

Monday to Friday - 8:30 a.m. - 6:30 p.m.

Saturday & Sunday - 8:30 a.m. - 4:30 p.m.

BC-Temporary Rental Supplement (BC-TRS) Program - Now Open

Call for Program details or view online at:

<https://www.bchousing.org/BCTRS>

'As part of the province's \$5 billion action plan, the BC Temporary Rental Supplement Program gives tenants and landlords temporary support towards rent payments for renters impacted by COVID-19. Payments are made directly to the landlords of eligible households.

This new program will provide a temporary rental supplement for April, May and June 2020. It will cover part of the rent for low- and moderate-income renters who have lost income as a result of COVID-19. Applicants will only have to apply once. If they apply in April, they will get payments for all three months. If they apply in May, they will get payments for the two remaining months. It is expected that the first payments will be provided before the end of April.

The program gives \$300 per month for eligible households with no dependents, and \$500 per month for eligible households with dependents.'

BC Housing has temporarily suspended evictions of tenants in subsidized and affordable housing due to non-payment of rent.

News From:

Together Against Poverty Society (TAPS):

Taproot (April/May 2020)

Eviction Moratorium No new eviction notices can be given, and existing eviction notices will not be enforced during the state of emergency. If your landlord thinks you pose an extreme risk to someone else's safety or property, they can apply directly to the Residential Tenancy Branch (RTB) for an expedited hearing asking for your eviction. You will be served with notification of the hearing. If you were served with an eviction notice before March 30, 2020, and have applied to dispute the notice, you will still have to go through the arbitration process. An arbitrator will make a decision as to whether or not you will be evicted. However, if the arbitrator decides that the eviction will stand, you will not be forced to move out until the state of emergency is lifted. The only circumstance in which an existing eviction will be enforced is if the arbitrator has

determined that you pose an extreme risk to the safety of others or the property and it would be unreasonable to make your landlord wait until the state of emergency is over.

Orders of Possession

If your landlord has an Order of Possession, they will not be able to enforce it to make you move out until the state of emergency is lifted (except in extreme circumstances mentioned above).

Rent Freeze

Your landlord cannot increase your rent during the state of emergency. If you were given notice of a rent increase that was going to take effect on April 1 or later, it will be set aside until the state of emergency has been lifted.

BC Temporary Rental Supplement

A program to help with the cost of rent is available for the months of April, May, and June 2020. This consists of \$300 per month for households with no dependents and \$500 per month for households with dependents. Your 2019 household income must be under a certain amount (\$74,150 or \$113,040, depending on whether or not you have dependents), and you need to have lost at least 25 percent of your monthly income as a result of COVID-19. The application for the rental supplement is online and is administered through BC Housing. You only need to apply once and the money will be paid directly to your landlord.

Consent to Enter

Your landlord now needs your consent to enter your unit for things like inspections, showings, and routine maintenance. Your landlord can enter in an emergency if it is necessary to protect someone's safety or property.

Service of Documents

You can exchange documents with your landlord by email, letter mail, or, in some cases, leaving documents in your landlord's mailbox. No in-person service of notices or documents is allowed at this time. If you need help printing, scanning, or e-mailing documents, contact TAPS for assistance.

Restriction of Common Areas

Your landlord is allowed to restrict tenants' and guests' use of common areas in order to protect against the transmission of COVID-19.

If you have any questions about these changes or believe your landlord has acted against these new rules, feel free to contact the TAPS tenancy project at: (250) 361-3521 or tenancy@tapsbc.ca

Mang-Wooley, H. (April/May 2020). Taproot - Together Against Poverty Society.
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