HELP NUMBERS:

CALL 211 24/7
TEXT 211 8am-11pm
BC211.CA 24/7

Nurse Line - 811

TAPS - 250-361-3521
(Together Against Poverty Society)
Income Assistance, Disability, Taxes, Tenancy & Employment Advocacy

Burnside Gorge Community Association
Family Services - 250-388-5251

EMERGENCY SHELTERS:
(More info on page 3)

Rock Bay Landing
250-383-1951

Salvation Army ARC
250-384-3396

Sandy Merriman House
250-480-1408 for self-identified women 19+

Victoria Women’s Transition House
Crisis Line: 250-385-6611

The Cridge Transition House
for self-identified women
24hr Line: 250-479-3963

CALL 911 FOR EMERGENCY ONLY

GOVERNMENT PHONE NUMBERS:

Ministry of Social Development & Poverty Reduction - 1-866-866-0800
Residential Tenancy Branch - HSRTQ@gov.bc.ca - 250-387-1602
BC Ombudsperson - 250-387-5855 - 947 Fort St (2nd floor)
Office of Carole James, MLA Victoria-Beacon Hill - 250-952-4211
1084 Fort St Mon-Thurs 10-12:30 & 1:30-4pm. Assistance with advocating/liaising with provincial government agencies and replacement ID
Service BC - 250-387-6121 Services for social development Mon-Fri 7:30am-5pm
Service Canada, Revenue Canada, Canada Pension Plan, Records of Employment, GST etc. - - - 1-800-622-6232
Victoria: 1160 Douglas St, Suite 450 (4th floor)
Colwood: 3179 Jacklin Road

CRISIS LINE - 1-888-494-3888 - 24 / 7
Reach out, you’re not alone.
<table>
<thead>
<tr>
<th>Service</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Meals</td>
<td>2</td>
</tr>
<tr>
<td>Shelters</td>
<td>3</td>
</tr>
<tr>
<td>Harm Reduction Resources</td>
<td>4</td>
</tr>
<tr>
<td>Supervised Consumption Sites</td>
<td>4</td>
</tr>
<tr>
<td>Substance Use Support</td>
<td>5</td>
</tr>
<tr>
<td>Food Banks</td>
<td>6</td>
</tr>
<tr>
<td>24 Hr Washrooms</td>
<td>6</td>
</tr>
<tr>
<td>Free Phone</td>
<td>7</td>
</tr>
<tr>
<td>Free Laundry</td>
<td>7</td>
</tr>
<tr>
<td>Storage</td>
<td>7</td>
</tr>
<tr>
<td>Computer &amp; Internet</td>
<td>8</td>
</tr>
<tr>
<td>ID Replacement</td>
<td>8</td>
</tr>
<tr>
<td>Showers</td>
<td>9</td>
</tr>
<tr>
<td>Hair Cuts</td>
<td>9</td>
</tr>
<tr>
<td>Foot Care</td>
<td>9</td>
</tr>
<tr>
<td>Health</td>
<td>10</td>
</tr>
<tr>
<td>Dental</td>
<td>10</td>
</tr>
<tr>
<td>Pet Care</td>
<td>10</td>
</tr>
<tr>
<td>Thrift Stores</td>
<td>11</td>
</tr>
<tr>
<td>Clothing &amp; Household Items</td>
<td>11</td>
</tr>
<tr>
<td>Downtown Map</td>
<td>12-13</td>
</tr>
<tr>
<td>Burnside-Gorge Map</td>
<td>14</td>
</tr>
<tr>
<td>Senior Services</td>
<td>14</td>
</tr>
<tr>
<td>Youth Services</td>
<td>15</td>
</tr>
<tr>
<td>Counselling and Support</td>
<td>16-17</td>
</tr>
<tr>
<td>Legal Support</td>
<td>17</td>
</tr>
<tr>
<td>Family Services</td>
<td>18</td>
</tr>
<tr>
<td>Employment Support</td>
<td>19</td>
</tr>
<tr>
<td>Indigenous Services</td>
<td>20-21</td>
</tr>
<tr>
<td>How To</td>
<td>22</td>
</tr>
<tr>
<td>Housing Services</td>
<td>23</td>
</tr>
<tr>
<td>Art Spaces &amp; Studio Time</td>
<td>24</td>
</tr>
<tr>
<td>City Bylaws &amp; My Rights</td>
<td>25</td>
</tr>
<tr>
<td>Coalition Monthly Lunch</td>
<td>26</td>
</tr>
</tbody>
</table>

MEALS

Rainbow Kitchen
500 Admirals Rd
250-384-2069
Meals are M-F first come, first serve. Christmas meal Dec 25. Bread and produce based on availability

Our Place
919 Pandora Ave
250-388-7112
Breakfast: 7-8am Lunch: 12-1pm Dinner: 5-6pm. 7 days a week Stat holiday meals vary

Mustard Seed
625 Queens Ave
250-953-1575
Lunch: Mon-Fri 11:30am-12:30pm Coffee & afternoon programs. Street Cafe: Fri 6:30pm call to reserve. Agape Dinner: Sat 5pm, no reservation. Family Dinner 2nd & 3rd Sun of each month. Call to confirm attendance 250-220-6992

Anawim House
973 Caledonia Ave
250-382-0283
Breakfast: Mon Thu Fri Sat 10am Lunch: Mon Tue Thu Fri Signup 10-11am Dinner: Wed & Fri Signup by 2pm For people abstinent from substances. Max 20 / lunch / dinner

Living Edge
950 Kings Rd (CDI College)
Dinner: Sun 4:30pm livingedge.ngo

Food Not Bombs
Centennial Square, Sun 4pm Vegan, home cooked meal

Rock Bay Landing
535 Ellice St
250-383-1951
Sat & Mon 3:30pm tickets for non-residents. 50 tickets only

Salvation Army ARC
525 Johnson St
250-384-3396
Lunch: Mon Wed Fri: 11:45-12:30pm Coffee and Donuts: Tues 10:30am

The Soup Kitchen
St Andrew’s, 740 View St
778-440-7687
Breakfast: Mon-Fri 8:30-10am Open all stats except Christmas Day

Sandy Merriman House
809 Burdett Ave
250-480-1408
Lunch: Drop In Program/7 Days, 11:30-2pm. For women at risk/ experiencing homelessness, including trans women, gender fluid & non-binary people

Peers
1-744 Fairview Rd, Esquimalt
250-388-5325
Lunch: For current and former sex workers only, Mon-Thur 12:30pm

Saturday Street Breakfast:
1st Sat: Our Place 919 Pandora 8:30am
2nd Sat: St Andrew’s Kirk Hall
680 Courtenay St 8:15am
3rd Sat: Glad Tidings 1800 Quadra St
250-384-7633 8:30-10:30am
4th Sat: Our Place 919 Pandora 8:30am
5th Sat: Our Place 919 Pandora 8:15am

Up to date food information: Meals and Food Banks
SHELTERS

Rock Bay Landing
535 Ellice St  250-383-1951
Bed signup until 2:45pm 19+ pets ok

Salvation Army  ARC
525 Johnson St  250-384-3396
Men only, 19+ Free dorm beds for 10 day stay. Daily rate for dorm beds or $550/month includes meals

The Arbutus
2916 Douglas St (around back)  250-360-0093
24 /7 Co-ed and women’s only (trans* inclusive) Pets allowed

Sandy Merriman House
809 Burdett Ave  250-480-1408
Bed sign up starts at 7:30am. Beds assigned at 2:00pm. For women at risk/experiencing homelessness, including trans women, gender fluid & non-binary people, 19+

The Cridge Transition House
250 479-3963 (24/7)
A safe place for self-identified women with or without children who are escaping violence or abuse in their homes.

SEASONAL SHELTERS

Our Place Seasonal Shelter
First Met United Church
932 Balmoral Ave  250-388-7112
7:30pm - 6:30am.
Inquire at 919 Pandora front desk

Cool Aid Temporary Shelter
755 Pandora Ave  250-383-1951
Nov 1 - Mar 31 nightly
9pm (lights out at 10) to 6:30am (wakeup at 6)

VNFC Seasonal Shelter
250-380-8355 by pre-registration only
Oct 1 - Mar 31 All genders, couples welcome, no pets, shuttle service available 9pm (11pm lights out) – wake up 6am Warm meal, showers, laundry, bagged breakfast

Extreme Weather Protocol
(EWP)  250-896-4012 Nov 1 - Mar 31
Extreme weather response shelters. Notice at service providers, social media, online at vewp.net

YOUTH SHELTERS

Out of the Rain Youth Shelter
Shelter location changes
250-415-3856 Youth 15-25
Oct 15 to Apr 15  9pm-8am
Pets allowed (refer to schedule to confirm) outoftherainvictoria.ca

Kiwanis Emergency Shelter
2117 Vancouver St  250-386-8282
Youth 13-18
Counsellors, meals, laundry & hygiene supplies. Youth & family mediation available. Open 24/7
HARM REDUCTION RESOURCES

AIDS Vancouver Island - AVI
713 Johnson St (3rd Floor)
250-889-0268  Daily 3-10pm
Mobile: 250-896-AVIX (2849)
Wed-Fri 12-4pm
Naloxone, overdose prevention, safer drug use supplies, safer sex supplies, peer support, nursing care, harm reduction counselling, and referrals
AVI Westshore Health Centre:
#111-2787 Jacklin Road, Langford  250-940-3605
Mon 1:30-6:30pm
Tues & Thurs 9:30am-4:00pm
Opioid substitution services (methadone and suboxone) in a low barrier setting

PACIFICA DOS
826 Cormorant St  250-356-2555
Mon, Tues, Thur, Fri 8:30am-12 & 1-4:30pm. Wed 1-4:30pm

Daily Dose Society
820 Cormorant St  250-800-0569
Supply distribution, Naloxone program, substitution drug therapies support, outreach & education to encourage harm reduction behaviors (adults & teens)

SOLID
1139 Yates St  250-298-9497
Mon-Fri 1-3pm. Peer support and safer substance use information.
Outreach Downtown:
Every morning 7:30-9:30am. Tues-Sat 5:30-7:30pm
Women’s Night:
6-8pm, last Mon of the month
Indigenous Women’s Action Group:
Every Tues 3-4pm
Women’s HepC Group:
Every Thursday 11am - noon. Open to all people who use(d) illicit drugs.
Naloxone Training (drop-in):
Wednesday 1-3pm

Peers
Night Outreach:
at Government & Discovery, & on Rock Bay Ave 250-744-0171
Nightly 7pm-11pm

Drop-In Centre:
1-744 Fairview Rd  250-388-5325
Mon-Thur 11-2:30pm

Sobering & Assessment Centre
1125 Pembroke St  250-213-4444
Open 24/7

SUPERVISED CONSUMPTION SITES

The Harbour
941 Pandora Ave
Consumption booths, post-use areas, counselling, medical help, naloxone kits, education & support
6:30 am - 8 pm  7 days a week

Rock Bay Landing (Cool Aid)
535 Ellice Street
Public Hours: 8 am-6 pm
Residents: 7 am - 9 pm
7 days a week
Island Health
Sobering & Assessment Centre:
1125 Pembroke St: Shelter and assessment of inebriated clients.
Recovery Addictions Support (RAS): 7 day a week program for clients new to recovery.
Psychoeducational groups.
Detox: 2334 Trent Street (EMP, 5th floor): 250-519-7708 or by community referral.
Intake/Access: 250-519-3485
Stabilization unit: 250-519-7708 or by community referral.

Narcotics Anonymous
24 Hr Helpline: 250-383-3553

Alcoholics Anonymous
Central Office
24 Hr Hotline: 250-383-7744
Office number answered Mon-Fri, 9-5pm: 250-383-0415

Drug & Alcohol Counselor
Cool Aid Clinic: 713 Johnson St
Call 250-385-1466 for appointment.

Salvation Army Addictions Rehabilitation Centre
525 Johnson St
250-384-3396
Mon-Fri 8:30 - 4:30pm
See case workers for in house support and referrals
SMART recovery: smart-recovery-victoria
Acquired Brain Injury Support Group: Thursdays at 1pm

LifeRing 250-920-2095

Daily Dose Society
820 Cormorant St 250-800-0569
Wheels for Recovery is a free transportation service for patients in substance use recovery needing rides to important appointments: Medical, pharmacy, detox and medication programs, correctional, food banks, family visits, etc. Get support with Social & Health Services Coordination and assistance in the areas of: substance use disorders daily medication programs, storage lockers, ID documents, cashing gov’t cheques, obtaining bank accounts without ID.

Rapid Access Addiction Clinic
1119 Pembroke St 250-519-3485
M-F 9am-12pm Supports people with problematic opioid use who are ready for treatment. Accepts referrals from community providers, doctors, Island Health’s Substance Use Intake and from the hospital. Limited walk-in appointments are also available.

Addictions Outpatient Treatment Clinic
1250 Quadra St (2nd floor)
250-519-3544
Substance use services: 250-213-4444
1119 Pembroke St: Walk-in, Self-referral Intake Mon-Fri 9-4pm

Umbrella Society
901 Kings Rd
250-380-0595
Mon-Fri 8:30-4:30pm

Referrals to Detox, Stabilization and Treatment available at Our Place, Cool Aid Clinic, Mustard Seed, AVI, Salvation Army Rehab Centre, Sandy Merriman, Peers, Rock Bay Landing & Addiction Outpatient Treatment Clinic
FOOD BANKS

St Vincent de Paul
Social Concern Office
833 Yates St
250-382-0712
Mon-Fri 10am-3:30

Salvation Army Stan Hagen Centre
2695 Quadra St
250-386-8521
Mon-Fri 9-11:45am & 1-4:15pm
Emergency hamper 3x per year

St John the Divine
1611 Quadra St
250-383-7169
Tues & Fri 10am-noon
Closed the week after cheque issue
One food hamper per month

Mustard Seed
625 Queens Ave
250-953-1575 ext 116
Mon-Fri 9am-2pm Everyone welcome.
The last person will be seen at 1:45pm.
Walk in or by appointment. ID required.
1st & 2nd Fri of the month 3-6pm by appointment only.

Living Edge
Fresh Food Distribution:
Gateway Baptist Church
898 Royal Oak Ave
Tues 5-6pm

First Baptist Church
877 North Park St
Wed 5-6pm

Quadra Village Community Center
901 Kings Road
Thur 11am-12pm (arrive early)

Saanich Baptist Church
7577 Wallace Drive
Thurs 5:30-6:30pm

679 Goldstream Ave
Fri 12-1pm

livingedge.ngo

24 HR WASHROOMS

Centennial Square
Between Pandora & Fisgard
Behind the security desk at the bottom of the parkade

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

Rock Bay Landing
535 Ellice St
250-383-1951
8am-6pm front desk

Pacifica DOS Office
826 Cormorant St
250-356-2555
Mon, Tues, Thur, Fri
8:30-4:30pm, closed
12pm-1pm
Wed 1-4:30pm
(Open all day on cheque issue day)

Quadra Village Community Centre
901 Kings Rd
250-388-7696
Mon-Thursday 9-4pm
& Friday 9-2pm

Sandy Merriman
809 Burdett Ave
250-480-1408
Drop-In: 11:30am-2pm for non-residents.
For women at risk of/experiencing homelessness,
including trans women, gender fluid & non-binary people.

REES
465 Swift St
250-595-8619
Mon-Fri 9-3:30pm
Closed Tues 12-1pm

Downtown Community Centre
755 Pandora
250-383-0076
Mon – Fri 8:30–11:30am & 1–3:30pm
Saturday 9–11:45am

Bay Centre
Lower floor
25 cents

FREE LAUNDRY

Rock Bay Landing
535 Ellice St
250-383-1951
7 days/week, 8am-3pm Call same day to sign up.

Sandy Merriman
809 Burdett Ave
250-480-1408
Nonresident Drop-in:
11:30-2pm For women at risk of/experiencing homelessness,
including trans women, gender fluid & non-binary people.

Anawim House
973 Caledonia Ave
250-382-0283
Mon, Tue, Thu, Fri
10-3pm, Wed 1-4pm,
Sat 10am-12. Adults only: 19+ men and women abstinent from substances.

STORAGE

Our Place
919 Pandora Ave
250-388-7112
Day Lockers: 8-3pm
Hours vary on stat holidays

Rock Bay Landing
535 Ellice St
250-383-1951
Day Lockers: 8-6pm
for non-residents.

City Centre Storage
203 - 824 Johnson St
250-384-4233
Mon-Sat 9-4pm
Rates vary. No deposit necessary.
COMPUTER & INTERNET

Our Place
Computer Room
919 Pandora Ave
250-388-7112
7am-8pm Hours vary on stat holidays

Work BC
Employment Services Centre - GT Hiring Solutions
Registration required. Intended for job search activities.
201-1483 Douglas St
250-388-0858
102-415 Gorge Rd East
250-388-5627
Mon-Wed 8:30-5pm
Closes at 3pm Thur and at 4:30pm Fri

Rock Bay
Computer Room
535 Ellice St
250-383-1951
Daily, variable hours

Greater Victoria Public Library
250-940-4875
Central Branch:
735 Broughton St
Mon, Fri, Sat 9-6pm.
Tues-Thur 9-9pm.
Open Sundays 1-5pm from October to April
sxʷenx̣ən te̓ləxʷ
James Bay Branch:
385 Menzies St
250-940-4875
Mon, Tues, Thur, Fri,
Sat 10-6pm. Wed 10-9pm.
Open Sundays 1-5pm October to April
Internet access

Quadra Village Community Centre
901 Kings Rd
250-388-7696
Internet:
Mon-Thurs 9-3:30pm,
Fri 9-1:30pm
Wifi/fax/print/scans:
Mon-Thurs 9-4pm, Fri 9-2pm

Pacifica DOS Office
826 Cormorant St
250-356-2555
Mon, Tues, Thur, Fri
8:30-4:30pm, closed
12pm-1pm. Wed
1-4:30pm (Open all day on cheque issue day)

Downtown Community Centre
755 Pandora Ave
250-383-0076
Mon-Fri 8:30–11:30am
& 1–3:30pm
Saturday, 9–11:45am

Victoria Disability Resource Centre
817A Fort St
250-595-0044
Mon-Fri 9-4pm

REES
465 Swift St
250-595-8619
Mon-Fri 9-3:30pm
Closed Tues 12-1pm

ID REPLACEMENT

Rock Bay Landing CSWs
535 Ellice St
Mon-Sat 8am-6pm.
Drop-in service; sign up and wait

Service Canada
1401 Douglas St
Mon-Fri 8:30-4pm
For proof of SIN, ID will be required: canada.ca/en/employment-social-development/services/sin/before-applying.html

Salvation Army ARC-Case Workers
525 Johnson St
Mon-Fri 8:30-4:30pm
Will refer elsewhere.

Check in with Service Providers for bi-monthly ID Clinic dates & locations
SHOWERS

**Anawim House**
973 Caledonia Ave  250-382-0283
Mon, Tue, Thu, Fri 10am-3pm, Wed 1-4pm, Sat 10am-12; adults only, men and women. For people abstinent from substances.

**Our Place**
919 Pandora Ave  250-388-7112
8am - 2:45pm
Hours vary on stat holidays

**Sandy Merriman House**
809 Burdett Ave  250-480-1408
7 Days, **Drop-In**: 11:30-2:00pm
All other times for residents only. For women at risk/experiencing homelessness, including trans women, gender fluid & non-binary people.

**Rock Bay Hygiene Area**
535 Ellice St  250-383-1951
Daily, variable hours

HAIR CUTS

**Our Place**
919 Pandora Ave
Hours change, call 250-385-2454 to enquire.

**Mustard Seed**
625 Queens Ave  250-953-1575
Call around 9am each day to check & see if our Chaplain/Hair Dresser will be in.

FOOT CARE

**Our Place Hygiene Area**
919 Pandora Ave  250-388-7112
Mon 10am-12pm & Thurs 9am -12pm

**Glad Tidings**
1800 Quadra St  250-384-7633
3rd Sat of each month. 8:30am
First come first served.

**Mustard Seed**
625 Queens Ave  250-953-1575
Footcare available Tuesdays 9am - 2pm in the Wellness Room unless the nurse is not available. Please call to check.
HEALTH & DENTAL

HEALTH:

Cool Aid Community Health Centre
Primary Health Care
713 Johnson St
250-385-8469
Accepting new patients
Mon & Tues 9-6pm
Wed & Thur 9-8pm
Fri 9-3pm Sat 10-2pm
Same day booking for patients only.

Rock Bay Landing
535 Ellice St
250-383-1951
Dr. Price: Mon 8:30-12pm
Nurses: Wed 10-11:30am
St. John Ambulance:
Thurs 10am-12 wound care, blood pressure, sugar monitoring

Island Health Street Nurse
Mon - Fri 1-4pm
Outside these hours call 250-361-7056

Our Place
919 Pandora Ave
250-388-7112
St. John Ambulance:
Tues 10am-12 wound care, blood pressure, sugar monitoring
Mobile Health Unit:
Wed 1-3pm Volunteer Drs, Nurses & Wellness Practitioners.
Schedules vary, check online weekly calendar of services

Doctors of the World
Mobile Health Clinic
Mon-Thurs Schedule changes
250-812-4414
mobile clinic (victoria)

Island Deaf & Hard of Hearing Centre
130-1555 McKenzie Ave
250-592-8144
Employment & hearing aids
Services for deaf and hard of hearing seniors and adults

Yates St Walk-In Clinic
105-911 Yates St
250-388-3080
Mon-Thu 8:30-8pm.
Fri 8:30-7pm Sat 9-5pm. Sun 10-4pm

Burnside Walk-In Clinic
101 Burnside Rd
250-381-4353
Mon-Thur 7:30am-9pm
Fri 7:30-6pm
Sat & Sun 9-6pm

STI Clinic
1947 Cook St
250-388-2225
Free STI testing
Mon 10-2pm
Tues & Thur 1-4pm
By appointment

Victoria Speech & Hearing Clinic
1947 Cook St
250-388-2200

HEALTH:

PET CARE

Our Place
919 Pandora Ave
250-388-7112
2nd Sunday of the month

Salvation Army - Stan Hagen
2695 Quadra St
250-386-8521
Pet food available.

DENTAL:

Pandora Dental Group
1035 Pandora Ave
250-385-0311
Call to make appointment

Cool Aid Dental Clinic
713 Johnson St
250-383-5957
Mon-Thurs 9-4pm, closed 1-2pm.
Friday 8:30–3pm, closed 12:30–1pm. Call to make appointment

PET CARE

Our Place
919 Pandora Ave
250-388-7112
2nd Sunday of the month

Salvation Army - Stan Hagen
2695 Quadra St
250-386-8521
Pet food available.
THRIFT STORES

Value Village
1810 Store St
250-380-9422

WIN Store
795 Pandora Ave
1803 Cook St
250-480-4006

Bibles for Missions
2520 Government St
250-361-9398

Beacon Community Services
2676 Quadra St
250-479-8849
715 Pandora Ave
250-388-3500

Salvation Army
525 Johnson St
250-384-3755
2-990 Hillside Ave
250-380-7717

James Bay United
517 Michigan St
Fri 10am-2pm

CLOTHING & HOUSEHOLD ITEMS

Mustard Seed
625 Queens Ave
250-953-1575
Clothing boutique open Mon-Fri 9-11:30am & 12:30-2pm

Our Place
919 Pandora Ave
250-388-7112
8-3pm

Quadra Village Community Centre
901 Kings Rd
250-388-7696
Clothing Room: Mon-Thurs 9-12 & 1-3pm Friday 9-1:30pm

St Vincent de Paul SCO
833 Yates St
250-382-0712
Mon-Fri 10am-3:30 Vouchers for SVDP Thrift Stores available

Rock Bay Landing Clothing Room
535 Ellice St
250-383-1951
Daily, variable hours.

Salvation Army Stan Hagen Centre
2695 Quadra St
250-386-8521
Mon-Fri 9-11:45am, 1-4:15pm
Emergency clothing voucher once a year & emergency household voucher once a year

Free books available at: Mustard Seed, Our Place Computer Room, Rock Bay Landing, St Vincent de Paul SCO & Salvation Army
James Bay New Horizons  
234 Menzies St  250-386-3035  
Mon - Sat 9am-4pm  
Senior Reassurance: 250-386-4432

Quadra Village Community Centre  
901 Kings Rd  250-388-7696  
Senior Entitlement Service:  
Mon, Weds and Thurs 9-3pm

Island Deaf & Hard of Hearing Centre  
130-1555 McKenzie Ave  250-592-8144  
Employment and hearing aids services for deaf and hard of hearing seniors and adults.

Silver Threads:  
Saanich  
286 Hampton Rd  250-382-3151  
Mon-Fri 8:30-4pm  
Lunch: 11am-1:30pm  
Saturday 9-12pm with coffee service  
Seniors activities and counselling

Victoria  
2340 Richmond Rd  250-388-4268  
Mon-Fri 8:30-4pm  
Seniors activities and counselling
YOUTH SERVICES

HOUSING & SHELTER

Out of the Rain Youth Shelter
Shelter location changes
250-415-3856 Youth 15-25
Oct 15 to Apr 15, 9pm - 8am
Pets allowed (refer to schedule to confirm)
outoftherainvictoria.ca

Kiwanis Emergency Youth Shelter
2117 Vancouver St
250-386-8282 Youth 13-18
Counsellors, meals, laundry and hygiene supplies. Youth and family mediation available. Open 24/7

Threshold Housing Society
1524 Fort St Youth 16-22
250-383-8830 or thresholdhousing.ca

SUBSTANCE USE SERVICES

Umbrella Society
901 Kings Rd
250-380-0595
Mon-Fri 8:30-4:30pm
Addiction and mental health support

HEALTH

Foundry Victoria Youth Clinic
818 Douglas St (3rd Floor)
Outreach: 250-818-6361
Clinic: 250 383-3552.
Mon-Thurs 11-5pm, Fri 11-4pm
No CareCard needed.

SUPPORT

Victoria Youth Empowerment Society
533 Yates St
250-383-3514 Youth 13-19
Daytime Drop-in: 9-5pm
Showers, laundry, clothing and internet. Access to youth detox, outreach team, life skills and independent living program.
Alliance Club: drop-in Mon-Thu
12:30-7:30pm with dinner served & Friday 12:30-2:30pm

Burnside Gorge Community Association
471 Cecelia Rd
Family services: 250-388-5251

Sanctuary Youth Drop-In
767 Humboldt St (church basement)
250-385-6255 Youth 22 & under
(we check for ID)
Friday, Saturday, Sunday 3-6pm
Warm meals, showers, laundry & more

Boys and Girls Club
301-1195 Esquimalt Rd
250-384-9133
Mon-Thur 8:30-4:30pm
Fri 8:30-1pm

Victoria Native Friendship Centre
231 Regina Ave
250-384-3211
Youth Drop-In: Tues-Thur 4-8pm.
Fri 2-8pm. Youth support workers, youth addictions and youth and family counsellors available.

YOUTH (UNDER 25 YEARS OF AGE) MAY ACCESS YOUTHSPACE.CA FOR ONLINE EMOTIONAL SUPPORT
Victoria Sexual Assault Centre
201-3060 Cedar Hill Rd
250-383-3232
250-383-5545 for service access. Mon-Fri 9-5pm Closed all stat holidays

Peers
1-744 Fairview Rd 250-388-5325
Drop In Centre: Mon-Thur 11-2:30pm For current & former sex workers. Provides daily lunch, educational workshops, recreational and social activities, access to harm reduction supplies, support staff, computers and household and clothing items.

Men’s Therapy Centre
847 Fisgard St 250-381-6367
Mon-Fri 9-4pm For anyone who identifies as masculine and has experienced childhood or adult trauma. Victim Services, counselling and educational outreach.

Society of Living Illicit Drug Users (SOLID)
1139 Yates St 250-298-9497
Peer Support office hours: Mon-Fri 3pm Support groups, referrals and information. (More info on page 4)

Island Community Mental Health
125 Skinner St 250-389-1211
Mon-Fri 9am-4pm Community services for individuals recovering from mental illness

Daily Dose Society
820 Cormorant St 250-800-0569
Wheels for Recovery is a free transportation service for patients in substance use recovery needing rides to important appointments: Medical, pharmacy, counseling meetings, social support services, correctional, food banks, family visits, etc.

Our Place
919 Pandora Ave 250-388-7112
or 250-385-2454: drop-in direct line

Umbrella Society
901 Kings Rd 250-380-0595
Mon-Fri 8:30-4:30pm Supportive Recovery Houses: Foundation House (men), Cooper House (men) & Hudson House (women). Call or text

Greater Victoria Police Victim Services
250-995-7351 for referral. Mon-Fri 9-5pm Assist those impacted by crime—referrals for counselling

BC Schizophrenia Society, Victoria
941 Kings Rd 250-384-4225
Mon-Fri 9-4pm Client & Family Services Peer support services, support for individuals with any mental health diagnosis and those with no diagnosis.

Citizens Counseling
941 Kings Rd 250-384-9934
Mon-Fri 10am-2pm

Victoria Disability Resource Centre
817A Fort St 250-595-0044
Non-clinical support for people living with disabilities, such as: information & referral services.

Vancouver Island Persons Living with HIV/AIDS
101-1139 Yates St 250-382-7927
Mon-Thur 11-4pm. Fri 11-3pm Peer navigation, support and treatment information by and for people living with HIV/AIDS and HepC
Sandy Merriman House
809 Burdett Ave 250-480-1408
Counsellor on site once a week (make an appointment in SMH office).
Shelter staff available 24/7 to offer support, listen, advocacy and referrals.
Client Service Worker able help explain the current housing process, support with filling out forms, can attend various appointments as a support.
Call / drop in to make an appointment.
For women at risk/experiencing homelessness, including trans women, gender fluid & non-binary people.

Bridges for Women
1809 Douglas St 250-385-7410
For women who have experienced trauma or abuse.

La Société francophone
#2 - 1218 Langley St
250-388-7350
Lun-Vend 8:30 à 16:30

Salvation Army-Stan Hagen Centre
2695 Quadra St 250-386-8521
Counselling free or by donation.

LEGAL SUPPORT

Law Centre
225-850 Burdett Ave
250-385-1221
Mon-Fri 9am-12 & 1-3:30pm.
Free legal advice. Small cases, criminal, civil, and family law.

TAPS
828 View Street
250-361-3521
Mon 1-4:30pm
Tues-Thur 9:30am-12 & 1-4:30pm
Fri 1-4pm
Income Assistance, Disability, Tenancy & Employment Advocacy

Justice Access Centre
225-850 Burdett Ave
250 356-7012
Mon, Tues, Wed, Fri 8-5:30pm
& Thur 8-6:30pm Family law issues. Counselors, information, mediation, children and spousal support.

FREE LEGAL CLINICS:

Rock Bay Landing
535 Ellice St 250-383-1951
Ask CSWs for support in booking. Mon-Sat 8am-6pm

Quadra Village Community Centre
901 Kings Rd 250-388-7696
Drop-in Legal Clinic: Thurs 2-3pm 15 min/
Drop-in Income Assistance worker: Wed 1-4pm

Action Committee for People with Disability Centre (ACPD)
948 View St 250-3883-4105
Assistance with applications & appeals for Persons With Disabilities, Canada Pension Plan & CPP Disability Benefits, OAS/GIS, SAFER, BC Housing & Subsidized Housing, Residential Tenancy, Pro-Bono Law Clinic, Human Rights, Advocacy. Call or drop-in.
Mustard Seed-Family Centre
For Food Security contact Guest Services 250-953-1588. Other inquiries call Family Centre at 250-220-6992. Parenting workshops, one to one support, community referrals, skill development opportunities. Family dinners 2nd & 3rd Sun every month 5pm, please call them know you are coming. Parents must be accompanied by their children.

The Cridge Centre for the Family
1307 Hillside Ave
Line: 250 384 8058.
Provides a wide-range of services to families, including outreach services for young parents & women fleeing violence

Burnside Gorge Community Association
471 Cecelia Rd
250-388-5251
Mon-Fri 9-4:30pm
Family Dinners: Thur 5pm

Greater Victoria Housing Society
2326 Government St
250-384-3434
Mon-Fri 8:30-4:30pm.
Housing for low to moderate income families, seniors, adults with disabilities and those in the low wage workforce.

Salvation Army Stan Hagen Centre for the Family
2695 Quadra St
250-386-8521
Mon-Fri 9-11:45am, 1-4:15pm.
Counseling, emergency assistance, Christmas assistance.

1Up Victoria Single Parent Resource Centre
602 Gorge Rd East
250-385-1114
Mon, Tues, Thur, Fri 9-4pm. Wed 12-7pm.

Victoria Women’s Transition House
3060 Cedar Hill Rd. #100: 9-5pm.
24/7 Crisis Line: 250-385-6611
General: 250-592-2927 For self-identified women fleeing abuse

Victoria Native Friendship Centre
231 Regina Ave
250-384-3211
Family Programs. Intake Mon–Fri 1–4pm to access all services. Community lunch on Fri 12-1pm.

Surrounded by Cedar
211-1497 Admirals Rd
250-383-2990
Toll-free 1-855-383-2990
Aboriginal Youth and Family Services.

Young Parent Support Network
Saanich Neighbourhood Place,
3100 Tillicum Rd
250-384-0552 (Call first)
For pregnant and parenting young parents ages 13-29

Quadra Village Community Centre
901 Kings Rd
250-388-7696
Mon-Thurs 9-4pm Fri 9-2pm

Family Services of Greater Victoria
1004 North Park
250-386-4331
1-877-386-4333
Mon-Fri: 8:30am - 4pm
Families dealing with divorce or separation.

Umbrella Society
901 Kings Rd
Call or Text: 250-380-0595
Mon-Fri 8:30-4:30pm

Esquimalt Teen Centre
527 Fraser St
250 412 8523
Free After-School Drop-In (Grades 6-8): Thur 3-5pm Youth 13-18: Thur-Sat 7pm-10pm

Her Way Home
211-547 Michigan St
250-519-3681
For pregnant and early parenting women (baby under 6 months) impacted by substance use
EMployment Services

Bridges for Women
1809 Douglas St
250-385-7410
For women who have experienced trauma or abuse

REEs – Community Casual Labour Pool
465 Swift St
250-388-9296
Mon-Fri 9-3:30pm
Closed Tues 12-1pm

John Howard Society
2675 Bridge St
250-386-3428
Mon-Fri 8:30-4:00pm
Assistance to provincially and federally released inmate adults & youth.
Services such as employment, housing, mentorship, restorative justice.

Trades Labour Corporation
2028 Douglas St
250-386-0024
Show up from 5:30-6:30am for work. Apply day before in person, bring ID

Rhino Labour
110 - 2950 Douglas St
250-381-0202
Show up Mon-Fri 5:30-6am, Sat 6:30am.
Need photo ID, Steel Toed boots, proof of SIN number. Fill out application day before

Victoria Native Friendship Centre, CEER Program
(231 Regina Ave
250-384-3211
Victoria Literacy Connection
306-620 View St
250-382-0014 Mon-Thur 9-4pm, best by appointment. Child, youth & adult programs

Labour Unlimited
1732 Douglas St
250-386-8100
Show up at or before 6am

Work BC Employment Services Centre - GT Hiring Solutions
201-1483 Douglas St
250-388-0858
102-415 Gorge Rd East
250-388-5627
Mon-Wed 8:30-5pm Closes at 3pm Thur and 4:30pm Fri

Salvation Army Stan Hagen Centre
2695 Quadra St
250-386-8521
Mon-Fri 9-11:45am, 1-4:15pm
Skills and computer training

Island Deaf & Hard of Hearing Centre
130-1555 McKenzie Ave
250-592-8144
Employment & hearing aids services for deaf and hard of hearing seniors and adults.

Victoria Disability Resource Centre
817A Fort St
250-595-0044
Mon-Fri 9-4pm

Volunteer Victoria
306-620 View St
250-386-2269
Mon-Fri 8:30-4:30pm.
For volunteer work. Call for appointment

InFocus Services Ltd
Employment Program of BC
721 Kings Road
250-590-3805
Mon - Wed 8:30am - 5pm
Thurs 8:30am - 3pm
Fri 8:30am - 4:30pm
For persons living with disabilities in Victoria and Saanich
We acknowledge with respect the Coast Salish and Nuu-chah-nulth peoples who have lived on this territory since time immemorial, and also the many Indigenous peoples now living here.

The staff and volunteers of the Greater Victoria Coalition to End Homelessness are honoured to live, learn and do their work on these traditional territories.

Victoria Native Friendship Centre
231 Regina Ave
250-384-3211
CEER Program (Career, employment & education resources)
Family Programs Intake Mon–Fri 1–4pm to access all services
Community lunch Fri 12-1pm
Youth Drop-In Tues-Thur 4-8pm. Fri 2-8pm. Youth support workers, youth addictions and youth and family counselors available

Métis Nation of Greater Victoria
231 Regina Ave
250-380-6070
The purpose of Métis Nation of Greater Victoria is to do all things necessary to represent the interests of the Métis people in the territory of Métis Nation of Greater Victoria.
Mon & Thurs 11am – 3pm

Surrounded by Cedar
211-1497 Admirals Rd
250-383-2990 (Toll-free 1-855-383-2990)
Aboriginal Youth and Family Services

M’akola Housing Societies
#18-554 Goldstream Ave
250-384-1423
Aboriginal Family Housing.
Application available online: makola.bc.ca
Fill out application prior to accessing services.

Our Place Aboriginal Housing Support Worker
919 Pandora Ave
250-208-5872 (Cell phone)
8:30am to 4:30pm
Support for finding and maintaining housing for the Aboriginal Community

SOLID
1139 Yates St
Indigenous Women’s Action Group
Tues 3-4pm This group is forming around immediate actions like getting status cards, advocating for cultural safety and fair treatment in hospitals, sharing info and resources. Light snacks, $5 stipends and bus tickets provided.

Oasis Society
1004 North Park St 250-361-0036
Supports Indigenous men and women who face a variety of challenges including addictions, mental health, homelessness, and other multi-generational impacts of colonization.

Indigenous Crafting and Family Dinner: Tuesday 4-8pm

Women’s Group: Wed 2-4pm
Safe space to practice self-care, learn new skills and be with other women. Snacks provided.

Cultural Retreats: Every 3 months to escape the city life and participate in ceremony on the land.
Aboriginal Coalition to End Homelessness (ACEH)
101-2860 Quadra St  email: admin@acehsociety.com or call 778-432-2234

The intentions of the ACEH is to bring culture into the lives of Indigenous people experiencing homelessness, living away from home, and suffering from addictions. The ACEH believes that culture is healing and leads to pathways towards healing & recovery. The ACEH offers a variety of programs throughout the year, all centered on the identified needs of the Indigenous Street Community, such as monthly Building Community events, weekly Indigenous Women’s Circles, and quarterly healing & reconciliation events with the Victoria Police Department.

The ACEH is also piloting ‘healing community’ land-based camps focused on traditional healing practices, culture and language within the context of decolonized harm reduction practice. For updates on events and programs follow our Facebook page ‘Aboriginal Coalition to End Homelessness’ or visit our website acehsociety.com

ACEH Indigenous Women’s Circle
Pathways to Wellness Project: Provides Indigenous women experiencing homelessness with cultural supports. Focusing on traditional practices and teachings from the tribal groups: Coast Salish, Nuu-Chah-Nulth, and Kwakiutl, and the Metis. The group gathers 4 times monthly to participate in learning circles, life skills workshops, and cooking classes.

Learning Circles
932 Balmoral Rd  
(First Met United Church, Room 119)  
1st & 2nd Fri of month,  
10:30am -1pm  
(includes lunch)

Cooking Classes
1802 Quadra St  
(Sands Funeral Home Kitchen)  
2nd & last Wednesday of the month, 5:30 - 7:30 pm  
(includes dinner)

Building Community Events: Pandora Community Centre
755 Pandora Ave
For Indigenous peoples experiencing homelessness: Join us for a cultural activity and dinner every 2nd Tuesday evening of the month 5:30-7:30pm

We acknowledge with respect the Coast Salish and Nuu-chah-nulth peoples who have lived on this territory since time immemorial, and also the many Indigenous peoples now living here.
HOW TO:

APPLY FOR INCOME ASSISTANCE

Rock Bay Landing CSWs
535 Ellice St
250-383-1951
Mon-Sat 8am-6pm
For online Application

Our Place Outreach Staff
919 Pandora Ave
250-388-7112
9:30 - 11:30am & 1pm - 4pm

PWD / DISABILITY ENTITLEMENTS

Province-wide bus pass (annual transportation allowance in lieu of a bus pass is available), 50% off ferries, dental, medical, camping in provincial parks, fishing licenses:
1-866-866-0800

GET A LIBRARY CARD

Greater Victoria Public Library
250-940-4875
Central Library:
735 Broughton St
Mon, Fri, Sat 9-6pm
Tues-Thur 9-9pm Open
Sundays 1-5pm Oct - April
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James Bay Branch
385 Menzies St
250-940-4875
Mon, Tues, Thur, Fri, Sat
10-6pm. Wed 10-9pm. Open
Sundays 1-5pm Oct - April
Apply for library card in-person

APPLY FOR DISABILITY OR PPMB DESIGNATION

TAPS
828 View Street
250-361-3521
Mon 1-4:30pm, Tues-Thur 9:30-12,
1-4:30pm. Fri 1-4pm

REES
465 Swift St
250-595-8619.
Call to check waiting list

Action Committee for People with Disabilities
948 View St
250-383-4105
Assistance with applications & appeals for Persons With Disabilities

Victoria Disability Resource Centre
817A Fort St
250-595-0044
Mon-Fri 9am-4pm

DO MY TAXES

TAPS
828 View Street
250-361-3521
First come, first serve
Thur 9-11am, 1-4pm

St Vincent de Paul, Social Concern Office
833 Yates St
250-382-0712
Available at limited times of the year

GET A LIFE PASS APPLICATION (FOR ANY REGIONAL REC CENTRE)

Rock Bay Landing Front Desk
535 Ellice St
250-383-1951

Our Place Outreach
919 Pandora Ave
250-388-7112
9:30 -11:30am & 1- 4pm

GET A YMCA PASS

YMCA-YWCA of Greater Victoria
851 Broughton St
250-386-7511
Membership Assistance: Requires ID, proof of income & fill out a form for membership.

GET ACTIVE

Every Step Counts Running & Walking Group
755 Pandora
Tues & Thur 3-4:30pm Wed & Fri 3:30-5pm

FILE A COMPLAINT

BC Ombudsperson
250-387-5855 or
1-800-567-3247 (toll free)
Mon-Fri 8:30-4:30pm
Complaint investigation
Pacifica Housing
DOS Office
826 Cormorant St
250-356-2555
Mon, Tues, Thur, Fri
8:30am-4:30pm (closed
12-1pm). Wed 1-4:30pm.
(Open all day on cheque
issue day).

Our Place
Outreach Staff
919 Pandora Ave
250-388-7112
9am-11:30am 1pm-4pm.

BC Housing
Registry
201-3440 Douglas St
Mon-Fri 8:30-4:30pm.

SAFER
Shelter Aid for
Elderly Renters
1-800-257-7756
BC housing subsidy for
working poor families.

RAP
Rental Assistance
Program
1-800-257-7756
BC Housing Subsidy for
working poor families.

Greater Victoria
Housing Society
2326 Government St
250-384-3434
Mon-Fri 8:30-4:30pm.
Housing for low to moderate
income families, seniors,
adults with disabilities
and those in the low wage
workforce.

M’akola Housing
Societies
#18-554 Goldstream
Ave
250-384-1423
Aboriginal Family Housing.
Application available online:
makola.bc.ca
Fill out application prior to
accessing services

Rock Bay Landing
535 Ellice St
250-383-1951
Client Service Workers.
Market housing search help.
Mon-Sat 8am-6pm

Victoria Native
Friendship Centre
231 Regina Ave
250-384-3211
Housing Outreach for
Aboriginal youth, singles
and families, housing
referrals.

Salvation Army
ARC
525 Johnson St
250-384-3396
 Transitional housing, men
19 years and older only.

Island Community
Mental Health
125 Skinner St
250-389-1211
Mon-Fri 9am-4pm.
Housing for individuals
recovering from mental
illness.

Sandy Merriman
House
809 Burdett Ave
250-480-1408
Client Service Worker helps
with looking for housing.

Coordinated
Access &
Assessment (CAA)
Referrals: Pacifica
DOS, Rock Bay, Friendship
Centre, Salvation Army,
AVI, REES, Peers, Sandy
Merriman and some Island
Health facilities.

Family Housing page 18
Youth Housing page 15

EVICITION AND TENANCY RIGHTS
If you are facing eviction find out about the Homelessness Prevention Fund:
bchousing.org/housing-assistance/homelessness-services/homeless-prevention-program

If you have a tenancy issue go to TAPS for Tenant Advocacy: 828 View Street
Or call the Residential Tenancy Branch at 250-387-1602
Free & Welcoming Art Spaces

fifty fifty arts collective
2516 Douglas St
Mon 1-5:30 pm, Tues 3:30-5pm, Thurs 10am-5 pm, Fri 1-5pm

Legacy Art Gallery
630 Yates St Wed - Sat 10am-4pm

Open Space
510 Fort St Tues – Sat 12-5pm

St Vincent de Paul SCO
833 Yates St 250-382-0712
Mon-Fri 10am-3:30
Local Emerging Artists Featured

Legacy Art Gallery
630 Yates St Wed - Sat 10am-4pm

Admission by Donation Days

Art Gallery of Greater Victoria
1040 Moss St
First Tuesday / month, 10am-5pm
Also free admission to Indigenous peoples and refugees

Royal BC Museum
675 Belleville St
Admission by donation during the first week of January every year, 10am-5pm

Robert Bateman Centre
470 Belleville St
First Tuesday / month, 5pm-8pm

Greater Victoria Public Library’s Culture Passes

gvpl.ca/virtual-branch/culture-recreation-passes/
Check out two free adult passes + two children’s passes through your library card for the following institutions:

Art Gallery of Greater Victoria
1040 Moss St
Tues–Sat 10am-5pm, Thursday 10am-9pm

Maritime Museum
634 Humboldt St
Tues–Sat 10am-4pm

Robert Bateman Centre
470 Belleville St
10am-5pm

Craigdarroch Castle
1050 Joan Crescent
10am-4:30 pm

Free Art Studio Times:

Cool Aid Society Downtown Community Centre 755 Pandora
Thurs 1:30-3pm, facilitated art workshops open to all

Island Community Mental Health 125 Skinner St
Tues & Thurs 1-3pm, access to art supplies for those experiencing mental health issues

Our Place 919 Pandora Ave
Tues 1-3pm, Sat 1-3pm, facilitated art workshops open to all

Victoria Native Friendship Centre 231 Regina Ave
Thurs 12:30-3pm, access to art supplies for those identifying as Indigenous

Victoria Youth Empowerpoint Society 533 Yates St
Mon - Thurs 12:30-7:30pm, access to art supplies, for ages 13-19 only

UVic Art Hive MacLaurin A195, 3800 Finnerty Rd
Wed 3-7pm, facilitated art workshops open to all (Sept-March)
CITY BYLAWS (You may need to know)

Streets and Traffic Bylaw

• No camping or erecting structures on boulevards or medians at any time.
• Cannot sit, kneel, squat, panhandle, or lie on a sidewalk in a manner that obstructs pedestrians, at any time.
• Cannot obstruct a sidewalk at any time with your personal property (chattels).
• Cannot obstruct sidewalks between 8am and 9pm in the downtown area for any reason (if panhandling downtown, you must be standing, or seated on an existing bench etc. on the sidewalk).
• If panhandling, you cannot ask passersby more than once for money.
• Cannot panhandle in groups of more than 2 persons.
• Cannot solicit within 6 metres of a bank entrance, bank machine or parking ticket dispensing machine.
• Cannot solicit from persons in passing motor vehicles

Parks Regulation Bylaw

• If you are homeless you can camp and erect a structure in a park from 8pm-7am during daylight savings, from 7pm-7am during the winter.
• You cannot camp in environmentally sensitive areas, and no fires in parks unless in officially designated fire pits. Campers must use washroom facilities in parks.
• Park offices for the City are in Beacon Hill Park, off Cook St in Park’s Yard
• Cannot bring excess belongings into a park, only basic personal effects.
• The city will remove any unattended belongings, at any time of day or night, which will be impounded and held for a limited duration (around 30 days).
Please call 250-361-0215 to inquire about belongings that have been removed or to ask other bylaw questions.

MY RIGHTS

1. I can refuse to talk to police or answer their questions, unless I am in a bar or a cinema, driving a car, or they say I broke the law. In those cases I must give my name, birthdate and address, or show my ID, but I do not have to say anymore.
2. I can say “NO” if the police ask to search me or my things. Saying “NO” does not mean I have something to hide.
3. I can leave unless I am being detained or arrested.
4. If I am being detained or arrested, I have a right to know why, and a right to speak privately to a lawyer – without delay – even if I can’t afford to pay.
5. I can only be strip-searched in private and by officers of the same sex.
6. I have a right to know a police officer’s name and badge number.
7. I can report a police officer who abuses me, swears at me, or violates my rights.
Free Monthly Drop-in Lunch

Open to all who have experienced homelessness
You are invited to come for lunch and a chat
Find out what we’re up to, and how you can get involved
Time: 11:30-1:30
Date: Monday before Cheque-Issue Day
Location: Greater Victoria Public Library, Central Branch
735 Broughton Street, Community Room
Call 250-217-3709
email: admin@victoriahomelessness.ca
visit: victoriahomelessness.ca for more info
Street Survival Guide feedback: streetsurvival@victoriahomelessness.ca
IF YOU FOUND THIS GUIDE USEFUL AND NO LONGER NEED IT, PLEASE PASS ALONG TO A FRIEND

Created by a group of volunteers with street-life experience, this guide is to help those experiencing homelessness and extreme poverty access resources to meet their need.