



greater victoria
coalition to end
homelessness
hope has found a home

Emergency Calling List

The CRD has a strong network of agencies and dedicated professionals working together to help those in need get back on their feet.

The Shelter and Street Help Line: 2-1-1

This help line is designed to assist people who are affected by homelessness in Greater Victoria. We understand that a wide range of circumstances can result in homelessness so we provide up-to-date information on a variety of programs and services.

Vancouver Island Crisis Line: 1-888-494-3888

If you or someone you know is requiring urgent emotional support, including having thoughts of suicide and other mental health issues.

Non-Emergency Calls: Victoria: 250-995-7654 Saanich: 250-475-4321

Should be used for all non-emergency police situations, where an immediate response or dispatch of the police IS NOT required.

24/7 NurseLine: 8-1-1

A free-of-charge provincial health information and advice phone line available in British Columbia. By calling 8-1-1, you can speak to a health service navigator, who can help you find health information and services; or connect you directly with a registered nurse, a registered dietitian, a qualified exercise professional, or a pharmacist.

VictimLink BC: 1-800-563-0808 24 hours a day, 7 days a week.

VictimLink BC is a toll-free, confidential, multilingual telephone service available across BC. Provides information and referral services to all victims of crime and immediate crisis support to victims of family and sexual violence, including victims of human trafficking exploited for labour or sexual services.

Street Outreach Nursing Program:

250-361-7056, Hours vary Monday to Friday.

Provides free and confidential outreach nursing care to residents of downtown Victoria who do not have a primary physician, and/or have challenges accessing traditional health services, including intravenous drug users, sex workers, and street-involved or homeless individuals.

Downtown Outreach Services (DOS):

250-356-2555, Hours vary Monday to Friday.

A drop-in center providing advocacy, housing outreach, and referral services for adults who are homeless or at risk of becoming homeless due to mental health and/or addictions issues, disability, incarceration, or poverty.

Note that the numbers and organization names may change over time.

For the latest information and to get additional numbers and information, please visit bc211.ca or call 2-1-1. Or connect directly with the The Greater Victoria Coalition to End Homelessness at 250-370-1512.

For emergencies or if a person seems to require urgent medical attention, dial 911.

The toolkit was designed to help the Greater Victoria business community by providing some tips, perspectives, and options for how to act and how to make a difference when faced with the reality of homelessness in our region. Find the full toolkit at:
www.victoriahomelessness.ca

Updated: February 2021

Greater Victoria Business Toolkit on Homelessness

Together, we can end homelessness.

(250-370-1512)

www.victoriahomelessness.com

WHAT TO DO IF?

As a business owner, you always have the right to call emergency services like the Police if you feel a guest is being dangerous or overly disruptive to your place of work. But, we have provided some alternative options to reduce the likelihood of conflicts arising, to build trust and empathy, and to set a great example to your staff, customers, and colleagues.

Someone is sleeping outside of my business.

1. Unless you feel that the situation is unsafe, establish a respectful relationship. Introduce yourself. Ask for the person's name or if they need assistance and have visited any organization that helps individuals experiencing homelessness.
2. If you would like them to leave, ask using empathetic language or let them know where they can be, as opposed to only where they cannot be. For information about temporary sheltering in City of Victoria parks, visit **victoria.ca/sheltering**. To report a bylaw violation, contact Bylaw Services at **bylawservices@victoria.ca** (7 days a week, 7 am to 4:30 pm) or call **250-361-0215** (weekdays, 8 am to 4:30 pm).
3. Still concerned about an individual's activity, or if they are not cooperative, tell them you will call the police but would rather not. If you feel threatened call the Victoria Police Department's non-emergency line at **250-995-7654** or if they become disruptive or dangerous call **911**.

I see someone collecting bottles from the trash.

Many people rely on the income from bringing recyclables to redemption centers for their survival. Bringing in recyclables is good for the city, and it allows the person experiencing homelessness to earn some money. You can offer them your own recyclables to help.



Homelessness is not a choice.
It can happen to ANYONE.

An individual is in my business. I'm worried that they are making my employees and customers uncomfortable because they are being loud, are dressed strangely, or seem off.

If they purchase something, treat them like any other customer. This sets a great example for your employees and customers. If they do not make a purchase, let them know that your space is for customers. If they begin to become dangerous or disruptive ask them to leave clearly and respectfully. Your safety, and the safety of your employees and customers are your priority. If you are feeling unsafe call 911.

I need help cleaning up litter and graffiti left at my business.

Weekday: If you encounter litter or graffiti at your business contact the DVBA's Clean Team who compliment the City's efforts to keep our Downtown clean. Call them at **250-386-2238** from 8 am to 4 pm every weekday.

Weekend: If you find litter on the public portion of the sidewalk in front of your business, please contact City of Victoria Public Works at **250-361-0400**.

I was poked by a hidden needle.

If you have been poked by a needle or other sharp object that you suspect has been in contact with blood/body fluid containing blood. **IMMEDIATELY:** Wash the affected body part with soap and water; Disinfect with an alcohol swab; Apply a band aid. Call VIHA Communicable Disease Program (weekdays from 8:30 am - 4:30 pm) at **866-665-6626** or go to the emergency room for assessment.

I found a needle in front of my business.

If you see a discarded needle, you can choose to dispose of it yourself, or you can call for help. If you see uncapped needles in public areas, call SOLID Outreach at **250-298-9497**. If it is found in the downtown core, call the DVBA's Clean Team for pickups, **250-386-2238**.

Suspected Overdose.

Check if the person is responsive, can you wake them up? If they are unresponsive, call 911. If you are alone, you can put the phone on speaker. **Overdose Safety** - please consider having Naloxone Kits available at your business, and having you and your staff take Naloxone Kit training (<https://towardtheheart.com/naloxone-training>).