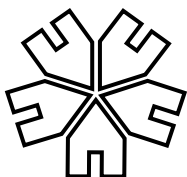


GREATER VICTORIA

# STREET SURVIVAL GUIDE

2022



greater victoria  
coalition to end  
homelessness

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hope has found a home

## HELP NUMBERS:

CALL OR TEXT **211** (24/7)

[BC211.CA](http://BC211.CA) (24/7)

HEALTHLINK BC tel: **811** (24/7)

**TAPS** 250-361-3521 info@tapsbc.ca  
(Together Against Poverty Society)  
Income Assistance, Disability, Taxes,  
Tenancy & Employment Advocacy

**Burnside Gorge Community Association** 250-388-5251  
info@burnsidegorge.ca

## 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 self-identified women 19+

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

**The Cridge Transition House**  
self-identified women 250-479-3963 24/7

**Our Place, 919 Pandora Ave**  
Daily Drop in Centre: 6:30am-9pm

# CALL 911 FOR EMERGENCY ONLY

## GOVERNMENT PHONE NUMBERS:

**BC Ministry of Social Development & Poverty Reduction** 1-866-866-0800

**Service BC** 250-387-6121 Government of BC Services Mon-Fri 7:30am-5pm

**BC Residential Tenancy Branch** HSRT0@gov.bc.ca 250-387-1602

**BC Ombudsperson** - 250-387-5855 - **947 Fort St** (2nd floor)

**Office of Grace Lore, MLA Victoria-Beacon Hill** 250-952-4211  
**1084 Fort St** Mon-Thurs 10am-12:30 & 1:30-4pm. Offering assistance with  
advocating / liaising with provincial government agencies and replacement ID

**Service Canada, Revenue Canada, Canada Pension Plan,  
Records of Employment, EI, GST, SIN, Passport, etc** 1.800.622.6232

<https://www.canada.ca/en/employment-social-development/services/my-account.html>

Colwood: **3179 Jacklin Road** Request help online: [eServiceCanada](http://eServiceCanada)

Victoria: **1150 Douglas St, Bay Centre, Suite 450 (4th floor)**

# CRISIS LINE 1-888-494-3888 24/7

Reach out, you're not alone.

# QUICK FINDER



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Street Survival Guide updated Jan 2022

Next scheduled update: Apr 2022

# MEALS



## Rainbow Kitchen

**500 Admirals Rd**  
250-384-2069 [rainbowkitchen.ca](http://rainbowkitchen.ca)  
Meals are M-F starting at 8:30am  
First come, first serve. Christmas meal Dec 25. Bread and produce based on availability

## Our Place

**919 Pandora Ave**  
250-388-7112 [ourplacesociety.com](http://ourplacesociety.com)  
**Breakfast:** 7-8am Lunch: 12-1pm  
**Dinner:** 5-6:30pm. 7 days a week  
**Nutrition Bar:**  
Weekdays: 7-11:30am, 1-4:30pm,  
Weekends: 12-4:30pm

## Mustard Seed

**625 Queens Ave**  
250-953-1575 [mustardseed.ca](http://mustardseed.ca)  
**Lunch:** Mon-Fri 12-1pm  
Coffee & afternoon programs.  
**Street Cafe:** Fri 6pm  
**Agape Lunch:** Sat 12 noon

## Anawim House

**973 Caledonia Ave**  
250-382-0283  
**Breakfast:** Mon-Tue Thu-Fri 10am  
**Lunch:** Signup 10-11am Mon, Tue  
Thu, Fri (Max 20 / lunch)  
**Showers/Laundry:** Mon, Tue,  
Thu, Fri 9:30-3pm  
For people 19+ abstinent from substances.  
<http://www.anawimhouse.com/>

**Up to date food information:** Meals and Food Banks:  
<https://victoriahomelessness.ca/get-help/resources/meals-food-banks/>

## Salvation Army ARC

**525 Johnson St**  
250-384-3396  
**Lunch:** Mon-Fri: 12 noon  
[victoriaarc.org](http://victoriaarc.org)

## 9-10 Club Soup Kitchen

**St Andrew's Cathedral**  
**740 View St** 778-440-7687  
**Breakfast:** Mon-Fri 8-10am Open during COVID-19 with soup-to-go bagged meals. Open all stat holidays except Christmas Day  
[thesoupkitchen.ca](http://thesoupkitchen.ca)

## Sandy Merriman House

**809 Burdett Ave**  
250-480-1408 [coolaid.org](http://coolaid.org)  
**Lunch** suspended due to COVID. For women at risk of/ experiencing homelessness, including trans women, gender fluid & non-binary people

## PEERS

[safersexwork.ca](http://safersexwork.ca)  
**1-744 Fairview Rd,**  
**Esquimalt** 250-388-5325  
**Lunch:** For current and former sex workers only, Mon-Thur 12:30pm

## Food Not Bombs

**Centennial (Spirit) Square**  
Sun 4:30-5pm  
Vegan, homecooked meal

## Red Cedar Café

**1900 Douglas St (Le Soleil)**  
Weds @ 4pm Menu posted (~24hrs)  
Delivery/Pickup Sunday.  
Pay what you can 778-817-0395 /  
<https://www.redcedarcafe.ca/s/order>

# SHELTERS



## Rock Bay Landing (VCAS)

**535 Ellice St** 250-383-1951  
Bed signup starts @ 7am  
Bed giveaway @ 1pm  
Shelter curfew 2-5am • 19+ pets ok

## Salvation Army ARC

**525 Johnson St** 250-384-3396  
Men only, 19+ [victoriaarc.org](http://victoriaarc.org)  
Free emergency beds (21)  
Daily rate for transition beds or \$550/month includes meals

## 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

## The Arbutus 2916 Douglas St

(around back) (PHS) 250-360-0093  
24 /7 Co-ed and women's only  
(trans\* inclusive) Pets allowed

**1240 Yates St (OPS)** 778-265-0809  
**225 Russell St (OPS)** 778-265-5977

## Sandy Merriman House (VCAS)

**809 Burdett Ave** 250-480-1408  
Bed signup starts @ 7:30am  
Beds assigned @ 2:00pm  
For women at risk of / experiencing homelessness, including trans women, gender fluid & non-binary people, 19+ [coolaid.org/how-we-help/](http://coolaid.org/how-we-help/)

# SEASONAL SHELTERS



## Extreme Weather Response (in effect NOV 1- MAR 31)

<https://victoriahomelessness.ca/extreme-weather-response/>

## Our Place Seasonal Shelters

250-388-7112 7:30pm - 6:30am  
Inquire @ **919 Pandora** (front desk)

## First Met United Church:

**932 Balmoral Ave**  
**DCC: 755 Pandora Ave**

## Salvation Army ARC

**525 Johnson St** 250-384-3396

## Victoria Cool Aid Society (VCAS)

**2317 Dowler Place** 250-381-2159  
**535 Ellice St** 250-383-1951

## Youth Emergency Weather Shelter: Out of the Rain

**1450 Elford Street** 250-415-3856 for Youth 15-25 [outoftherainvictoria.ca](http://outoftherainvictoria.ca)

# YOUTH SHELTERS



## Out of the Rain Youth Shelter

**1450 Elford St** (location changes)  
250-415-3856 Youth 15-25  
Oct 15 to Apr 15 9pm-8am  
Pets allowed (refer to schedule to confirm) [outoftherainvictoria.ca](http://outoftherainvictoria.ca)

## Kiwanis Emergency Youth Shelter

**2117 Vancouver St** Youth 13-18  
250-386-8282 Intake Mon-Fri,  
no intake 9am-1pm. Open 24/7  
Counsellors, meals, laundry & hygiene supplies. Youth & family mediation available. [vyes.ca](http://vyes.ca)

# HARM REDUCTION RESOURCES



**AVI (AIDS Vancouver Island)**  
713 Johnson St (3rd Floor)  
250-384-2366 Mon-Fri 10-3pm  
Naloxone, overdose prevention, safer drug use supplies, safer sex supplies, peer support, nursing care, harm reduction counselling, and referrals [avi.org/our-services/victoria](http://avi.org/our-services/victoria)  
Inreach: 250-889-0268 Daily 3-10pm  
Mobile Harm Reduction: Wed-Fri 12-4pm  
250-896-2849 (Victoria area only)  
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** 250-220-8064  
No in-person drop-in due to COVID

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

**Youth Action Committee**   
This Is Harm Reduction: 

**Daily Dose Society**  
820 Cormorant St 250-800-0569  
Supply distribution, Naloxone program, substitution drug therapies support, outreach & education to encourage harm reduction behaviors for adults & teens  
COVID testing: Sun-Fri 9am-5pm  
[facebook.com/thedailydosesociety/](https://facebook.com/thedailydosesociety/)

**SOLID** 1056 North Park St  
250-298-9497 9am-4pm Peer support + Safer substance use information, Women's Night, Indigenous Women's Action Group, Women's HepC Group, Naloxone Training [solidvictoria.org](http://solidvictoria.org)  
**Outreach on street:**  
Daily 8:30-10:30am & Mon-Fri 8:30-10:30pm  
[street.outreach@solidvictoria.org](mailto:street.outreach@solidvictoria.org)  
Found used needle?: 250-298-9497

**Peers Night Outreach Government @ Discovery St & Rock Bay Ave** Nightly 7-11pm  
250-744-0171

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

# SUPERVISED CONSUMPTION SITES (Island Health)



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

**Safe Inhalation Site**  
926 Pandora Ave  
8am-6:30pm 7 days a week

**Rock Bay Landing**  
535 Ellice Street • 6:30am-8pm  
Hours vary depending on staffing

**RESIDENTS ONLY:**  
Johnston Street 844 Johnson St  
Le Soleil 1900 Douglas St  
Howard Johnson 310 Gorge St E  
Muncey Place 3020 Blanshard St

# SUBSTANCE USE SERVICES & SUPPORT



**Island Health Victoria (CARES)**  
250-519-3485  
**Sobering & Assessment Centre:**  
1119/1125 Pembroke St  
Inebriated assessment & shelter  
**Recovery Addictions Support (RAS):** 7 day a week program for clients new to recovery. Psychoeducational groups. Detox/Stabilization unit:  
**2334 Trent Street**  
(EMP, 5th floor): 250-519-7708  
or by community referral.

**Rapid Access Addiction Clinic**  
1119 Pembroke St 250-519-3485  
Mon-Fri 9-11:30am Supports people with problematic opioid use who are ready for treatment. Accepts referrals from community providers, doctors, Island Health's Substance Use Intake & 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

**Salvation Army Addictions Rehabilitation Centre**  
525 Johnson St  
250-384-3396 [victoriaarc.org](http://victoriaarc.org)

**Intake:** Mon-Fri 8:30 - 4:30pm  
Live-in Drug & Alcohol SMART RECOVERY:  
[smartrecoveryvictoria@shaw.ca](mailto:smartrecoveryvictoria@shaw.ca)  
**AA:** Fri-Sat 7:30pm  
**NA:** Fri 6:30pm

**Narcotics Anonymous (SVINA)**  
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 [aavictoria.ca](http://aavictoria.ca)

**Umbrella Society**  
8-415 Dunedin St  
250-380-0595 [umbrellasociety.ca](http://umbrellasociety.ca)  
Mon-Fri 8:30-4:30pm

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

**LifeRing** 250-920-2095

**Daily Dose Society**  
820 Cormorant St 250-800-0569  
Wheels for Recovery rides:  
Mon-Fri 5:45am-4pm, Sat-Sun 7:45am-3pm. 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.

**Pandora Clinic**  
922 Pandora Ave  
250-294-6714

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-3:30pm

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

**The Mustard Seed**  
625 Queens Ave  
250-953-1575 ext 116 [mustardseed.ca](http://mustardseed.ca)  
Mon-Fri 10am-1:30pm Everyone  
welcome. The last person will be seen  
at 1:15pm. Walk in or by appointment.  
ID required. 1st & 2nd Fri of the month  
3-6pm by appointment only.

**Quadra Village Community Centre**  
901 Kings Rd Bread Tue-Thu 9-4pm

**Red Cedar Café Free Store**  
1900 Douglas St (Le Soleil)  
Mondays & Fridays 10-2pm

**Community Food Support**  
Weekly Deliveries: [info@communityfoodsupport.com](mailto:info@communityfoodsupport.com)  
Fridge: 2725 Rock Bay Ave (on David St)

## 24 HR WASHROOMS



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

### Living Edge • Fresh Food

**Central Baptist Church**  
833 Pandora  
Mon 5-6pm

**Gateway Baptist Church**  
898 Royal Oak Ave  
Tues 4:30-6pm

**UVIC Family Centre**  
2375 Lam Circle  
Weds 2:30-3:45pm

**Queens Manor**  
804 Queens Ave  
Thur 11am-12pm

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

**679 Goldstream Ave**  
Fri 12-1pm

**511 Constance Ave**  
Sat 11am-12pm  
[livingedge.ngo](http://livingedge.ngo)

**Bastion Square**  
On Langley St,  
between Yates St & Fort St

## FREE PHONE



**Quadra Village CC**  
901 Kings Rd 250-388-7696  
Mon-Thursday 9-4pm  
Friday 9-2pm [ses@quadravillagecc.com](mailto:ses@quadravillagecc.com)

**Our Place Society**  
919 Pandora Ave  
250-388-7112 For people without fixed  
address / phone, or any way to stay  
in touch, we offer phone, fax, mail &  
messaging services. We receive mail  
for over 400 people and are able to  
take phone messages for all of our  
family members. [ourplacesociety.com](http://ourplacesociety.com)

**Bay Centre Lower floor** 25¢

**Downtown Community Centre**  
755 Pandora Ave  
250-383-0076 [dcc@coolaid.org](mailto:dcc@coolaid.org)  
Mon – Fri 8:30–11:30am, 1–3:30pm  
Saturday 9–11:45am

**Sandy Merriman**  
809 Burdett Ave  
250-480-1408  
Residents only due to COVID.  
For women at risk of / experiencing  
homelessness, including trans  
women, gender fluid & non-binary  
people

## FREE LAUNDRY



**Scrubby's Laundromat**  
50 Burnside Road West  
Free service for unhoused only  
Mon 10-4 (2 small loads/1 large)

**Sandy Merriman**  
Residents only due to COVID  
**Rock Bay Landing**  
Residents only due to COVID

**Anawim House**  
973 Caledonia Ave  
250-382-0283  
Mon, Tue, Thu, Fri 9:30-3pm,  
Adults only: 19+ men and women  
abstinent from substances.  
<http://www.anawimhouse.com/>

## STORAGE



**Our Place**  
919 Pandora Ave  
250-388-7112 [ourplacesociety.com](http://ourplacesociety.com)  
**Day Lockers:** 8-3pm Hours vary on  
stat holidays

**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  
Hours vary.  
[ourplacesociety.com](http://ourplacesociety.com)

**Quadra Village  
Community Centre**  
901 Kings Rd  
250-388-7696 /  
[ses@quadravillagecc.com](mailto:ses@quadravillagecc.com)  
to book computer time,  
up to 5 pages printed

**Victoria Disability  
Resource Centre**  
817A Fort St  
250-595-0044  
[reception@drcvictoria.com](mailto:reception@drcvictoria.com) COVID protocol

**Greater Victoria  
Public Library**  
250-940-4875  
**Central Branch:**  
735 Broughton St  
Mon, Wed, Fri, Sat  
10-6pm. Tues & Thur  
10-7pm. Sun 1-5pm  
**James Bay Branch:**  
385 Menzies St  
250-940-4875  
Mon-Wed, Fri-Sat 10-  
6pm. Thur 10-7pm.  
Internet access  
[gvpl.ca/branches-  
hours/](http://gvpl.ca/branches-hours/)

**REES**  
465 Swift St  
250-595-8619  
[rees@CoolAid.org](mailto:rees@CoolAid.org)  
Wed-Thurs 10am-1pm

**Downtown  
Community Centre**  
755 Pandora Ave  
250-383-0076  
[dcc@coolaid.org](mailto:dcc@coolaid.org)  
Mon-Wed 10am-1pm  
30 minutes / free  
printing available

**Work BC  
Employment  
Services Centre**  
Registration required.  
Appointment only (COVID)  
Intended for job search  
activities.  
201-1483 Douglas St  
250-388-0858  
201-3962 Borden St  
250-479-9675  
Mo Tu Fri 8:30-4:30pm  
Wed 8:30-4:30pm  
Thurs 8:30-3pm

# SHOWERS



**Anawim House**  
973 Caledonia Ave 250-382-0283  
Mon, Tue, Thu, Fri 9:30am-3pm  
19+ only, men & women, must be  
abstinent from substances.  
<http://www.anawimhouse.com/>

**Our Place** [ourplacesociety.com](http://ourplacesociety.com)  
919 Pandora Ave 250-388-7112  
8am-8pm Hours may vary  
due to staffing shortages.

**Sandy Merriman House**  
809 Burdett Ave 250-480-1408  
Residents only due to COVID.  
For women 19+ at risk of / or  
experiencing homelessness,  
including trans women, gender  
fluid & non-binary people.  
[https://coolaid.org/how-we-help/  
housing/](https://coolaid.org/how-we-help/housing/)

# HAIR CUTS



**Our Place**  
919 Pandora Ave  
Hours change, call 250-385-2454  
[https://www.ourplacesociety.com/  
how-we-help/drop-in-outreach/](https://www.ourplacesociety.com/how-we-help/drop-in-outreach/)

**Mustard Seed**  
625 Queens Ave  
250-953-1575 [mustardseed.ca](http://mustardseed.ca)  
Call around 9am each day to  
check & see if our Chaplain/Hair  
Dresser will be in.

# ID REPLACEMENT



**Rock Bay Landing CSWs**  
535 Ellice St Mon-Sat 8am-6pm  
Residents only due to COVID

**Office of Grace Lore, MLA**  
1084 Fort St 250-952-4211  
Mon-Thurs 10am-12:30 & 1:30-4pm

**Service Canada**  
1150 Douglas St, Bay Centre,  
4th Floor, Suite 450  
Mon-Fri 8:30-4pm  
For proof of SIN, ID will be required.  
[canada.ca/en/employment-social-devel-  
opment/services/sin/before-applying.html](http://canada.ca/en/employment-social-development/services/sin/before-applying.html)

# FOOT CARE



**Our Place Hygiene Area**  
919 Pandora Ave  
Sat 10am-12noon (Hours vary)  
Call for availability: 250-388-7112

**Mustard Seed**  
625 Queens Ave  
250-953-1575 [mustardseed.ca](http://mustardseed.ca)  
Tuesdays 11am - 2pm in the  
Wellness Room unless the nurse is  
not available. Please call to check.

# HEALTH & DENTAL



**Cool Aid**  
Access Health Centre  
Primary Health Care  
713 Johnson St  
250-385-8469  
medicalreception@CoolAid.org  
Accepting new patients  
Mon & Tues 9-6pm  
Wed & Thur 9-8pm  
Fri 9-3pm Patients  
only same day booking  
**Mobile Clinic:** Call

**Cool Aid Dental**  
713 Johnson St  
(2nd floor) 250-383-5957  
Mon-Thurs 9-4pm  
Friday 8:30-3pm  
Call /dentalreception@CoolAid.org to make  
appointment

**Pandora Dental**  
1035 Pandora Ave  
250-385-0311

**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

**Virtual Doctors:**  
[getmaple.ca](http://getmaple.ca)  
[vivacare.ca](http://vivacare.ca)  
[telus.com/en/health](http://telus.com/en/health)

# PET CARE

**Our Place 919 Pandora Ave** 250-388-7112 2nd Sunday of the month  
Dog and cat food occasionally available at food banks and emergency shelters, ask the staff

**Burnside Medical**  
101 Burnside Rd  
250-381-4353  
burnsidemedreception@  
gmail.com Mon-Thur  
7:30am-9pm Fri 7:30-  
6pm Weekends &  
Holidays: 9-4pm

**Our Place**  
919 Pandora Ave  
250-388-7112  
**Doctor in the House:**  
Sun 9-10am  
**Nurse:** Mon 1-3pm  
Fri 10am-noon  
**Mobile Health Unit:**  
Courtyard Tues 1-3pm  
Volunteer Drs, Nurses &  
Wellness Practitioners.  
Schedules vary, check  
online weekly calendar  
of services

**Yates & Quadra**  
Integrated Health  
1107 Pandora Ave  
250-519-3870  
(Call before coming)  
Mon-Fri 8:30-5pm  
Sat-Sun 10-4pm

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

**VIHA** [islandhealth.ca](http://islandhealth.ca)  
Urgent & Primary Care:  
8:30am-7:30pm  
1107 Pandora Ave  
547 Michigan St  
App't only: 250-519-3770  
890 Esquimalt Rd  
250-519-3880  
582 Goldstream Ave  
250-519-6919  
**Island Health**  
Street Nurse  
250-361-7056  
Tue - Fri 1-4pm  
**Crisis Help** (6-10pm)  
Text: 250-800-3806  
Chat: [vicrisis.ca](http://vicrisis.ca)

**VIHA Communicable**  
Disease Program  
Mon-Fri 8:30-4:30pm  
1-866-665-6626

**Island Deaf & Hard**  
of Hearing Centre  
130-1555 McKenzie  
250-592-8144 /  
idhhc@idhhc.ca  
Mon-Fri 8:30-4:30pm  
Employment & hearing aid  
services for low-income  
deaf & hard of hearing  
seniors & adults

**Victoria Hearing Clinic**  
Mon-Fri 8:30-4:30pm  
1947 Cook St  
250-388-2250  
345 Wale Rd (West  
Shore) 250-519-3491



# THRIFT STORES



**Beacon Community Services**  
Mon-Sat 9:30-4:30pm Sun 10-4pm:  
2644 Quadra St 250-590-5616  
715 Pandora Ave 250-388-3500  
9756 Third St, Sidney 250-656-3511  
7105-B W Saanich Rd,  
Brentwood Bay 250-652-0432

**WIN Store** 250-480-4006 (ext 0)  
Mon-Sat 10-5pm  
785 Pandora Ave  
1803 Cook St  
220-172 Wilson St

**St. Vincent de Paul**  
Mon-Sat 10-4pm  
1010 Craighflower Rd, Esquimalt  
2784 Claude Rd, Langford

**BC SPCA** 778-265-7700  
103-1497 Admirals Rd

# FREE CLOTHING & HOUSEHOLD ITEMS

**Mustard Seed**  
625 Queens Ave  
250-953-1575 [mustardseed.ca](http://mustardseed.ca)  
Clothing boutique open Mon-Thurs  
10am-12 & 12:30-1:30pm

**Our Place** [ourplacesociety.com](http://ourplacesociety.com)  
919 Pandora Ave  
250-388-7112 8-3pm

**Backpack Project**  
gardenerforhire@telus.net



Free books available at: Mustard Seed, Our Place Computer Room,  
Rock Bay Landing, St Vincent de Paul SCO & Salvation Army

**Salvation Army Thrift Stores**  
**Victoria:**  
525 Johnson St 250-384-3755  
2-990 Hillside Ave 250-380-7717  
1551 Cedar Hill X 250-382-3714  
102-3934 Quadra St 250-384-3755  
**Greater Victoria:**  
855 Shawnigan-Mill Bay Rd  
Mill Bay 250-743-2123  
7181 West Saanich Rd  
Brentwood Bay 250-652-4622  
305 Island Highway  
View Royal 250-708-0520  
777 Goldstream Av  
Langford 250-478-6933

**James Bay United**  
517 Michigan St [jamesbayunited.com](http://jamesbayunited.com)  
By appointment Fri & Sat 10am-1pm

**Value Village 1810 Store St**  
250-380-9422



**Quadra Village CC**  
901 Kings Rd 250-388-7696 /  
ses@quadravillagecc.com  
Mon-Thurs 10am-3pm Fri 10am-1pm

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

**Salvation Army ARC**  
525 Johnson St  
Vouchers for SVDP Thrift Stores

# DOWNTOWN VICTORIA

- |   |   |
|---|---|
| <b>1 The Soup Kitchen</b><br>740 View St                              | <b>18 Salvation Army</b><br>525 Johnson St                          |
| <b>2 Action Committee for People with Disabilities</b><br>948 View St | <b>19 Sandy Merriman House</b><br>809 Burdett Ave                   |
| <b>3 Anawim House</b><br>973 Caledonia Ave                            | <b>20 Service Canada</b><br>Suite450 1150 Douglas St                |
| <b>4 Bridges for Women Society</b><br>1809 Douglas St                 | <b>21 SOLID</b><br>1056 North Park St                               |
| <b>5 Cool Aid Clinic, Dental, AVI Office</b><br>713 Johnson St        | <b>22 STI Clinic</b><br>1947 Cook St                                |
| <b>6 Downtown Community Centre</b><br>755 Pandora Ave                 | <b>23 St John the Divine</b><br>1611 Quadra St                      |
| <b>7 Work BC</b><br>201-1483 Douglas St                               | <b>24 St Vincent de Paul Social Concerns Office</b><br>833 Yates St |
| <b>8 Labour Unlimited</b><br>1732 Douglas St                          | <b>25 TAPS</b><br>828 View St                                       |
| <b>9 The Law Centre, Justice Access Centre</b><br>225-850 Burdett     | <b>26 Trades Labour</b><br>2028 Douglas St                          |
| <b>10 Daily Dose</b><br>820 Cormorant                                 | <b>27 Victoria Disability Resource Centre</b><br>817A Fort St       |
| <b>11 Library Main Branch</b><br>735 Broughton St                     | <b>28 Victoria Youth Empowerment</b><br>533 Yates St                |
| <b>12 Foundry Youth Clinic</b><br>3rd Flr, 818 Douglas St             | <b>29 Volunteer Victoria</b><br>306-620 View St                     |
| <b>13 Men's Therapy Centre</b><br>847 Fisgard St                      | <b>30 Yates St Integrated Health Clinic</b><br>105-911 Yates St     |
| <b>14 Our Place</b><br>919 Pandora Ave                                | <b>31 YMCA</b><br>851 Broughton St                                  |
| <b>15 Pacifica DOS</b><br>826 Cormorant St                            | <b>40 Coalition (GVCeH)</b><br>611 Discovery St                     |
| <b>16 Pandora Dental</b><br>1035 Pandora Ave                          | <b>41 Victoria Literacy Connection</b><br>A10-830 Pembroke St       |
| <b>17 REES</b><br>465 Swift St  | <b>42 Red Cedar Café</b><br>1900 Douglas St                         |







## THE GORGE

- 32 Burnside Gorge CA**  
471 Cecelia Rd
- 33 Community Fridge**  
2725 Rock Bay Ave
- 34 John Howard**  
2675 Bridge St
- 35 The Mustard Seed**  
625 Queens Ave
- 36 Rhino Labour**  
110-2950 Douglas
- 37 Rock Bay Landing**  
535 Ellice St
- 38 1Up Victoria**  
602 Gorge Rd East
- 39 Arbutus Shelter**  
2916 Douglas St
- 40 Coalition (GVCeH)**  
611 Discovery St

## YOUTH SERVICES



### HOUSING & SHELTER

**Out of the Rain Youth Shelter**  
**1450 Elford St** (location changes)  
 250-415-3856 Youth 15-25  
 Open 8:30pm - 8am  
 Pets allowed (refer to schedule to confirm)  
[outoftherainvictoria.ca](http://outoftherainvictoria.ca)

**Kiwanis Emergency Youth Shelter (KEYS) 2117 Vancouver St**  
 250-386-8282 Youth 13-18 [vyes.ca](http://vyes.ca)  
 1-7 day stays. Counsellors, meals, laundry and hygiene supplies.  
 Youth & family mediation available.  
 Intake Mon-Fri. No intake 9am-1pm

**Threshold Housing Society**  
**1524 Fort St** Youth 16-24  
 250-383-8830 9:30-4pm or  
 online: [thresholdhousing.ca](http://thresholdhousing.ca)

### 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  
 Walk in primary health care, sexual health, mental health and substance use, counselling support/ care, lab and outreach services. Youth 12-24. No CareCard needed.  
[frontdesk@foundryvictoria.ca](mailto:frontdesk@foundryvictoria.ca)  
[victoriayouthclinic.ca](http://victoriayouthclinic.ca)

### SUBSTANCE USE SERVICES

**Umbrella Society**  
**8-415 Dunedin St** [umbrellasociety.ca](http://umbrellasociety.ca)  
 250-380-0595 Mon-Fri 8:30-4:30pm  
 Addiction and mental health support

### SUPPORT

**Victoria Youth Empowerment Society** [vyes.ca](http://vyes.ca)  
**533 Yates St** 250-383-3514  
 Youth 13-19 [keys@vyes.ca](mailto:keys@vyes.ca)  
**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-Thur 12:30-7:30pm with dinner served & Friday 12:30-2:30pm

**Burnside Gorge Community Association** [burnsidegorge.ca](http://burnsidegorge.ca)  
**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) [sanctuaryyouth.org](http://sanctuaryyouth.org)  
 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**  
[reception@vnfc.ca](mailto:reception@vnfc.ca) [vnfc.ca](http://vnfc.ca)  
 250-384-3211 Mon-Fri 1-4pm  
 By appointment only. Youth support workers, youth addictions and youth and family counsellors available.

**Youth Aged out of Care**  
 Educational Funding: [services.viu.ca/financial-aid-awards/youth-care-tuition-waiver-program](http://services.viu.ca/financial-aid-awards/youth-care-tuition-waiver-program)

## SENIOR SERVICES



**James Bay New Horizons**  
**234 Menzies St**  
 250-386-3035 Mon - Sat 9am-4pm  
**Senior Reassurance:** 250-386-4432

**Quadra Village CC**  
**901 Kings Rd**  
 250-388-7696 (230)  
[ses@quadravillagecc.com](mailto:ses@quadravillagecc.com)

**Senior Entitlement Service:**  
 Mon drop-in 9-3pm, Tue-Thu by appointment

**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:**  
 Seniors activities & counselling  
[silverthreads.ca](http://silverthreads.ca)  
**Victoria:** 1911 Quadra St  
 250-388-4268 Mon-Fri 9-3:30pm  
**Saanich:** 286 Hampton Rd  
 250-382-3151 Mon-Fri 9-3:30pm  
**Café:** 9-1pm

**Our Place 55+ Club**  
**919 Pandora Ave** 250-940-5092  
**Lunch:** Mon 12-1pm (Spiritual Care Center)  
 COVID Vax passport required for all events!  
[kirstys@ourplacesociety.com](mailto:kirstys@ourplacesociety.com)

**Seniors Distress Line** 604-872-1234

**Vancouver Island University**  
**ElderCollege:** [adm.viu.ca/eldercollege](http://adm.viu.ca/eldercollege)

YOUTH (UNDER 25) MAY ACCESS [YOUTHSPEACE.CA](http://YOUTHSPEACE.CA) FOR ONLINE SUPPORT

# COUNSELLING & MENTAL HEALTH SUPPORT



**Victoria Sexual Assault Centre**  
201-3060 Cedar Hill Rd  
250-383-3232 [vwsac.com](http://vwsac.com)  
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 9:30-4:30pm, Wed-7pm  
Closed 12-1pm (Lunch) For anyone who identifies as masculine and has experienced childhood or adult trauma. Victim Services, counselling & educational outreach.

## Bridges for Women

**219-645 Fort St** 250-385-7410  
For women who have experienced trauma or abuse.

## Battered Women's Support Services

604-687-1867

## Vancouver Island Persons Living with HIV / AIDS

**205-1120 Yates St** 250-382-7927  
Mon-Thur 10-4pm. Fri 10-3pm  
Peer navigation, support & treatment info by & for people living with HIV/AIDS and HepC

## Greater Victoria Police Victim Services

250-995-7351  
Mon-Fri 9-5pm [info@gvpvs.org](mailto:info@gvpvs.org)  
Assisting those impacted by crime – referrals for counselling

## Daily Dose Society

**820 Cormorant St** 250-800-0569  
Wheels for Recovery rides:  
Mon-Fri 5:45am-4pm  
Sat-Sun 7:45am-3pm  
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. No drop-ins Fri-Sun

## Our Place [ourplacesociety.com](http://ourplacesociety.com)

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

## Umbrella Society

**8-415 Dunedin St** [umbrellasociety.ca](http://umbrellasociety.ca)  
250-380-0595 Call or text  
Mon-Fri 8:30-4:30pm Supportive Recovery Houses: Foundation House (men), Cooper House (men) & Hudson House (women).

## Society of Living Illicit Drug Users (SOLID) [solidvictoria.org](http://solidvictoria.org)

**1056 North Park St** 250-298-9497  
Peer Support office hours: Mon-Fri 3pm Support groups, referrals and information. (More info on page 4)

## La Société francophone

**2-1218 rue Langley** 250-388-7350  
Lundi au Vendredi 10h00 à 15h00

## Victoria Disability Resource Centre 817A Fort St

250-595-0044  
[reception@drcvictoria.com](mailto:reception@drcvictoria.com)  
COVID protocol. Non-clinical support for people living with disabilities, such as: information & referral services.

# COUNSELLING & SUPPORT



## Mental Health Recovery

**Partners 941 Kings Rd**  
250-384-4225 [mhrp.ca](http://mhrp.ca)  
Mon-Fri 9-4pm Client & Family Services  
Peer support services, support for individuals with any mental health diagnosis and those with no diagnosis.

## Citizens Counselling

**941 Kings Rd** 250-384-9934  
[info@citizenscounselling.com](mailto:info@citizenscounselling.com)  
Mon-Fri 10am-2pm

## Mental Health Society of

**Greater Victoria** [mhsvictoria.org](http://mhsvictoria.org)

## Island Community Mental Health

**125 Skinner St** 250-389-1211  
Mon-Fri 9am-4pm [info@icmha.ca](mailto:info@icmha.ca)  
Community services for individuals recovering from mental illness

## BPD Society Support Group

Weds on ZOOM ID: 252 792 981

## BC Schizophrenia Society, Victoria [bcss.org](http://bcss.org)

# LEGAL SUPPORT



## The Law Centre [thelawcentre.ca](http://thelawcentre.ca)

**225-850 Burdett Ave**  
250-385-1221 Switchboard 8-12 & 1-4pm  
Mon-Fri 9:30am-12 & 1:15-3:30pm  
Free legal advice. Small cases, criminal, civil & family law.

## Justice Access Centre

**225-850 Burdett Ave**  
250 356-7012 or connect toll-free at:  
Service BC (Can/US) 1-800-663-7867  
Family law issues. Counselors, information, mediation, children & spousal support. [ag.gov.bc.ca/justice-access-centre/victoria/](http://ag.gov.bc.ca/justice-access-centre/victoria/)

## TAPS

**828 View Street**  
250-361-3521 [info@tapsbc.ca](mailto:info@tapsbc.ca)  
Mon-Fri 9am-12 & 1-4:30pm  
Close on stat holidays  
Income Assistance, Disability, Tenancy & Employment Advocacy  
[tapsbc.ca](http://tapsbc.ca)

## FREE LEGAL CLINICS:

### Rock Bay Landing

**535 Ellice St** 250-383-1951  
Call CSWs for support in booking.  
Mon-Sat 8am-6pm

### Quadra Village Community Centre 901 Kings Rd

250-388-7696 [ses@quadravillagecc.com](mailto:ses@quadravillagecc.com)

### Action Committee for People with Disability Centre (ACPD) 948 View St

250-383-4105  
Mon-Fri 9am-4pm  
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.

### Our Place 919 Pandora Ave

see Outreach Staff Weds 4-6pm

# FAMILY SERVICES



## Mustard Seed-Family Centre 625 Queens Ave [mustardseed.ca](http://mustardseed.ca)

For Food Security:  
250-953-1588  
Family Services:  
250-220-6992

Parenting workshops, one to one support, community referrals, skill development opportunities. Family dinners 2nd & 3rd Sun every month 5pm, please call let them know you are coming. Parents must be accompanied by their children.

## The Cridge Centre for the Family 1307 Hillside Ave

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

[burnsidegorge.ca](http://burnsidegorge.ca)  
Mon-Fri 9-4:30pm  
Family Dinners: Thur 5pm

## Greater Victoria Housing Society 2326 Government St 250-384-3434

Mon-Fri 8:30-4pm.  
Housing for low to moderate income families, seniors, adults with disabilities & those in the low wage workforce.

## 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 100-3060 Cedar Hill Rd 9-4pm 250-592-2927

Crisis Line: 250-385-6611  
For self-identified women fleeing abuse

## Victoria Native Friendship Centre 231 Regina Ave

250-384-3211 Call  
Mon-Fri 1-4pm to  
access all services.  
Family Programs or  
[reception@vnfc.ca](mailto:reception@vnfc.ca)

## Surrounded by Cedar 211-1497 Admirals Rd 250-383-2990 1-855-383-2990

After hours:  
1-800-663-9122  
Aboriginal Youth and  
Family Services.

## Young Parent Support Network 3100 Tillicum Rd 250-360-1148

For pregnant & parenting young parents ages 13-29  
Mon-Thur 8:45am-1pm  
Friday 8:45am-12pm

## Quadra Village Community Centre 901 Kings Rd 250-388-7696 / [ses@quadravillagecc.com](mailto:ses@quadravillagecc.com) Mon-Thurs 9-4pm Fri 9-2pm

## Family Services of Greater Victoria 1004 North Park Hill Rd 9-4pm 250-388-4331 1-877-386-4333

Call for appointment.  
For families dealing with  
divorce or separation.

## Umbrella Society 8-415 Dunedin St Call/Text: 250-380-0595 [umbrellasociety.ca](http://umbrellasociety.ca) Mon-Fri 8:30-4:30pm

## Esquimalt Teen Centre 527 Fraser St 250-412-8523 Free After-School Drop-In: Grades 6-8 Youth 13-18: Thu-Sat 7-10pm

## 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 219-645 Fort St 250-385-7410 (ext.103) Westshore 778-432-3790 Sooke: 778-584-7410 For women who have experienced trauma or abuse

## REES – Community Casual Labour Pool 465 Swift St 250-388-9296 [rees@CoolAid.org](mailto:rees@CoolAid.org) By appointment (COVID) Mon-Fri 9-3:30pm

## 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 Open at 5:30am, show up as early as possible. Need photo ID, Steel Toed boots, proof of SIN. Prefer application filled out day before.

## Victoria Native Friendship Centre No Drop in due to COVID 250-384-3211 [reception@vnfc.ca](mailto:reception@vnfc.ca) 231 Regina Ave Mon-Fri 1-4pm [vnfc.ca](http://vnfc.ca) **CEER Program** (Career, employment and education resources) Call for appointment.

## Victoria Literacy Connection A10-830 Pembroke St 250-382-0014 Mon-Thur 9-4pm, by appointment. Child, youth & adult programs

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

## TAPS: [employment@tapsbc.ca](mailto:employment@tapsbc.ca) [tapsbc.ca](http://tapsbc.ca) Help with Employment Standards complaints

## Work BC Employment Services Centre Appointment only (COVID) 201-1483 Douglas St 250-388-0858 201-3962 Borden St 250-479-9678 Mo, Tu, Fr 8:30-4:30pm Wed 8:30-6pm Thur 8:30-3pm

## 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 250-595-0044 [reception@drcvictoria.com](mailto:reception@drcvictoria.com) COVID protocol 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



# INDIGENOUS SERVICES

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

No Drop in due to COVID  
Call 250-384-3211 Mon-Fri 1-4pm  
reception@vnfc.ca [vnfc.ca](http://vnfc.ca)

**CEER Program** (Career, Employment & Education Resources)  
Call to access all services. Youth support workers, youth addictions and youth and family counsellors available

## Métis Nation of Greater Victoria 231 Regina Ave

250-380-6070 [mngv.ca](http://mngv.ca)  
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-Tues 9am-2pm, Weds-Thurs 9am-1pm

## Surrounded by Cedar 211-1497 Admirals Rd

250-383-2990  
Toll-free 1-855-383-2990  
After hours number: 1-800-663-9122  
Aboriginal Youth and Family Services [surroundedbycedar.com](http://surroundedbycedar.com)

## M'akola Housing Societies

#18-554 Goldstream Ave  
250-384-1423

Tues-Thurs 9am-4pm  
Aboriginal Family Housing.  
Application available online:  
[makola.bc.ca](http://makola.bc.ca)  
Fill out application prior to accessing services.

## Our Place Aboriginal Housing Support Worker

919 Pandora Ave 8:30am-4:30pm  
250-208-5872 (Cell phone)  
Support for finding & maintaining housing for the Aboriginal Community

## SOLID 1056 North Park St Indigenous Women's Action Group

250-298-9497 [solidvictoria.org](http://solidvictoria.org)  
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  
All programming postponed until further notice due to COVID-19

## KUU-US CRISIS LINES (24/7):

For Aboriginal Adults: 250-723-4050  
For Aboriginal Youth: 250-723-2040

# Aboriginal Coalition to End Homelessness



## Aboriginal Coalition to End Homelessness (ACEH)

101-2860 Quadra St 778-432-2234 or email: [admin@acehsociety.com](mailto:admin@acehsociety.com)

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.



Artist: Evan James

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](http://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

## HOW TO:

### APPLY FOR BC INCOME ASSISTANCE

**Rock Bay Landing  
535 Ellice St**  
250-383-1951 [CoolAid.org](http://CoolAid.org)  
CSWs Mon-Sat 8am-6pm  
Residents only during COVID

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

### 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  
Apply for library card in-person  
**Central Library:**  
**735 Broughton St**  
Mon, Wed, Fri, Sat 10-6pm  
Tues & Thur 10-7pm  
Sun 1-5pm  
**sxʷenɣwəŋ tənɣw**  
**James Bay Branch**  
**385 Menzies St**  
250-940-4875  
Mon-Wed, Fri, Sat 10-6pm  
Thur 10-7pm  
Other Branches/Hours:  
[gvpl.ca/branches-hours/](http://gvpl.ca/branches-hours/)

### APPLY FOR DISABILITY OR PPMB DESIGNATION

**TAPS**  
**828 View Street**  
250-361-3521  
Mon-Fri 9am-12, 1-4pm  
[info@tapsbc.ca](mailto:info@tapsbc.ca)

**REES** [rees@CoolAid.org](mailto:rees@CoolAid.org)  
**465 Swift St**  
250-595-8619 Mon-Fri  
9-3:30pm (App't only)

**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  
COVID protocol  
Mon-Fri 9-4pm

### DO MY TAXES

**TAPS** 250-361-3521  
[info@tapsbc.ca](mailto:info@tapsbc.ca)  
**828 View St**  
for tax package  
Appointments by phone, email & video chat unless in-person necessary (COVID)

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

### GET A LIFE PASS APPLICATION

**Victoria:** [victoria.ca/EN/main/residents/facilities/life-program.html](http://victoria.ca/EN/main/residents/facilities/life-program.html)  
**Sooke:** [crd.bc.ca/seaparc/admission-registration/life-program](http://crd.bc.ca/seaparc/admission-registration/life-program)  
**Esquimalt:** [esquimalt.ca/parks-recreation/admission-rates-passes/life-program](http://esquimalt.ca/parks-recreation/admission-rates-passes/life-program)

**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  
Member Services desk closed due to staff shortages. Join: [vancouverislandy.com/member-information2/](http://vancouverislandy.com/member-information2/)

### GET ACTIVE

**Every Step Counts  
Running & Walking  
Group** paused due to COVID

### FILE A COMPLAINT

**BC Ombudsperson**  
250-387-5855 or  
1-800-567-3247 (toll free)  
Mon-Fri 8:30-4:30pm  
Complaint investigation  
Walk-in service closed due to Covid-19

## HOUSING SERVICES



### BC Housing Registry

604-433-2218  
toll-free: 1-800-257-7756  
Mon-Fri 8:30-4:30pm  
Low income subsidized housing:  
[bchousing.org/housing-assistance/rental-housing/subsidized-housing](http://bchousing.org/housing-assistance/rental-housing/subsidized-housing)  
get help to sign up on the registry.

### SAFER (Shelter Aid for Elderly Renters)

1-800-257-7756  
<https://www.bchousing.org/housing-assistance/rental-assistance-financial-aid-for-home-modifications/shelter-aid-for-elderly-renters> BC housing subsidy for working poor families.

### RAP (BC Rental Assistance Program)

1-800-257-7756  
<https://www.bchousing.org/housing-assistance/rental-assistance-financial-aid-for-home-modifications/rental-assistance-program> BC housing subsidy for working poor families.

**Greater Victoria Housing  
Society** **2326 Government St**  
250-384-3434 Mon-Fri 8:30-4pm  
Housing for low to moderate income families, seniors, adults

**Victoria Native Friendship  
Centre** **231 Regina Ave**  
250-384-3211 Mon-Fri 1-4pm  
[reception@vnfc.ca](mailto:reception@vnfc.ca) Housing  
Outreach for Aboriginal housing referrals.

**Pacifica Housing DOS Office**  
250-220-8064 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  
Daily: 9-11:30am & 1-4pm  
[ourplacesociety.com](http://ourplacesociety.com)

**M'akola Housing Societies**  
**18-554 Goldstream Ave**  
250-384-1423 Tues-Thurs 9am-4pm  
Aboriginal Family Housing.  
Application available online:  
[makola.bc.ca](http://makola.bc.ca) Fill out application prior to accessing services!

**Salvation Army ARC**  
**525 Johnson St** 250-384-3396  
[victoriaarc.org](http://victoriaarc.org) 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

**Coordinated Access & Assessment  
(CAA)** [victoriahomelessness.ca/caa/](http://victoriahomelessness.ca/caa/)  
**Referrals:** Pacifica, Cool Aid, Native Friendship Centre, Salvation Army, AVI, REES, PEERS, & Island Health facilities

"FAMILY SERVICES" on page 18  
"YOUTH SERVICES" on page 15

## EVICTION AND TENANCY RIGHTS

If you are facing eviction find out about the Homelessness Prevention Fund:  
[bchousing.org/housing-assistance/homelessness-services/homeless-prevention-program](http://bchousing.org/housing-assistance/homelessness-services/homeless-prevention-program)

If you have a tenancy issue contact TAPS for Tenant Advocacy: [info@tapsbc.ca](mailto:info@tapsbc.ca)  
or call the Residential Tenancy Branch: 250-387-1602 / [HSRTO@gov.bc.ca](mailto:HSRTO@gov.bc.ca)

# FREE & WELCOMING ART SPACES



**fifty fifty arts collective**  
2516 Douglas St  
Fri 1-5pm, Sat 11am-1pm, Sun 1-5pm

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

**Open Space**  
510 Fort St Wed-Sat 12-5pm

**St Vincent de Paul SCO**  
833 Yates St 250-382-0712  
Suspended due to COVID  
Local Emerging Artists Featured

## ADMISSION BY DONATION DAYS

**Art Gallery of Greater Victoria**  
1040 Moss St Thurs 1-9pm  
& 1st Tuesday of month 10am-5pm  
Free admission for Indigenous peoples and refugees everyday

**Robert Bateman Centre**  
470 Belleville St  
Tues-Sat 10am-4pm

The Art Gallery of Greater Victoria presents: [Your Daily Art Fix!](#)

### Free Art Studio Times:

**Cool Aid Society DowntownCC**  
755 Pandora Ave dcc@coolaid.org  
Thurs 1:30-3pm, facilitated art workshops open to all

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

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

**Island Community Mental Health** 125 Skinner St  
Access to art supplies for those experiencing mental health issues  
Apply 250-389-1211

**Victoria Native Friendship Centre** call 250-384-3211 M-F 1-4pm  
(By appointment) access to art supplies for those identifying as Indigenous

### GREATER VICTORIA PUBLIC LIBRARY'S CULTURE PASSES

Suspended during COVID for the following institutions:

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

**Royal BC Museum**  
675 Belleville St  
Sun-Thur 10am-5pm  
Fri & Sat 10am-10pm

**Robert Bateman Centre**  
470 Belleville St  
10am-5pm

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

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

# CITY BYLAWS (that affect the unhoused)



## Streets and Traffic Bylaw

- You cannot camp in environmentally or culturally sensitive areas, playgrounds, sports fields, community gardens, horticultural areas, footpaths/roads, cemeteries or on meridians/boulevards Campers must use washroom facilities in parks.
- Cannot obstruct a sidewalk at any time with your personal property ("chattels").
- Cannot obstruct sidewalks 8am - 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.
- 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

- As of May 1, 2021, daytime shelters are not allowed in City of Victoria parks.
- You may shelter overnight in some parks from 7 p.m. to 7 a.m. in the winter, and 8 p.m. to 7 a.m. during Daylight Saving Time (roughly March to November).
- Shelters must be: no bigger than nine square metres (10 ft x 10 ft), spaced four metres (13 ft) apart, eight metres (26 ft) from playgrounds and 50 metres (164 ft).
- No fires or open flame appliances or combustibles, except for approved BBQs.
- For safety, do not place shelters under trees or branches, attach shelters to trees, plants, lamp posts or other structures.
- 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).

Bylaw: call 250-361-0215 for removed belongings & to ask other bylaw questions

# MY RIGHTS



- 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.
- I can say "NO" if the police ask to search me or my things. Saying "NO" does not mean I have something to hide.
- I can leave unless I am being detained or arrested.
- 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.
- I can only be strip-searched in private and by officers of the same sex.
- I have a right to know a police officer's name and badge number.
- I can report a police officer who abuses me, swears at me, or violates my rights.

PRODUCED BY PIVOT LEGAL SOCIETY

**PIVOT**  
equality lifts everyone

# 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.

