

GREATER VICTORIA

STREET SURVIVAL GUIDE

2022



greater victoria
coalition to end
homelessness



hope has found a home

HELP NUMBERS:

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

BC211.CA (24/7) 

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

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

Burnside Gorge Community Association 250-388-5251 email: 

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  email:  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

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


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


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


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.

Salvation Army ARC

525 Johnson St 
250-384-3396
Lunch: Mon-Fri: 12 noon

Up to date food information: [Meals and Food Banks](#) 

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

Sandy Merriman House

809 Burdett Ave 
250-480-1408

Lunch suspended due to COVID.
For women at risk of / 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

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 /


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+
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+

SEASONAL SHELTERS



Extreme Weather Response Shelters:  EWR in effect NOV 1- MAR 31

Our Place Seasonal Shelters

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

First Met United Church

932 Balmoral Ave
Downtown CC
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

Daytime Warming Centers: 


Youth Emergency Weather Shelter: Out of the Rain 

1450 Elford Street 250-415-3856 for Youth 15-25

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


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.

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

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 (adults & teens)
COVID testing: Sun-Fri 9am-5pm

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
Outreach on street: 
Daily 8:30-10:30am & Mon-Fri 8:30-10:30pm
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:

Johnson 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

Intake: Mon-Fri 8:30 - 4:30pm
Live-in Drug & Alcohol SMART RECOVERY  

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 avictoria.ca

Umbrella Society 
8-415 Dunedin St
250-380-0595
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

Mustard Seed
625 Queens Ave 
250-953-1575 ext 116
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 Food Deliveries:
Free Fridge: 2725 Rock Bay Ave
(on David St)

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 

24 HR WASHROOMS



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



FREE PHONE



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

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

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.

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


Bay Centre Lower floor 25¢

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.

STORAGE



Our Place 
919 Pandora Ave
250-388-7112
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.


**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

REES
465 Swift St 
250-595-8619
Wed-Thurs 10am-1pm

**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


**Quadra Village
Community Centre**
901 Kings Rd 
250-388-7696 /
to book computer time,
up to 5 pages printed


**Downtown
Community Centre**
755 Pandora Ave 
250-383-0076
Mon-Wed 10am-1pm
30 minutes / free
printing available


**Victoria Disability
Resource Centre**
817A Fort St 
250-595-0044
COVID protocol

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. 


Our Place
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.

HAIR CUTS



Our Place 
919 Pandora Ave
Hours change, call 250-385-2454

Mustard Seed 
625 Queens Ave
250-953-1575
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.

Check with Service Providers for ID Clinic dates & locations

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
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 email: 
Accepting new patients
Mon & Tues 9-6pm
Wed & Thur 9-8pm
Fri 9-3pm Patients
only same day booking
Mobile Health
Clinic Schedule: 


Cool Aid Dental

713 Johnson St
(2nd floor) 250-383-5957
Mon-Thurs 9-4pm 
Friday 8:30-3pm
Call or email
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
vivacare.ca
telus.com/en/health

Burnside Medical

101 Burnside Rd
250-381-4353 
Call or email:
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

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: 

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 / 
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

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

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 Craigflower Rd, Esquimalt
2784 Claude Rd, Langford

James Bay United

517 Michigan St
By appointment Fri & Sat 10am-1pm

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

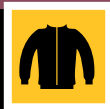
BC SPCA 778-265-7700

103-1497 Admirals Rd

Value Village 1810 Store St

250-380-9422

FREE CLOTHING & HOUSEHOLD ITEMS



Mustard Seed

625 Queens Ave 250-953-1575
Clothing boutique open Mon-Thurs
10am-12 & 12:30-1:30pm

Quadra Village CC

901 Kings Rd 250-388-7696 /
Mon-Thurs 10am-3pm Fri 10am-1pm

Backpack Project

Our Place

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

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



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

DOWNTOWN VICTORIA

- 1 The Soup Kitchen**
9-10 Club 740 View St
- 2 Action Committee for People with Disabilities**
948 View St
- 3 Anawim House**
973 Caledonia Ave
- 4 Bridges for Women Society**
1809 Douglas St
- 5 Cool Aid Health & Dental Clinics, AVI**
713 Johnson St
- 6 Cool Aid Downtown Community Centre**
755 Pandora Ave
- 7 Work BC**
201-1483 Douglas St
- 8 Labour Unlimited**
1732 Douglas St
- 9 The Law Centre, Justice Access Centre**
225-850 Burdett
- 10 Daily Dose**
820 Cormorant
- 11 Library Main Branch**
735 Broughton St
- 12 Foundry Youth Clinic**
3rd Flr, 818 Douglas St
- 13 Men's Therapy Centre**
847 Fisgard St
- 14 Our Place**
919 Pandora Ave
- 15 Pacifica DOS**
826 Cormorant St
- 16 Pandora Dental**
1035 Pandora Ave
- 17 REES**
465 Swift St
- 18 Salvation Army**
525 Johnson St
- 19 Sandy Merriman House**
809 Burdett Ave
- 20 Service Canada**
Suite450 1150 Douglas St
- 21 SOLID**
1056 North Park St
- 22 STI Clinic**
1947 Cook St
- 23 St John the Divine**
1611 Quadra St
- 24 St Vincent de Paul Social Concerns Office**
833 Yates St
- 25 TAPS**
828 View St
- 26 Trades Labour**
2028 Douglas St
- 27 Victoria Disability Resource Centre**
817A Fort St
- 28 Victoria Youth Empowerment**
533 Yates St
- 29 Volunteer Victoria**
306-620 View St
- 30 Yates St Integrated Health Clinic**
105-911 Yates St
- 31 YMCA**
851 Broughton St
- 40 Coalition (gvc&H)**
611 Discovery St
- 41 Victoria Literacy Connection**
A10-830 Pembroke St
- 42 Red Cedar Café**
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 Elllice 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 Eiford St (location changes)
250-415-3856 Youth 15-25
Open 8:30pm - 8am
Pets allowed (refer to schedule to confirm)
outoftherainin victoria.ca

Kiwanis Emergency Youth Shelter (KEYS) 2117 Vancouver St
250-386-8282 Youth 13-18
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

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.

SUBSTANCE USE SERVICES

Umbrella Society
8-415 Dunedin St
250-380-0595 Mon-Fri 8:30-4:30pm
Addiction and mental health support

SUPPORT

Victoria Youth Empowerment Society (YES)

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-Thur 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 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:

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 ext 230 / email:
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
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
250-940-5092 (3103)
Events: Sign up for schedule, call/
Lunch: Mon 12-1pm **919 Pandora Ave**
(Spiritual Care Center)
COVID Vax passport required for all events!

Seniors Distress Line 604-872-1234

Vancouver Island University ElderCollege
Free membership:

YOUTH (UNDER 25 YEARS OF AGE) MAY ACCESS YOUTHSPACE.CA
FOR ONLINE EMOTIONAL SUPPORT

COUNSELLING & MENTAL HEALTH 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 9:30-4:30pm, 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
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

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

Umbrella Society

8-415 Dunedin St 
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)

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
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
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 
Mon-Fri 10am-2pm

Mental Health Society of Greater Victoria



Island Community Mental Health

125 Skinner St 250-389-1211 
Mon-Fri 9am-4pm
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


LEGAL SUPPORT



The Law Centre

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.

TAPS

828 View Street  
250-361-3521
Mon-Fri 9am-12 & 1-4:30pm
Close on stat holidays
Income Assistance, Disability, Tenancy & Employment Advocacy

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 Call for info

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

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
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



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 / 
Mon-Thurs 9-4pm
Fri 9-2pm

Family Services of Greater Victoria

1004 North Park
250-386-4331
1-877-386-4333
Call for appointment.
For families dealing with divorce or separation.

Umbrella Society

8-415 Dunedin St
Call or Text: 
250-380-0595
Mon-Fr 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
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 
231 Regina Ave
Mon-Fri 1-4pm 
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:



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 
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

Victoria Native Friendship Centre 231 Regina Ave

No Drop in due to COVID
Call 250-384-3211 Mon-Fri 1-4pm

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

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

M'akola Housing Societies

#18-554 Goldstream Ave
250-384-1423 Tues-Thurs 9am-4pm

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

SOLID 1056 North Park St
250-298-9497

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
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: 

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

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
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
sxʷenxʷəŋ tənəxʷ
James Bay Branch
385 Menzies St
250-940-4875
Mon-Wed, Fri, Sat 10-6pm
Thur 10-7pm

Other Branches/Hours: 

APPLY FOR DISABILITY OR PPMB DESIGNATION


TAPS
828 View Street
250-361-3521
Mon-Fri 9am-12, 1-4pm 

REES 
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 
828 View St
for tax package
Appointments by phone, email & video chat unless in-person necessary (COVID)

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 REG CENTRE)

Victoria:  **Sooke:** 

Esquimalt: 

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: 



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


SAVE A LIFE

"This is: Harm Reduction"
 youth resources
access to Naloxone & opioid education
more info on insta: 

HOUSING SERVICES




BC Housing Registry
604-433-2218 
toll-free: 1-800-257-7756
Mon-Fri 8:30-4:30pm
Low income subsidized housing: get help to sign up on the registry.

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

RAP (BC 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 8:30-4pm. Housing for low to moderate income families, seniors, adults with disabilities and those in the low wage workforce

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
9-11:30am & 1-4pm
M'akola Housing Societies


18-554 Goldstream Ave
250-384-1423
Tues-Thurs 9am-4pm
Aboriginal Family Housing,
Application available online:
makola.bc.ca 
Fill out application 
prior to accessing services!


Rock Bay Landing
250-383-1951 
Mon-Sat 8am-6pm
Residents only during COVID

Victoria Native Friendship Centre
231 Regina Ave
250-384-3211 M-F 1-4pm
Housing Outreach for Aboriginal youth, singles & 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
Residents only during COVID

Coordinated Access & Assessment (CAA)
Info:  **Referrals:**
Pacifica DOS, Rock Bay, Victoria Native Friendship Centre, Salvation Army, AVI, REES, PEERS, Sandy Merriman & Island Health facilities

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

EVICTON 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 contact TAPS for Tenant Advocacy:  828 View Street
or call the Residential Tenancy Branch: 250-387-1602 / email: 

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
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.

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

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).

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.

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.

STREET SURVIVAL GUIDE

2022

PUBLISHED BY:



greater victoria
coalition to end
homelessness
hope has found a home

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