### **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, El, GST, SIN, Passport, etc 1.800.622.6232 <a href="https://www.canada.ca/en/employment-social-development/services/my-account.html">https://www.canada.ca/en/employment-social-development/services/my-account.html</a> 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

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## **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 Coffee Service: 8-10 am, 2-4 pm, 6-8 pm (when there are volunteers)

#### 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

Lunch: Mon-Fri: 12 noon

#### 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-togo 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 /

250-384-3396

Up to date food information: Meals and Food Banks



## 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

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+

The Arbutus 2916 Douglas St (around back) (PHS) 250-360-0093

24 /7 Co-ed and women's only (trans\* inclusive) Pets allowed



Salvation Army ARC 525 Johnson St 250-384-3396 84 Transitional Beds 21 Emergency Shelter Beds: intake time is 1 pm. For Men 19+ only. Call ahead to confirm space/intake 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

## SEASONAL SHELI



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

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

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

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 <u>aavictoria.ca</u>

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

#### **Langley Loo**

Bastion Square on Langley St between Yates & Fort Streets

## **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

**Bay Centre Lower floor** 25¢

#### Our Place Society



#### **Downtown Community Centre**

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

## 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

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: 8am-until capacity. Pick up 7-7:30 pm. Hours vary. Long-term 50 lb bins: Check-in required every 3 days to maintain bin.

#### **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.



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 sxweŋxwəŋ təŋəxw James Bay Branch: 385 Menzies St 250-940-4875 Mon-Wed, Fri-Sat 10-6pm. Thur 10-7pm.

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

Internet access

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

# **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

## 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-12pm and 1-630 pm 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

# FOOT CARE



### Mustard Seed





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 Ellicé St 🔼 250-383-1951 URL 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 and Nurses** come on semi-regular basis - call ahead first. **Primary Care Paramedics** Minor wound care. blood pressure, sugar monitoring. Schedules

services Yates & Quadra Integrated Health 1107 Pandora Ave 250-519-3870

varv. check online

weekly calendar of

(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: URL

VIHA Communicable **Disease Program** Mon-Fri 8:30-4:30pp 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



## 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



#### 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 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

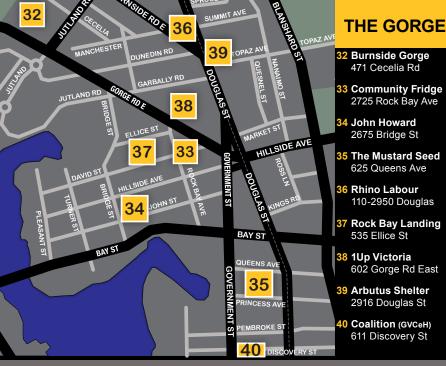
735 Broughton St

- 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 VIHA / 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 (GVCeH) 611 Discovery St
- 41 Victoria Literacy Connection A10-830 Pembroke St
- 42 Red Cedar Café 1900 Douglas St







## 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 ctoria: 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: URL



## 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

#### **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

**533 Yates St** 250-383-3514 Youth 13-19

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:



YOUTH (UNDER **25** YEARS OF AGE) MAY ACCESS <u>YOUTHSPACE.CA</u> 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 9:30am-12pm & 1pm-4pm Tue-Fri 9am-12pm & 1pm-4pm Close on stat holidays



(every Wednesday by phone only) Income Assistance, Disability, Tenancy & Employment Advocacy

#### FREE LEGAL CLINICS:

### Rock Bay Landing

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

Quadra Village Community 901 Kings Rd 250-388-7696 Call for info

#### Action Committee for People with Disability Centre (ACPD) 250-383-4105 948 View St

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 supprt, 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

#### The Cridge Centre for the Family 1307 Hillside Ave

children.

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

**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

211-547 Michigan S 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

**267**5 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 URL 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 Doúglas 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

#### **Our Place Society**

778-817-0354 or 250-981-0938 People in Progress program helps with gaining employment, resume writing. interview skills and job hunting

### 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

250-298-9497 Indigenous Women's Action

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: ூர்



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 <u>acehsociety.com</u>

#### 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:

#### Rock Bay Landing 535 Ellice St 250-383-1951 URL

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

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

# BRARY GARD

#### 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

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

Other Branches/Hours:



**TAPS** 828 View Street 250-361-3521 Mon-Fri 9am-12,



REES 465 Swift St

1-4pm

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

# CETA LIFE PAS APPLICATION (FOR

Our Place Outreach 919 Pandora Ave

250-388-7112 9:30 -11:30am & 1- 4pm

### CETTA YMCA PASS

YMCA-YWCA of Greater Victoria 851 Broughton St 250-386-7511 Member Services desk closed due to staff shortages Join:

### **CET 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



### **BCHousing 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) URL

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 URL

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 URL prior to accessing services!

#### Rock Bay Landing 250-383-1951

Mon-Sat 8am-6pm URL 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 "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

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 SPACE



# 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

#### Our Place 919 Pandora Ave

Tues 1-3pm, Sat 1-3pm, facilitated art workshops open to all

### Victoria Native Friendship Centre call 250-384-3211 M-F 1-4pm

(By appointment) access to art supplies for those identifying as Indigenous

#### Victoria Youth Empowerment 533 Yates St

Mon - Thurs 12:30-7:30pm, access to art supplies, for ages 13-19 only

#### **Island Community Mental** Health 125 Skinner St

Access to art supplies for those experiencing mental health issues Apply 250-389-1211

### **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

#### **Maritime Museum** 634 Humboldt St

Tues-Sat 10am-4pm

#### Royal BC Museum 675 Belleville St Sun-Thur 10am-5pm

Fri & Sat 10am-10pm

# Craigdarroch Castle 1050 Joan Crescent

10am-4:30 pm

#### Robert Bateman Centre

470 Belleville St 10am-5pm

# 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**



- 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.
- 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.

- 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.
- I can report a police officer who abuses me, swears at me, or violates my rights.

PRODUCED BY PIVOT LEGAL SOCIETY

PI V O T

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:



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