

COMMUNITY RESOURCES

(Updated April 1, 2020)

Resources	Service/Time	Location	Contact Info
FOOD			
Salvation Army ARC (open to all)	Warm Lunch (pre-packaged) M/W/F 11:45am-12:15pm	525 Johnson St., Victoria	250-384-3396
Stan Hagen Centre (open to all)	Produce (packaged) daily starting @ 1pm; emergency food available	2695 Quadra St., Victoria	250-386-8521
Living Edge	Food Distribution, Monday 5:30-6:30pm	Central Baptist Church, 833 Pandora Ave., Victoria	Livingedge.ngo or 250-383-8915
	Food Distribution, Tuesday 5-6pm	Gateway Baptist Church, 898 Royal Oak Ave., Victoria	Livingedge.ngo or 250-383-8915
	Food distribution, Thursday 10:30-11:30am (lineup starts earlier)	901 Kings Rd., Victoria (QVCC) - Lineup is on Wark St.	Livingedge.ngo or 250-383-8915
	Food Distribution, Thursday 5-6pm	Saanich Baptist Church, 7577 Wallace Dr., Victoria	Livingedge.ngo or 250-383-8915
	Food Distribution, Friday 12-1pm	679 Goldstream Ave., Langford	Livingedge.ngo or 250-383-8915
Rainbow Kitchen	Lunch to go 11:30am-1pm; drop-in closed.	#1315-1277 Lyall St., Victoria	(250) 384-2069
Food Not Bombs	Still serving as usual on Sundays at 4pm	Centennial Square	Food Not Bombs
Soup Kitchen	Takeaway breakfast only, usual hours (Mon-Fri 8:30-10AM)	740 View St., Victoria	(250) 388-5571

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Mustard Seed	<p>Mar. 26 update:</p> <ul style="list-style-type: none"> - Inside closed - Hot coffee from 9am-2pm daily (at lobby doors) - To-go lunch at noon daily (at chapel doors) - Hot takeaway dinner 6pm Fri & Sat (at chapel doors). <p>As of Mar. 30: Grocery store inside closed; pre-made hampers available for pickup at The Market door 10am-1pm. Come early and expect lineup.</p> <p>*People asked not to stay after getting coffee/food due to numbers of people lining up.</p>	625 Queens Avenue	Call (250) 953-1575 Or Mustard Seed
SHELTER			
BC Housing	<p>From website: "Initial actions include: Ban on evictions for non-payment of rent in BC Housing-funded buildings.</p> <p>Development of distinct protocols and identification of sites to support isolation for vulnerable people experiencing homelessness – sheltered or unsheltered – and those in private single room occupancy (SROs) and social housing buildings.</p> <p>Sustaining service providers through continued payments to ensure they can pay their staff and operating costs.</p> <p>Centralized procurement for critical supplies needed by frontline providers."</p>		<p>Non-medical information about COVID-19 available 7:30am-8pm, 7 days a week at 1-888-COVID19 (1-888-268-4319).</p> <p>Or BC Housing</p>
Pacifica Housing	Cormorant St. office closed. Supportive Housing and Fairfield Hotel staff on site with increased measures to avoid direct contact.		250-385-2131

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<p>Emergency Shelter plan</p>	<p>Mar 27 update: Currently only ONE location that is a city-designated site: the southwest corner of Topaz Park (Topaz & Blanshard). Plans for a second site at MEEGAN (Beacon Hill Park) have been discontinued; the plan to have a designated area for people who are living in cars, vans, RVs, etc. to park and access washrooms, food, etc. has now been abandoned.</p> <p>Regular Topaz Park bathrooms open 8 am - 11 pm, portapotties open 24/7. No showers or handwashing stations set up yet at Topaz Park and only food is dinner.</p> <p>Royal Athletic Park will also be opened at some point, timeframe TBD.</p> <p>Indoor sheltering - City-owned buildings that are closed right now are being repurposed into shelters. People will be “assessed” (not yet clear when/how) with particular attention to anyone with possible COVID-19 symptoms [It is not clear to us if this is a 100% voluntary option or if people will involuntarily be relocated. There will likely be separate locations for adults and for youth.</p> <p>Mar 30 update - BC Housing is making some motel/hotel rooms available for unhoused people who fit specific criteria, for temporary stay. To qualify people have to apply using a set process and only through designated agencies (contact information unclear).</p>		<p>Southwest corner of Topaz Park (Topaz & Blanshard)</p>
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HEALTH & WELLBEING			
Handwashing Stations	Foot-pump handwashing stations (using Boy Scouts design). Locations delivered to thus far: 3 on Pandora , 1 outside Rock Bay Landing, 1 at Gorge Park.	Pandora Ave Rock Bay Landing (535 Ellice St) Gorge Park	Indigenous Harm Reduction Team AVI Health and Community Services
Vancouver Island Crisis Line	N/A	N/A	1-888-494-3888
Crisis Intervention and Suicide Prevention Centre of BC	24/7 Distress phone services. confidential, non-judgmental, free emotional support for people experiencing feelings of distress or despair. Interpreters available in over 140 languages.	N/A	1-800-784-2433
Sexual Assault Response Team (SART)	24/7 emergency response, emotional support & information to all people 13 years and older who have been sexually assaulted within the past 7 days.	N/A	250-383-3232 or access@vsac.ca
Pandora Clinic & Pharmacy	Currently open but changes in service including limit of 4 patients at a time in waiting room; limited amount of time with the doctor and moving towards telehealth in the next few weeks.	922 Pandora Ave., Victoria	(250) 294-6714
Men's Therapy Centre	One-on-one counselling for men over the age of 16. Counselors specialize in trauma, and are working remotely either by phone or Zoom to provide services to clients. Accepting new clients; phones are checked once a day or by email. Physical location is currently closed.	847 Fisgard St., Victoria	250-381-6367 Or info@menstherapycentre.ca
Cool Aid Community Health Centre	New health centre and pharmacy hours: M-TH: 9-4:30, F: 9-3, Sat: 10-2, Sun: Closed Due to high demand not able to take new patients until April 1, 2020; no waitlist being taken.	713 Johnson St., Victoria	250-385-1466 (If you are already a client, call & leave message to have phone apt with doctor, nurse, or pharmacist)
Rock Bay Landing (open for hygiene hours only)	Waiting lists for showers being taken. Showers available 9-11am & 1-3pm daily.	535 Ellice St., Victoria	250-383-1951 + press "1" for front desk

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Island Health Facilities	Only essential visits, including: critical illness, end-of-life care. Eligible visitors must pass screening criteria. Can't have cough, runny nose, fever, sore throat, shortness of breath; can't have travelled outside of Canada in past 14 days.		250-370-8699 Or info@viha.ca
Island Sexual Health (Youth Friendly)	M-F from 9-4pm: offering phone/video access to drs/nurses & sexual health services including emergency contraception, birth/bleed control, STI testing and treatment, sexual health symptom management, and free safer sex and bleed control supplies to all. Call ahead to set up appt.	101-3960 Quadra Street	250-592-3479 250-812-9374 text line for sexual health Q&A
RESOURCE SERVICES			
VictimLINK	24-hr multilingual phone line for victims of any crime. Offers crisis support and referrals, information on the justice system, resources, victim services.	N/A	1-800-563-0808
Senior Community Outreach Project (for seniors only)	Outreach line will be monitored Tuesday-Thursday from 8:30am-4:00pm. Seniors can leave a message with their name, phone number and request of how we can help.	N/A	(250) 889-4430
Fernwood NRG	Closed to public. Family and Seniors programs cancelled until further notice. The Good Food Box cancelled until further notice (updates to follow).	1240 Gladstone Ave., Victoria	250-381-1552
Victoria Women in Need Community Cooperative	Currently offering the Crisis and Referral Program which provides resources, advocacy, some financial resources for women and their families in crisis.		Women in Need or email: programs@womeninneed.ca

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Burnside Gorge Community Centre	Only providing essential services Staff onsite to take phone calls and deal with emergency walk-ins in relation to family homelessness; financial crisis, youth and families in crisis. *Asking that community members do not visit centre unless they have an appointment	471 Cecilia Rd., Victoria	250-388-5251 or info@burnsidegorge.ca
Quadra Village Community Centre (QVCC)	Staff will be available on an ongoing basis to provide emergency and virtual support via phone, text, email, and social media. Rotation of core staff on site each day providing essential services and ensure cleanliness. If you wish to be contacted by staff on a regular check in basis, please call or email and leave your email and phone number.	901 Kings Rd., Victoria	250-388-7696 or info@quadravillagecc.com
QVCC Senior's Entitlement Services	Volunteer advocates supporting seniors, 55 and over, including: guidance, information, system navigation (financial, housing, healthcare, legal), support to address elder abuse and unexpected hardships.		250-388-7696 ext. 230 or email ses@quadravillagecc.com
St Vincent de Paul	Currently not scheduling any donation pick ups; have cancelled all scheduled pick-up. March 31 update: The Social Concern office will be open from 10:30am-2:30, providing limited essential services. The food bank is open for pick-up only.	835 Yates St, Victoria	(250) 382-0712
Anawim House	Closed for drop-in services. Still picking up & receiving donations M-F from 9-5.		250-382-0283

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Our Place	Closed: drop-in space, computer lab, courtyard, hygiene, clothing area. 3 meals per day served on the street in front of 919 Pandora Avenue (8am-9am, 12pm-1pm, 5pm-6pm).	919 Pandora Ave., Victoria	250-388-7112
PEERS	<p><u>Drop In:</u> Services at the drop in centre will be by appointment or door service M, W, F 11am-1pm.</p> <p><u>Night Outreach:</u> Van will not be taken out due to the difficulty with social distancing in that setting. Night outreach phone will be checked M, W, F mornings for requests for harm reduction supplies and food delivery.</p> <p><u>Housing and Harm Reduction Outreach:</u> Staff can be reached by phone during their usual hours; will be providing phone support and arranging drop off harm reduction and food (and other essentials).</p> <p>There will be <u>NO GROUPS</u> at Peers Victoria until further notice.</p> <p><u>Counselling:</u> Phone only. Sessions can be booked by email at carinfreimond@protonmail.com. Usual hours are M-Th 11am-3pm (other times possible).</p>	#1-744 Fairview Rd., Victoria	<p>Night Outreach: 250-744-0171 Answered M, W, F 11-1:30</p> <p>Harm Reduction: 250-217-0410 Answered M-Th; text anytime</p> <p>Men's Program 250-217-1386 Answered M-Th 10-4; text anytime</p> <p>Housing: 250-415-1874 Answered M-Th 10-4; text anytime</p> <p>Prevention: 250-217-5937 T-Th 12-4; text anytime</p> <p>Peers blog</p>
Aboriginal Coalition to End Homelessness	Closed; staff working from home. Email with general questions/needs.	101-2860 Quadra St., Victoria	operations@ACEHsociety.com
TAPS	Closed until further notice. New and existing clients are encouraged to reach out.		250-361-3521

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Indigenous Harm Reduction Team	Doing outreach most nights to places where people are sheltering, distributing supplies as available (snacks/food, bottled water, hygiene & wellness supplies, handwashing stations), getting info to people about survival services, and checking about people's needs and impacts of service closures.		Indigenous Harm Reduction Team
TRANSPORTATION			
Victoria Transit	Transit is offering free bus rides for regular and handy-dart buses until further notice. Enter through rear doors unless ramp or lowering is needed.		250-382-6161 or transitinfo@bctransit.com BC Transit COVID-19 Info
FINANCIAL SUPPORT			
B.C. Income Assistance	<p>From government of B.C. website:</p> <p>“Use My Self Serve to assess your eligibility and apply for assistance from the B.C. government online. If you can't complete the application online, call 1-866-866-0800.</p> <p>You will need to provide details about your current situation, income and assets. Be ready to give information, such as:</p> <ul style="list-style-type: none"> ● Identification for you and your family ● Your Social Insurance Number (SIN) ● How much you pay for rent and utilities ● Your bank account balance ● How much you owe on your vehicle, if you have a car ● If you are getting or waiting for Employment Insurance (EI) or Worker's Compensation benefits (WCB) ● If you have any outstanding warrants ● If a family member sponsored you into Canada <p>The federal government has waived the one-week Employment Insurance waiting period for people who are sick, quarantined or must stay home to care for children but don't have sick pay. Additionally, you no longer need a medical certificate to get EI. Workers laid off due to the business ceasing operation will still need to wait one week to apply for EI.”</p>		

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B.C. Hardship Assistance (if not eligible for Income Assistance)	“Access Income & Disability Assistance Services: <ul style="list-style-type: none"> ● Online with My Self Serve ● Toll-free with 1-866-866-0800”
B.C. Emergency Benefit for Workers	<p>“Will provide a one-time \$1,000 payment to people who lost income because of COVID-19:</p> <ul style="list-style-type: none"> ● B.C. residents who receive federal Employment Insurance, or the new federal Canada Emergency Response Benefit are eligible ● Applications for the one-time payment will open soon”
Renters & Homeowners	<p>Funding for housing supports are increased to ensure people can maintain their housing in the event of job or income loss.</p> <ul style="list-style-type: none"> ● BC Housing has temporarily suspended evictions of tenants in subsidized and affordable housing due to non-payment of rent ● A temporary rent supplement will provide up to \$500 per month paid directly to landlords. Applications for the supplement will open soon on the BC Housing website
Climate Action Tax Credit	<p>“A one-time enhancement to the climate action tax credit will be paid in July 2020 for moderate to low-income families:</p> <ul style="list-style-type: none"> ● An adult will receive up to \$218.00 (increased from \$43.50) ● A child will receive \$64.00 (increased from \$12.75)”
Ministry of Social Development and Poverty Reduction	<p>Restricting number of people allowed into the building; phone if possible. In-Person Ministry offices remain open to serve applicants and clients. My Self-Serve and the Contact Centre at 1.866.866.0800.</p> <p>Cheque issue (March 25) will continue the same although the number of people allowed in the building will be restricted. All clients will be picking up cheques at 908 Pandora but they will be doing triage outside all day and allowing those to pick up their cheques at each wicket or cubicle.</p>
Taxes	The income tax filing deadline has been extended until June 1, 2020.
BC Hydro	Will make bill payment plans or allow bills to be deferred during this time with no penalty. Contact: 1 800 224 9376

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Fortis BC	Fortis BC has waived late payment fees and ensure that no customer is disconnected from the energy they need for financial reasons. Contact: 1-866-436-7847 for electricity and 1-888-224-2710 for natural gas		
ICBC	Customers on a monthly payment plan who are facing financial challenges due to COVID-19 may <u>defer their payment for up to 90 days</u> with no penalty.		
Student Loans	<p>B.C.: Starting March 30, 2020: B.C. student loan payments are automatically frozen for six months.</p> <p>Federal: The Government of Canada has paused the repayment of Canada Student Loans until September 30, 2020, with no accrual of interest.</p>		
Comprehensive Benefits Information	<p>“Compiled by Jennifer Robson, Associate Professor of Political Management, Carleton University using public information. Any errors or omissions are unintended.”</p> <p>Benefit Information Document</p>		
SUBSTANCE USE, HARM REDUCTION SUPPLIES & SUPPORT			
Rock Bay Landing Overdose Prevention Unit	Staff will bring harm reduction supplies to the door, people not staying at RBL can't go inside.	535 Ellice St., Victoria	(250) 383-1951
SOLID	<p>Harm reduction outreach team at 900 block Pandora 9:00-10:30 AM daily and at Centennial Square 5:30-7 PM daily.</p> <p>All health education groups are cancelled, drop-in space is for supplies and CSP pickup only. Supplies pickup at outreach office 9am-4pm Mon-Sat.</p>	1056 N Park St., Victoria	<p>Fred: 250-686-6776 (for harm reduction supplies downtown)</p> <p>Mark: 250-891-9299 (for residence/SRO/ supportive housing unit that needs supplies in Victoria, Esquimalt, Gorge area)</p>

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Drug Checking (Substance UVic)	Mar 31 update: still happening but no in-person services. Drop-off of drugs /pick-up of results through SOLID Outreach, 1056 North Park, 10-4pm Mon-Fri. May take 1-2 business days for results to be ready. Can't return any leftover sample at this time, it will be destroyed after the check.		Drug checking
AVI	<p>All groups cancelled.</p> <p>Folks can pick up supplies but can't stay unless using overdose prevention room (drop-in closed); mobile outreach to 900 block of Pandora & Centennial Square 1-3 PM and 5-7 PM every day. Free meth pipes, 1 per person per day</p> <p>March 31 update: handwashing station set up at entrance of AVI from 6pm-10pm, with harm reduction supplies and food</p>	713 Johnson St., Victoria	(250) 384-2366
Sobering Centre (Island Health)	As of Mar. 21 supplies available for pick-up.	1125 Pembroke St., Victoria	Sobering Centre
Discovery Youth and Family Substance Use Services	Apr. 1 update: Still operating and taking referrals for services. Currently not running groups; meeting clients by phone, or where able, by video.		250 519 5313 Discovery Services
LEGAL			
Victoria Probation	All phone reporting. Core programs cancelled.	N/A	(250) 387- 6321
Victoria Parole	Office will remain open (essential service – public safety. Preference for PO to meet in the community. If clients are feeling sick they are to call to rebook appointment.	#1-1230 Government St., Victoria	(250) 363-3267
Victoria Courthouse	The Court will suspend regular court operations as of March 25 (urgent	850 Burdett Ave., Victoria	(250) 356-1478

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	<p>matters will proceed in "hub" courts). No in-person registry services during the suspension period. Find a Notice regarding affidavits in court proceedings here.</p>		
CASE MANAGEMENT TEAMS			
PACT	<p>Reducing to essential services only i.e. meds, renewals, urgent med appts and emergency issues. Will not be coming to site unless necessary; most contact by phone. Will see clients at office.</p>	941 Pandora St., Victoria	(250) 519-5181
DACT	<p>Reducing to essential services only; please attempt to call first. Clients triaged to be seen in person.</p>	941 Pandora St., Victoria	(250) 519-5180
SOACT	<p>Still connecting with clients in community for essential services such as meds.</p>	941 Pandora St., Victoria	(250) 519-3528
VICOT	<p>Reducing to essential services only. No engagement at housing sites/community locations. Clients expected to come to VICOT office for meds. Clients will be screened at door and asked to wait at door etc.</p>		(250) 519-5182
ICMT	<p>NO LONGER transporting clients in ANY circumstance.</p> <p>Only providing essential care support, medication delivery, overdose risk mitigation, mental health support, access to essential needs and service such as food, pharmacy and primary care.</p>		(250) 882-0816

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Youth Services & Supports			
Resources	Service/Time	Location	Contact Info
Virtual Youth Engagement			
Quadra Village Community Centre - Youth Programs	<p>Daily virtual emotional support and outreach via text, phone, facetime, messenger, instagram, zoom</p> <p>Thursday & Friday Instagram takeover Stories</p> <p>Thursday Virtual Drop-in at 5pm 5-6pm - 8-12 6-7pm - 13 to 22 (please email Tara for log-in information)</p> <p>Wednesday Crafting Videos Videos are posted on Quadra Village Youth Programs facebook page</p>	<p>Virtual on the following platforms:</p> <p>text, phone, facetime, messenger, instagram, zoom, snap-chat, gaming consoles</p>	<p>tara@quadravillagecc.com or 250 891 4083</p>
Youth Online Drop-in hosted by Project Respect:	<p>Friday's online 4:30pm onward. Complete the registration to be sent the link.</p>		<p>Youth Drop-in Registration</p>
Health and Wellbeing			
Youthspace.ca NEED2 Suicide Prevention Education & Support	<p>Offers emotional support and crisis response to youth under 30.</p> <p>Online 6 p.m. - midnight (PST) every night of the year!</p>	<p>Online 6 p.m. - midnight (PST)</p>	<p>Text 778-783-0177</p> <p>Chat youthspace.ca</p>
Island Sexual Health (Youth Friendly)	<p>M-F from 9-4pm: offering phone/video access to drs/nurses & sexual health services including emergency contraception, birth/bleed control, STI testing and treatment, sexual health symptom management, and free safer sex and bleed control supplies to all. Call ahead to set up appt.</p>	<p>101-3960 Quadra Street</p>	<p>250-592-3479</p> <p>250-812-9374 text line for sexual health Q&A</p>
YMCA-YWCA of Vancouver Island	<p>Virtual mindfulness group for young adults (18-30) experiencing stress, worry or anxiety in the mild to moderate range. Must be willing to</p>		<p>Register for online info session: YMCA-YWCA of Vancouver Island</p>

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	attend all 7 sessions, no referrals required. The spring program dates are Tuesdays from 5-7:30pm, April 14th to May 26th.		Online Services
Victoria Youth Clinic (age 12-24)	From Victoria Youth Clinic : "To access our clinic please call starting at 10:30am. We will support you the best way we can over the phone. There is no need to line up outside. Subject to short notice change, please check back daily."		250 383 3552 Or Victoria Youth Clinic
Foundry Victoria Youth Clinic	M-F phones answered at 10:30am. Working to best service youth and young adults during this time period. Limiting in-person interactions; moving towards telehealth and phone communication Services: Doctor/Nurse/Counselling/Peer Support/ Outreach	818 Douglas Street	250 383 3552
Substance and Addiction			
Discovery Youth and Family Substance Use Services	Still operating and taking referrals for services. Currently not running groups, and are meeting clients by phone, or where able, by video.		250 519 5313 Island Health
Shelter			
Out of the Rain (youth up to & including 25 years old)	Take away meals, hygiene supplies, socks and laundry drop-off. All supplies are only available during meal times. Breakfast and bag lunch available from 9am-12pm. Dinner available from 4pm-7pm. NO WASHROOMS available.	1450 Elford St., Victoria	(250) 415-3856
KEYS Kiwanis Emergency Youth Shelter (ages 13-18)	24 hr intake with some criteria	2117 Vancouver St., Victoria	250-386-8282

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