

COMMUNITY RESOURCES

(Lekwungen Territory/Victoria)

Resources	Service/Time	Location	Contact Info
FOOD			
Salvation Army ARC (open to all)	Apr. 14 update: Warm Lunch (pre-packaged) M/W/F 11:45am-12:15pm	525 Johnson St., Victoria	250-384-3396
Stan Hagen Centre (open to all)	Apr. 8 update: Emergency food hampers available. Open M-F from 9am-12pm and 1pm-4:15 pm.	2695 Quadra St., Victoria	250-386-8521
Living Edge (open to all, closed on stat holidays)	Apr. 20 update: Food Distribution, Monday 5:30-6:30pm	Central Baptist Church, 833 Pandora Ave., Victoria	Living Edge or 250-383-8915
	Apr. 20 update: Food Distribution, Tuesday 5-6pm	Gateway Baptist Church, 898 Royal Oak Ave., Victoria	Living Edge or 250-383-8915
	Apr. 20 update: Food distribution, Thursday 10:30-11:30am (lineup starts earlier)	901 Kings Rd., Victoria (QVCC) - Lineup is on Wark St.	Living Edge or 250-383-8915
	Apr. 20 update: Food Distribution, Thursday 5-6pm	Saanich Baptist Church, 7577 Wallace Dr., Victoria	Living Edge or 250-383-8915
	Apr. 20 update: Food Distribution, Friday 12-1pm	679 Goldstream Ave., Langford	Living Edge or 250-383-8915
	Apr. 20 update: Food Distribution, Saturday 11am-12pm	511 Constance Ave., Esquimalt	Living Edge or 250-383-8915
Rainbow Kitchen	Apr. 16 update: Lunch to go 11:30am-1pm; drop-in closed.	#1315-1277 Lyall St., Victoria	(250) 384-2069
Food Not Bombs	Apr. 17 update: Still serving as usual on Sundays at 4pm.	Centennial Square	Food Not Bombs
St. John the Divine	Apr. 9 update: Food Bank open Tues & Fri from 10am - 12 noon Closed: the Fri & Tues following Wednesday welfare cheque distribution; stat holidays (Apr. 10 & Apr. 14)	1611 Quadra St., Victoria	250-383-7169

If you have any updates regarding services and resources, please contact Kayla at play@quadravillagecc.com.

COMMUNITY RESOURCES

(Lekwungen Territory/Victoria)

Soup Kitchen	Apr. 6 update: Takeaway breakfast only, usual hours (Mon-Fri 8:30-10AM).	740 View St., Victoria	(250) 388-5571
Mustard Seed	<p>Apr. 20 update: Hampers are being handed out from Queens Ave. guest services door with some choice involved; great fresh produce is coming in daily from MSSC Viewfield. Hampers are available, M-F, 10am to 1pm.</p> <p>Not asking for ID. We have not set restrictions on the number of times people can pick up monthly.</p> <p>Fri & Sat evenings at 6pm: nutritious, safely-prepared and contained meal available</p> <p>Mon - Sat lunches: nutritious bag lunches and often a hot side dish.</p>	625 Queens Avenue	Call (250) 953-1575 Or Mustard Seed
Shelbourne Community Kitchen	Apr. 17 update: Food Distribution (2x month) available Tues-Fri, 10am-2pm. Delivery available. Call to sign up. Pre-made lunch bags distributed at the door.	3541 Shelbourne St., Saanich	(250) 590-0980
Goldstream Food Bank	<p>Providing food hampers: Tuesday April 7, 8, 14, 15, 21, 22 9:30am -2:30pm.</p> <p>Providing food hampers the first three Tues and Weds of the month.</p>	761 Station Ave., Langford (Legion)	250-474-4443 Or Goldstream Food Bank
Saint Vincent de Paul	<p>Apr. 10 update:</p> <p>Social Concern Office: open M-F from 11am-2:30pm to give out food hampers, produce and bread at door. Continuing Community Income Tax Service. Other programming, clothing area and pantry closed.</p>	833 Yates St., Victoria	250-382-0712

If you have any updates regarding services and resources, please contact Kayla at play@quadravillagecc.com.

COMMUNITY RESOURCES

(Lekwungen Territory/Victoria)

HYGIENE			
Handwashing Stations	<p>Apr. 6 update: Foot-pump hand washing stations (using Boy Scouts design). 3 on Pandora. 1 outside Rock Bay Landing, 1 at Gorge Park.</p>	Pandora Ave, Rock Bay Landing (535 Ellice St), Gorge Park	Indigenous Harm Reduction Team AVI Health and Community Services
Bathrooms	<p>From Street Survival in COVID Times Apr 9 update:</p> <p>Our Place: Bathroom hours are 6:30 AM - 9 PM. Staff taking up to 3 people a time, and people are being “escorted” in and out.</p> <p>City-run bathrooms (Centennial Square and parks): All regular bathrooms open dawn-dusk, except Topaz Park which has bathrooms open 24/7.</p> <p>Porta potties removed from Topaz, Beacon Hill, and Pandora.</p>		
SHELTER			
Emergency Shelter Plan	<p>Currently only ONE location that is a city-designated site: the southwest corner of Topaz Park (Topaz & Blanshard).</p> <p>Apr 18 update -- As of Apr 16, Topaz tenting site considered “full” and people are not being allowed to set up more tents there.</p> <p>Apr 5 update:</p> <ul style="list-style-type: none"> - 2 regular Topaz Park bathrooms now open 24/7; not consistently supplied with soap/toilet paper - 4 porta potties have been removed - There is a tap with running water - Breakfast and dinner - No showers or laundry access at this time. 		<p>Southwest corner of Topaz Park (Topaz & Blanshard)</p>

If you have any updates regarding services and resources, please contact Kayla at play@quadravillagecc.com.

COMMUNITY RESOURCES

(Lekwungen Territory/Victoria)

	<ul style="list-style-type: none"> - Tents can stay up 24/7 (i.e., bylaw preventing daytime sheltering will not be enforced) as long as they comply with City's plan (grid set out) <p>Apr 8 update:</p> <ul style="list-style-type: none"> - Two security guards are on patrol 24/7 - On Apr. 8 six police were on site to forcibly move people sheltering in areas of the park not in the City's grid <p>Plans for a second site at Beacon Hill Park have been discontinued.</p> <p>Apr 8 update: The City announced plans for another site at Royal Athletic Park have been discontinued</p> <p>Apr 13 update (From Street Survival in COVID Times): "There is now on-site "outreach" at the city-sanctioned site at Topaz Park, in charge of doling out tents and providing harm reduction supplies (from what we understand not really outreach, more like fixed-site supply provision) Hours, location, and details not yet confirmed, we have contacted them and are awaiting details."</p> <p>Indoor sheltering (Apr. 6 update): The City's original plan was that City-owned buildings that are closed right now would be repurposed into shelters but on Apr 2 announced they have abandoned this plan.</p> <p>BC Housing has secured 115 motel/hotel rooms for unhoused people who have no COVID symptoms and fit other specific criteria, for temporary stay. To qualify people have to apply using a set process and only through designated agencies.</p>		
--	--	--	--

If you have any updates regarding services and resources, please contact Kayla at play@quadravillagecc.com.

COMMUNITY RESOURCES

(Lekwungen Territory/Victoria)

	Sheltering with medical monitoring: Five rooms have thus far been secured for unhoused people who do not need to be hospitalized but test positive for COVID, or are symptomatic but test results not back yet. On April 16, 32 rooms will be available.		
First Met Shelter	<p>Apr. 15 update from Street Survival in COVID Times): “Taking new people again, still reduced mats for physical distancing.</p> <p>Sign up directly by using intercom at 919 Pandora, or if you have a worker they can sign you up by calling Our Place front desk 250-388-7112 (will need to give your first and last name). If there are any mats not already signed up for, you can show up at 8:45 PM and try to get in.”</p>	919 Pandora Ave., Victoria	(250) 388-7112
KEYS Kiwanis Emergency Youth Shelter (ages 13-18)	24 hr intake with some criteria	2117 Vancouver St., Victoria	250-386-8282 Thea Pichurski, keys_manager@vyes.ca
FINANCIAL SUPPORT			
Canada Emergency Response Benefit (CERB)	<p>Apr. 15 update from Government of Canada website:</p> <p>Canada Emergency Response Benefit</p> <p>“If you have stopped working because of COVID-19, the Canada Emergency Response Benefit (CERB) may provide you with temporary income support. It is a taxable benefit of \$2,000 every 4 weeks for up to 16 weeks to eligible workers who have lost their income due to COVID-19.</p> <p>The CERB is available to workers who meet all of the following conditions:</p> <ul style="list-style-type: none"> ● live in Canada and are at least 15 years old ● stopped working because of COVID-19 or are eligible for EI regular or sickness benefits ● have not voluntarily quit their job ● had income of at least \$5,000 in 2019 or in the 12 months prior to the date of their application. <p>On April 15, we announced changes to the eligibility rules to:</p> <ul style="list-style-type: none"> ● Allow people to earn up to \$1,000 per month while collecting the CERB. ● Extend the CERB to seasonal workers who have exhausted their EI regular benefits and are unable to undertake their regular seasonal work because of COVID-19. ● Extend the CERB to workers who have recently exhausted their EI regular 		

If you have any updates regarding services and resources, please contact Kayla at play@quadravillagecc.com.

COMMUNITY RESOURCES

(Lekwungen Territory/Victoria)

	<p style="text-align: center;">benefits and are unable to find a job because of COVID-19.</p> <p>An online questionnaire will help us direct you to the service option that best fits your situation (i.e. eligibility for Employment Insurance benefits or not).</p> <p>Do not apply for the CERB if you have already applied for EI.”</p> <p>Apply: Canada Emergency Response Benefit or by calling 1-800-959-2019 or 1-800-959-2041</p>
<p>B.C. Employment Insurance</p>	<p>From Government of Canada website (April 6, 2020):</p> <p>“If you have stopped working because of COVID-19, you should apply for the Canada Emergency Response Benefit, whether or not are eligible for Employment Insurance. The Benefit is available for the period from March 15, 2020 to October 3, 2020.</p> <p>If you applied for EI regular or sickness benefits on March 15, 2020 or later, your claim will be automatically processed through the Canada Emergency Response Benefit. Starting now, there will be a single portal to assist you with the application process.”</p> <p>CERB application: Canada Emergency Response Benefit</p>
<p>Canada Child Benefit</p>	<p>From Government of Canada website (April 6, 2020):</p> <p>“We are providing up to an extra \$300 per child through the Canada Child Benefit (CCB) for 2019-20. This will mean approximately \$550 more for the average family.</p> <p>This benefit will be delivered as part of the scheduled CCB payment in May.</p> <p>Those who already receive the CCB do not need to re-apply.”</p> <p>Apply for CCB: Apply - Canada child benefit (CCB)</p>
<p>GST Tax Credit</p>	<p>From Government of Canada website (April 6, 2020):</p> <p>“We are providing a one-time special payment starting April 9 through the Goods and Services Tax credit for low- and modest-income families and individuals.</p> <p>The average additional benefit will be close to \$400 for single individuals and close to \$600 for couples.</p> <p>There is no need to apply for this payment. If you are eligible, you will get it automatically.</p> <p>Link: Canada's COVID Economic Response Plan</p>

If you have any updates regarding services and resources, please contact Kayla at play@quadravillagecc.com.

COMMUNITY RESOURCES

(Lekwungen Territory/Victoria)

<p>People Getting Income Assistance or PWD</p>	<p>From Street Survival in COVID Times (April 6, 2020):</p> <p>“\$300 top up for everyone: April, May, and June cheques will be automatically topped up by \$300 (starting on Apr 22). No application is needed for this COVID-19 crisis supplement. Low-income seniors who get the BC Seniors Supplement and people in care who get a “comfort allowance” will also get their usual \$49/month topped up to \$300 for April, May, and June.</p> <p>\$52 top up for people on PWD who get BC Bus Pass: If you are on Disability Assistance (PWD) and getting the BC Bus Pass, your April cheque will be automatically topped up with \$52 Transportation Supplement and this will continue every month as long as BC Transit is suspending bus fares.</p> <ul style="list-style-type: none"> - Your bus pass is still good, it’s not cancelled and you won’t need to reapply for the pass again after things go back to normal with buses. - People who already opted for the Transportation Supplement and don’t have the BC Bus Pass won’t get this top-up”
<p>Federal Financial Support for Seniors</p>	<p>From Government of Canada website (April 6, 2020):</p> <p>“We reduced the required minimum withdrawals from Registered Retirement Income Funds (RRIFs) by 25 per cent for 2020.”</p> <p>More information: Registered Retirement Income Fund (RRIF)</p>
<p>Support Fund for Former Youth in Care</p>	<p>From Street Survival in COVID Times (April 9, 2020):</p> <p>“Up to \$1,000 for youth age 18-29 who are financially strained as a result of the COVID-19 crisis. Can be used for:</p> <ul style="list-style-type: none"> • Emergency needs including rent, food, household supplies, counseling, technology support, etc. • Must have been in care of Ministry of Children and Family Development/Delegated Aboriginal Agency, or on a youth agreement as of your 19th birthday, or eligible for the Agreement with Young Adults Program. • We are trying to find out if any agencies in town can help with application. First-come, first-served.” <p>Apply: Online application process</p> <p>Free smartphone & plan for former youth-in-care: Telus is offering free smartphone + 2 year free phone plan for youth now age 19-26 who were in care of Ministry of Children and Family Development / Delegated Aboriginal Agency, or on a youth agreement as of your 19th birthday, or eligible for the Agreement with Young Adults Program. Online application process including requirement for a letter from a worker that you were a youth in care plus ID, plus a place phone can be mailed to. We are trying to find out if any agencies in town can help with application. For more info see www.telus.com/mobilityforgood</p>

If you have any updates regarding services and resources, please contact Kayla at play@quadravillagecc.com.

COMMUNITY RESOURCES

(Lekwungen Territory/Victoria)

<p>Climate Action Tax Credit</p>	<p>“A one-time enhancement to the <u>climate action tax credit</u> 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)”
<p>Ministry of Social Development and Poverty Reduction</p>	<p>Restricting number of people allowed into the building; phone if possible. In-Person Ministry offices remain open to serve applicants and clients.</p> <p>Call 1-866-866-0800 or use My Self Serve instead of coming into an office if you have:</p> <ul style="list-style-type: none"> ● COVID-19 symptoms like cough, shortness of breath or fever ● Been around someone sick, like a family member ● Not completed 14-day isolation after travel abroad
<p>Federal Financial Support for Indigenous Peoples</p>	<p>From Government of Canada Website (April 6, 2020):</p> <p>“\$305 million for a new distinctions-based Indigenous Community Support Fund to address immediate needs in First Nations, Inuit, and Métis Nation communities.</p> <p>These funds could be used for measures including, but not limited to:</p> <ul style="list-style-type: none"> ● support for Elders and vulnerable community members, ● measures to address food insecurity, ● educational and other support for children, ● mental health assistance and emergency response services, ● preparedness measures to prevent the spread of COVID-19.” <p>More information & how to apply (deadline is April 13, 2020): Indigenous Community Support Fund</p> <p>“\$100 million to support a range of federal health measures, including support for preparedness in First Nation and Inuit communities. These funds will:</p> <ul style="list-style-type: none"> ● respond to identified needs to update and activate pandemic plans ● support an effective allocation of public health and primary health care capacity to respond to the COVID-19 outbreak ● align response efforts with scientific evidence as determined by a medical officer of health ● address immediate needs in the short term” <p>More information & how to submit request: COVID-19: First Nations Community Guide on Accessing Additional Supports</p>
<p>Taxes</p>	<p>The income tax filing deadline has been extended until June 1, 2020.</p>

If you have any updates regarding services and resources, please contact Kayla at play@quadravillagecc.com.

COMMUNITY RESOURCES

(Lekwungen Territory/Victoria)

<p>Internet</p>	<p>Apr. 3 update:</p> <p>1. TELUS (from Online access for families):</p> <p>Program highlights</p> <ul style="list-style-type: none"> - Internet plans starting at \$9.95 per month (plus applicable taxes) for two years - 300 gigabits of data per month - Access to a low cost refurbished computer - Digital literacy support available at TELUS Learning Centre <p>Am I eligible?</p> <p>You are eligible for Internet for Good if you have received either:</p> <ul style="list-style-type: none"> - A letter from the British Columbia Ministry of Social Development and Poverty Reduction with a unique access code. If so, please call TELUS at 1-866-835-8744 to sign up. <li style="text-align: center;">OR - A letter from the Government of Canada with a unique access code. If so, please visit connecting-families.ca to sign up. <p>What if I haven't received a letter?</p> <p>If you have not received a letter, but believe you qualify, please submit your 2018 Canada Child Benefit (CCB) statement showing your family net income of less than or equal to \$31,120 to TELUS at InternetForGood@telus.com. The Internet for Good account must be under the name of the individual named on page 1 of the CCB statement. Please note that TELUS will be recording your name, address as it appears on your CCB, email address and last four digits of your SIN. We will not be recording the names of your eligible children or your family net income. Once your application is approved we will email you back at that same address with a unique access code and instructions on how to sign up.</p> <p>2. Government of Canada: Connecting Families</p>
<p>BC Hydro</p>	<p>Will make bill payment plans or allow bills to be deferred during this time with no penalty. Contact: 1 800 224 9376</p>
<p>Fortis BC</p>	<p>Fortis BC has waived late payment fees. No customer will be disconnected during this time.</p> <p>Contact 1-866-436-7847 for electricity and 1-888-224-2710 for natural gas</p>
<p>ICBC</p>	<p>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.</p>
<p>Student Loans</p>	<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>

If you have any updates regarding services and resources, please contact Kayla at play@quadravillagecc.com.

COMMUNITY RESOURCES

(Lekwungen Territory/Victoria)

<p>Comprehensive Benefits Information</p>	<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>
<p>Renters & Homeowners</p>	<p>From Government of Canada website (April 6, 2020):</p> <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 <p>Canadian banks have committed to work with their customers on a case-by-case basis to find solutions to help them manage hardships caused by COVID-19. This includes:</p> <ul style="list-style-type: none"> • Permitting lenders to defer up to six monthly mortgage payments (interest and principal) for impacted borrowers. Canadians who are impacted by COVID-19 and experiencing financial hardship as a result should contact their financial institution regarding flexibility for a mortgage deferral. Consult your bank's dedicated COVID-19 page • Contact your financial institution for further mortgage assistance. The Canada Mortgage and Housing Corporation and other mortgage insurers offer tools to lenders that can assist homeowners who may be experiencing financial difficulty. These include payment deferral, loan re-amortization, capitalization of outstanding interest arrears and other eligible expenses, and special payment arrangements. • Canada’s mortgage insurers are committed to providing homeowners with solutions to mitigate temporary financial hardship related to COVID-19. This includes permitting lenders to defer up to six monthly mortgage payments (interest and principal) for impacted borrowers. Deferred payments are added to the outstanding principal balance and subsequently repaid throughout the life of the mortgage. Learn more: Financial Consumer Agency of Canada (FCAC)

If you have any updates regarding services and resources, please contact Kayla at play@quadravillagecc.com.

COMMUNITY RESOURCES

(Lekwungen Territory/Victoria)

TRANSPORTATION			
Victoria Transit	<p>Apr. 9 update: Transit is offering free bus rides for regular and handy-dart buses until April 30</p> <p>Enter through rear doors unless ramp or lowering is needed.</p> <p>As of Mar. 19: schedules are changing day-to-day. Changes can be confirmed by calling, checking website, or checking NextRide.</p>		<p>250-382-6161 or transitinfo@bctransit.com</p> <p>BC Transit COVID-19 Info</p> <p>NextRide Victoria Trip Planner and Bus Tracking.</p>
HEALTH & WELLBEING			
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
Island Health COVID Outreach Assessment Team	<p>Apr 17 update from COVID Outreach Assessment Team: If you are experiencing homelessness or know someone who is, and you're worried about having possible signs of COVID (confusion, fever, cough, shortness of breath, diarrhea/vomiting), a team (that includes street nurses) will come in-person to do a COVID assessment. Call from 9:30 AM - 4:30 PM, 7 days a week. The team will help people figure out if they need to self-isolate, what the options are for that, and arrange for testing if needed.</p>		250-889-0505

If you have any updates regarding services and resources, please contact Kayla at play@quadravillagecc.com.

COMMUNITY RESOURCES

(Lekwungen Territory/Victoria)

Pandora Clinic	Apr. 3 update: Open to current patients only who don't have access to telehealth option. Open to patients from 10am-3pm and phones answered 9am-5 pm.	922 Pandora Ave., Victoria	(250) 294-6714
STS Pharmacy	Still operating but restricting number of people inside; serving coffee upon request.	820 Cormorant St, Victoria	(778) 433-7246
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. Accepting new clients; phones are checked once a day. Physical location is currently closed.	847 Fisgard St., Victoria	250-381-6367 Or info@menstherapycentre.ca
Cool Aid Community Health Centre	Apr. 15 update: New health centre and pharmacy hours: M-TH: 9-4:30, F: 9-3, Sat: 10-2, Sun: Closed Call before going to clinic. Preference for tele-visits. Only necessary services like injections will be provided in person.	713 Johnson St., Victoria	250-385-1466
Cool Aid Dental Clinic	Apr. 3 update: Closed until further notice. Receptionist available from 9am-1pm M-F to answer and direct calls. Dentists on-call and available for emergent and urgent calls only.		(250) 383-5957
Island Health Facilities	Only essential visits. Eligible visitors must pass screening. Can't have cough, runny nose, fever, sore throat, shortness of breath; can't have travelled outside Canada in past 14 days.		250-370-8699 Or info@viha.ca

If you have any updates regarding services and resources, please contact Kayla at play@quadravillagecc.com.

COMMUNITY RESOURCES

(Lekwungen Territory/Victoria)

<p>Doctors of the World</p>	<p>Nurses will do outreach on foot to assist community partners with distribution of wellness supplies & provide health information.</p> <p>Apr 13 update: Schedule this week: Tues, Apr 14: 11 AM-1 PM Topaz Park; Weds, Apr 15: 11 AM-1 PM at Mustard Seed & 1:30-2:30PM Elford St (youth); Thurs, Apr 16: 11AM-1PM at Pandora 900 block.</p>		<p>Doctors of the World</p>
<p>Island Sexual Health (Youth Friendly)</p>	<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>
<p>Covid Care Kit: Resources for Mental Wellness</p>	<p>Directly from author, Dr. Jean Thomas: provides "some tools to help make sense of these feelings and to cope with them in ways that feel better for you".</p>		<p>Covid Care Kit: Resources for Mental Wellness</p>
<p>Foundry Victoria Youth Clinic (young people ages 12-24)</p>	<p>M-F phones answered from 10:30am-4:30pm.</p> <p>Services: Doctor, Nurse, Counsellors, Peer Support, Outreach, (Parent and Caregiver Supports too)</p> <p>Offering virtual drop-in counselling through Foundry Victoria by calling 250 383 3552 to set up an appointment.</p> <p>Also offering province wide counselling services - for those who call 1-833-FØUNDRY (FØUNDRY with a zero or 1-833-308-6379) to book an appointment.</p> <p>Sessions available through chat, voice-only calls or video calls.</p>	<p>818 Douglas Street</p>	<p>250 383 3552 Or Victoria Youth Clinic</p>

If you have any updates regarding services and resources, please contact Kayla at play@quadravillagecc.com.

COMMUNITY RESOURCES

(Lekwungen Territory/Victoria)

RESOURCE SERVICES			
bc211	<p>Information about local services & organizations</p> <p>Safe Seniors, Strong Communities Program:</p> <p>Matches seniors who need support with non-medical essentials, to volunteers in their community that are willing to help.</p> <p>To register for services, or to offer help, please fill in this form.</p>		bc211
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
Aboriginal Coalition to End Homelessness	Closed; staff working from home. Email with general questions/needs.	101-2860 Quadra St., Victoria	operations@ACEHsociety.com
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
TAPS	Closed; new and existing clients encouraged to reach out.		250-361-3521 Or Home Taps

If you have any updates regarding services and resources, please contact Kayla at play@quadravillagecc.com.

COMMUNITY RESOURCES

(Lekwungen Territory/Victoria)

Burnside Gorge Community Centre	<p>Mar. 20 update: 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.</p> <p>*Asking that community members do not visit centre unless they have an appointment</p>	471 Cecilia Rd., Victoria	250-388-5251 or info@burnsidegorge.ca
Quadra Village Community Centre (QVCC)	<p>Apr. 20 update: Staff available 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 basis, please call or email and leave your email and phone number.</p>	901 Kings Rd., Victoria	250-388-7696 or info@quadravillagecc.com
QVCC Senior's Entitlement Services	<p>Apr. 20 update: Volunteer advocates supporting seniors, 55+, including: guidance, information, system navigation (financial, housing, healthcare, legal), support to address elder abuse and unexpected hardships.</p>		250-388-7696 ext. 230 or email ses@quadravillagecc.com
Indigenous Harm Reduction Team	<p>Doing night outreach to places where people are sheltering. Distributing supplies as available, getting info to people about survival services, and checking about people's needs and impacts of service closures.</p>		Indigenous Harm Reduction Team
Anawim House	<p>Closed for drop-in services. Still picking up & receiving donations M-F from 9-5.</p>		250-382-0283

If you have any updates regarding services and resources, please contact Kayla at play@quadravillagecc.com.

COMMUNITY RESOURCES

(Lekwungen Territory/Victoria)

<p>Our Place</p>	<p>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). Apr 15 update: Three showers inside building re-opened Apr 10. Sign up at the gate.</p>	<p>919 Pandora Ave., Victoria</p>	<p>250-388-7112</p>
<p>PEERS</p>	<p>Apr. 6 update: Night outreach will be starting Mon, Apr 6, M/W/F at usual time (around 7:30 PM) with food and harm reduction supplies. As of Apr. 4, PEERS will be delivering hot food, food hampers, and harm reduction supplies to clients M/W/F starting around 3 PM; call to request delivery.</p>	<p>#1-744 Fairview Rd., Victoria</p>	<p>Call or text 250-744-0171 to request delivery of supplies Peers blog</p>
<p>Sanctuary Youth Center</p>	<p>Apr. 9 update: Showers, laundry, internet use, clothing Open Sat-Sun from 3pm-6pm</p>	<p>767 Humboldt St., Victoria (basement of Church of Our Lord)</p>	<p>Sanctuary Youth Center</p>
<p>Youth Empowerment Society – Alliance Club</p>	<p>Shortened hours 1pm-6pm M-TH, closed F-Sun. The Club is serving meals to go and has bags made up of toiletry supplies for youth to take.</p>		<p>Addison Lee & Brianne Mendes: allianceclub@vyes.ca</p>
<p>Out of the Rain (youth up to & including 25 years old)</p>	<p>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.</p>	<p>1450 Elford St., Victoria</p>	<p>(250) 415-3856</p>

If you have any updates regarding services and resources, please contact Kayla at play@quadravillagecc.com.

COMMUNITY RESOURCES

(Lekwungen Territory/Victoria)

SUBSTANCE USE, HARM REDUCTION SUPPLIES & SUPPORT			
SOLID	Apr 15 update: Harm reduction outreach team at 900 block Pandora from 12:30 AM - 7:30 PM daily.	1056 N Park St., Victoria	Fred: 250-686-6776 (for supplies downtown) Mark: 250-891-9299 (for residence/SRO/ supportive housing unit that needs supplies in Victoria, Esquimalt, Gorge area)
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, 10am-4pm M-i. May take 1-2 business days for results to be ready. Can't return any leftover sample; it will be destroyed after the check.		Drug checking
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
AVI	All groups cancelled. 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 March 31 update: handwashing station set up at entrance of AVI from 6pm-10pm, with harm reduction supplies and food	713 Johnson St., Victoria	(250) 384-2366

If you have any updates regarding services and resources, please contact Kayla at play@quadravillagecc.com.

COMMUNITY RESOURCES

(Lekwungen Territory/Victoria)

<p>Detox, Stabilization, and Sobering and Assessment Centre</p>	<p>Apr. 15 update: Down to 4 female beds, 8 male beds and 4 single rooms. Harm reduction supplies available for pickup.</p> <p>Detox currently at 11 bed capacity prioritizing those with medically complex withdrawal (such as alcohol, people not on OAT) and those with lined up treatment dates or high vulnerability (pregnancy, fleeing abuse).</p>	<p>1125 Pembroke St, Victoria</p>	<p>(250) 213-4444</p>
<p>The Harbour</p>	<p>Apr. 3 update: Currently closed. Street outreach is being provided.</p>		<p>(250) 519-5303</p>
<p>Discovery Youth and Family Substance Use Services</p>	<p>Apr. 1 update: Still operating and taking referrals for services. Currently not running groups, and are meeting clients by phone, or where able, by video.</p>		<p>250 519 5313 Island Health</p>
<p>Youth Empowerment Society Residential Programs: Specialized Youth Detox</p>	<p>SYD is currently limiting the number of youth in the program.</p> <p>Youth detoxing only from alcohol and Xanax and/or who are experiencing homelessness will be considered for a medical screen and thereby intake. The Detox Intake Coordinator will be going through the BC CDC self assessment with all referrals.</p>	<p>Youth can self-refer or their supports can refer by calling our main office for the phone number</p>	<p>Email: SYD@VYES.ca</p>
LEGAL			
<p>Victoria Probation</p>	<p>All phone reporting. Core programs cancelled.</p>	<p>N/A</p>	<p>(250) 387- 6321</p>
<p>Victoria Parole</p>	<p>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.</p>	<p>#1-1230 Government St., Victoria</p>	<p>(250) 363-3267</p>
<p>Victoria Courthouse</p>	<p>The Court will suspend regular court operations as of March 25 (urgent matters will proceed in "hub" courts). No in-person registry services during the suspension period.</p>	<p>850 Burdett Ave., Victoria</p>	<p>(250) 356-1478 Notice regarding affidavits in court proceedings here.</p>

If you have any updates regarding services and resources, please contact Kayla at play@quadravillagecc.com.

COMMUNITY RESOURCES

(Lekwungen Territory/Victoria)

CASE MANAGEMENT			
PACT	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.	941 Pandora St., Victoria	(250) 519-5181
DACT	Reducing to essential services only; please attempt to call first. Clients triaged to be seen in person.	941 Pandora St., Victoria	(250) 519-5180
SOACT	Still connecting with clients in community for essential services such as meds.	941 Pandora St., Victoria	(250) 519-3528
VICOT	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.		(250) 519-5182
ICMT	NO LONGER transporting clients in ANY circumstance. Only providing essential care support, medication delivery, overdose risk mitigation, mental health support, access to essential needs..		(250) 882-0816

Youth Support, Services and Engagement List can be found here
Covid-19 Youth Supports & Services List

Updated April 17th

If you have any updates regarding services and resources, please contact Kayla at
play@quadravillagecc.com.