



103-1803 Douglas St
Victoria, BC, V8T 5C3

250-483-3748
info@connectionsplace.org

Hours
Mon-Fri 8:30am-4pm

TABLE OF CONTENTS

Crisis Resources & Income Assistance	1
Food Provision	2
Housing & Shelters	3
Telecommunication	4
Safe Storage & ID Help	4
Youth Services	5
Indigenous Services	6
Disability Services	7
Newcomer & Refugee	8
LGBTQ2S+	8
Family	9
Seniors	9
Personal Care	10
Health Services	11
My Rights	12

Welcome!

Connections Place follows a community-based model that helps people navigate mental health experiences to achieve self-reliance and use their skills and talents to get their lives back on track. We offer employment, education and recreation initiatives to help adults diagnosed with any mental illness.

We believe in and understand the importance of accessible resources throughout recovery. Thus, we wanted to create a guide that was not only easily accessible for members and the community, but one that also met the specific needs of our members who are on the road to recovery. We were inspired by the efforts taken to create the *Victoria Homeless Coalition's "Street Survival Guide"* and used a variety of other local online resources as references when creating this guide. Listed below is our resource guide of local services.

Crisis Resources

24 Hour Vancouver Island Crisis Line

1-888-494-3888

Vancouver Island Crisis Text Support Line 6-10PM, 7 days a week

1-250-800-3806

24-Hour Mental Health Support Line

310-6789 (no area code) for emotional support, information and resources specific to mental health

BC Suicide Support Line

1-800-SUICIDE (1-800-784-2433) if you are experiencing feelings of distress or despair, including thoughts of suicide

KUU-US Crisis Response Service

1-800-588-8717 for culturally aware crisis support for Indigenous peoples in B.C.

Alcohol and Drug Information and Referral Service

1-800-663-1441 to find resources and support for people dealing with substance abuse and addiction issues

VictimLinkBC 24 Hour Victim Services Line

1-800-563-0808 (call or text) provides crisis support and referral services to victims of crime, family violence, sexual violence

Integrated Mobile Crisis Response Team (IMCRT), 1PM-12AM, 7 days a week

Call Vancouver Island Crisis Line number (see above) and ask to be connected to IMCRT. Provides community-based crisis response, mental health & substance use support, referral & connection to services.

PWD & Income Assistance

Help with applying for Income Assistance (PWD):

Government of BC online tool

<https://myselfserve.gov.bc.ca/>

Ministry of Social Development & Poverty Reduction

908 Pandora Ave; 866-866-0800

- Mon-Fri 9am-4pm, closed 12-1

REES Support Services – 465 Swift St; 250-595-8619

- Weekdays 9:00AM - 3:30PM

Rock Bay Landing

535 Ellice St; 250-383-1951

- Mon-Sat 8am-6pm
- Access to online application
- Available to those using shelter or transitional housing

Our Place Outreach Staff - 919 Pandora Ave; 250-388-7112

- Drop In: every day, 8:30AM-6:30PM

Burnside Gorge Community Centre – 471 Cecelia Rd; 250-388-5251

- Income Support: Thursdays, 1-3PM

Help applying for a Transportation Supplement/BC Bus Pass:

BC Government: Transportation supplement & BC Bus Pass

Meals

Living Edge - 527 Constance Ave #101; (250) 381-1839

Food Not Bombs - Centennial Square, Douglas Street side

- Sundays 4:00pm

Salvation Army - 525 Johnson St; 250-384-3396

- Monday to Friday LUNCH 11:30am-12:30pm

The Soup Kitchen - 740 View St; 778-440-7687

- Breakfast: Weekdays 8:00-10:00AM
- Open all stats except Christmas Day

Sandy Merriman House - 809 Burdett Ave; 250-480-1408

- Lunch: Weekdays 11:30-2:00pm
- For women at risk/experiencing homelessness, including trans women, gender fluid & non-binary people

Saturday Street Breakfasts (# = week of the month)

1. Our Place; 919 Pandora; 8:30am
2. St Andrew's Kirk Hall; 680 Courtenay St 8:15am
3. Our Place; 919 Pandora 8:30am
4. Our Place; 919 Pandora 8:30am

Anawim House - 973 Caledonia Ave; 250-382-0283

5. Breakfast: Mon, Tue, Thu, Fri; 9:30-10:30AM
6. Lunch: Mon, Tue, Thu, Fri; 12:00-1PM (show up 15 mins early). Lunch sign-up 10:00am - 11:00am

Victoria Rainbow Kitchen Society - 500 Admirals Rd; 250-384-2069

- Weekdays 8:30AM until supplies last

Our Place - 919 Pandora Ave; 250-388-7112

- Breakfast: 8:30am – 9:30am (7 days/week)
- Lunch: 12:00pm – 1:00pm (7 days/week)
- Dinner: 5:00pm – 6:00pm (7 days/week)

Saanich Neighbourhood Place – 3100 Tillicum Rd; 250-360-1148

- Monday: family dinner to-go at 3120 Tillicum Rd (call to register)
- Wednesday: family dinner to-go (call to register)
- Thursday: community kitchen – group cooking for families (call to register)

Mustard Seed - 625 Queens Ave; 250-953-1575

- Lunch: Mon-Sat 12:00PM – 1:00PM
- Coffee & Snacks:
 - Mon-Fri: 9:00AM-3PM
 - Sat: 9:30AM-3:00PM
- Friday Street Café: Fri 4:30PM-7:30PM (call to reserve)
- Saturday Street Café: 2nd & 4th Sat of the month, 5:00-7:00PM
- Monthly community breakfast: 1st Sat of the month, 10:30 AM until supplies last
 - Call to confirm attendance: 250-220-6992
- Dinner: Wed, Fri; up by 2:00pm
 - For people abstinent from substances

Red Cedar Café – 1900 Douglas St; 778-817-1495

Frozen Meals (delivered to you or pick-up), order online or by phone – sign-up opens Thurs 5PM (pay what you can)

Food Banks & Food Hampers

Goldstream Food Bank – 761 Station Avenue (Langford); 250-474-4443

- Open the first three weeks of each month on Tuesday & Wednesday 9:00AM–12:00PM

Oaklands Community Association – 1-2827 Belmont Ave

- Box of groceries on the 4th Saturday of the month, 11:00AM - 1:00PM (must sign up to waitlist online)
- Community dinner on 4th Sunday of the month, 5:00PM (pay what you can)

St Vincent de Paul Social Concern Office – 833 Yates St
250-382-0712

- Weekdays 10:00am - 3:30pm (Closed from 12:30pm - 1:00pm)

St John the Divine – 1611 Quadra St; 250-383-7169

- Tues & Fri 10-noon.
 - Closed Fri & Tues following Weds income assistance cheque distribution.
- One food hamper per month

Mustard Seed - 625 Queens Ave; 250-953-1588

- Weekdays 9:00AM - 1:00PM
- Food hamper once per month
- Everyone welcome, ID required, walk-in or by appointment
 - Note: (closed on the 3rd or 4th Thursday each month, call to confirm)

Community Food Support

- Monthly hamper deliveries – sign up by the 20th of each month
- Email fridges@communityfoodsupport.com to register

Living Edge Food Distribution: 250-383-8915

- Monday 5:00–6:00PM: 833 Pandora Ave
- Tuesday 4:00–5:30PM: 898 Royal Oak Ave
- Wednesday 2:00–3:00PM: 2375 Lam Circle
- Thursday 11:00AM–12:00PM: 626 Blanshard Road
- Thursday 5:30-6:30PM: 7577 Wallace Drive
- Friday 12:00– 1:00PM: 679 Goldstream Ave
- Saturday 11:00AM – 12:00PM: Constance Avenue

North Park Neighbourhood Association: 932 Balmoral Rd; 250-650-9756

- Thursdays: 11AM-12PM
- Hamper recipients must live, work, or spend time in North Park neighbourhood. Sign-up online.

Quadra Village Community Centre - 901 Kings Road;
250-388-7696

- Free bread and pastries given out
- Tues 11:00AM until supplies last

Red Cedar Café Free Store – 1900 Douglas Street

- Produce, baked goods and other produce
- Mon & Fri 10:00AM-12:00PM

Shelbourne Community Kitchen – 101-3787 Cedar Hill Rd; 250-590-0980

- Grocery program – once per month -> same-day pick-up or delivery.
 - Pantry program – call to check if accepting new registrations.
- 1UP Victoria Single Parent Resource Centre** – 4460 W Saanich Rd;
250-385-1114
- Weds: 11AM-2PM drop-in food hampers for single parents

Housing

Pacifica Housing DOS Office - 826 Cormorant St.
250-220-8046

- Mon-Fri 9AM-4PM (Closed for lunch: 12-1PM)
- Offers advocacy & support in finding housing

Our Place Outreach Staff - 919 Pandora Ave; 250-388-7112

- Drop In: Every day, 8:30AM-6:30PM
- Support with finding housing

BC Housing Registry - 201-3440 Douglas St

- Mon-Fri 9:00AM-4:00PM

(SAFER) Shelter Aid for Elderly Renters (and working poor families) - 1-800-257-7756

- Housing assistance/applicant forms:
<https://www.bchousing.org/housing-assistance>

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

- Mon-Fri 8:30AM-4PM
- Subsidized & affordable housing for low-moderate income families, seniors, adults with disabilities and those in the low wage workforce.

Victoria Native Friendship Centre - 231 Regina Ave; 250-384-3211

- Housing Outreach for Aboriginal youth, singles and families, housing referrals.

Sandy Merriman House - 809 Burdett Ave; 250-480-1408

- Supportive help while searching for housing; accessible to those accessing the shelter

M'akola Housing Societies - #104-550

Goldstream Ave; 250-590-0204

- Affordable housing for Indigenous families
- Application available online: <https://makola.bc.ca/applicants/> (Fill out application prior to accessing services)

Next Steps Cool Aid Supportive & Transitional Housing - 101-749 Pandora Avenue; 250-383-1977

- Mon, Tues, Thurs, Fri: 9AM-4PM
- Affordable housing options & transitional housing for unhoused people

Cool Aid Seniors Housing - 3207 Quadra Street; 250-385-5584

- Affordable supportive housing options for seniors 55+

Salvation Army ARC - 525 Johnson St; 250-384-3396

- Transitional housing for male-identifying peoples, aged 19 and older.

Island Community Mental Health - 125 Skinner St; 250-389-1211

- Mon-Fri 9AM-4PM
- Supported & independent housing for adults (19+) recovering from mental illness or substance use disorders

Salvation Army Addictions and Rehabilitation Centre – 525 Johnson Street; 250-519-3544

- Safe drug- and alcohol-free environment while working on the barriers such as housing, employment, meal provision, spiritual support

Emergency & Transitional Shelters

Arbutus Shelter (PHS Community Services) – 2915 Douglas St; 250-360-0093

- Open 24/7
- Offers 3 meals daily, co-ed & women's sections (trans-inclusive), accessible to those with mobility needs

Our Place Shelters – 250-388-7112

- Multiple locations; temporary & emergency shelters
- Meals provided, support staff, laundry on site, etc.

Rock Bay Landing - 535 Ellice St; 250-383-1951

- Every Day: 12PM-3:30PM & 9PM-12AM
- Shelter beds & transitional housing
- Meals, computer access, showers, laundry, counselling services

Sandy Merriman House - 809 Burdett Ave; 250-480-1408

- Emergency shelter for unhoused female-identifying, gender-fluid, and non-binary people.
- Guests receive shelter, meals, laundry, showers, referrals, advocacy, etc.

Salvation Army Community Residential Facility - 525 Johnson St; 250-384-3396

- Transitional facility for men aged 19-75 who have been released from correctional centers, and re-entering the community.
- Meals, counselling, life skill support and advice.

Next Steps Transitional Shelter – 2315 Dowler Pl; 250-381-2159

- Financial & life skill support, mentorship, physical and mental health care.
- Call to request intake form. Referral must come from an agency.

Victoria Women's Transition House Society – 100-3060 Cedar Hill Rd; 250-592-2927

- 30-day emergency shelter program for women, non-binary & 2-spirit people, and transitional housing.
- Crisis line (250-385-6611), counselling & support services

Computer and Phone Use

Connections Place – 103-1803 Douglas St; 250-483-3748

- For members, dependent on computer/phone availability

Our Place Computer Room – 919 Pandora Ave; 250-388-7112

- Weekdays: 8:30AM – 6:00PM
- Weekends: 5:00AM – 9:00PM

Downtown Outreach Services – Pacifica Housing – 826 Cormorant St; 250-220-8064

- Monday, Tuesday, Thursday, Friday 8:30am – 4:30pm

Downtown Community Centre – 755 Pandora Ave; 250-383-0076

- Weekdays 9:00AM-4PM
- 2:00PM

REES Support Services – 465 Swift St; 250-595-8619

- Weekdays 9:00AM - 3:30PM
- Fax, computer use, phone use

Rock Bay Computer Room – 535 Ellice St; 250-383-1951

- Open daily, with staff supervision
- Only available to those who are using the

Victoria Public Libraries – Multiple Locations; 250-940-4875

Quadra Village Community Centre – 901 Kings Rd; 250-388-7696

Internet/Wifi/Fax/Print/Phone/Scans/Computer Use: Mon – Thurs 9:00AM-4PM, Friday 9:00AM –

Bay Centre Lower Floor – 25¢ phone calls

Victoria Disability Resource Centre – 817A Fort St; 250-595-0044 (Wifi & Computer Use)

- Mon-Thurs: 9AM-4PM
- Fri: 9AM-2PM

Work BC Employment Services –

201-1483 Douglas St; 250-388-0858

201-3962 Borden St; 250-479-9675

- Registration required (online or by phone); intended for job search activities
- Mon, Tues, Fri: 8:30AM-4:30PM
- Weds: 8:30AM-6PM
- Thurs: 8:30AM-3PM

Safe Storage Services

Our Place – 919 Pandora Ave; 250-388-7112

- Subject to availability
- The space can accommodate rolling suitcases, shopping carts, etc.

Salvation Army ARC – 525 Johnson St; 250-384-3396

- Safe ID storage

ID Replacement

Office of Grace Lore, MLA – 1084 Fort St; 250-952-4211

Service Canada – 1150 Douglas St, 4th Floor Bay Centre; 1-800-567-6868

- Mon-Fri: 8:30AM-4PM
- For proof of SIN, ID will be required.
canada.ca/en/employment-social-development/services/sin/before-applying.html

Community Social Planning Council – 216-852 Fort St; 250-383-6166

- Weekly drop-in: hours and location vary

Warming/Cooling Centres

Community Centers (for respite from sun/cold):

- Burnside Gorge, 471 Cecilia Rd.
- James Bay, 140 Oswego St.
- Quadra Village, 901 Kings Rd.
- Oaklands, 1-2827 Belmont Ave.
- Fairfield Gonzales, 1330 Fairfield Rd.
- Victoria West, 521 Craigflower Rd.
- Fernwood, 1240 Gladstone Ave.

Greater Victoria Public Library (for respite from sun/cold):

- www.gvpl.ca/branches-hours
- All 12 locations library branches welcome people during business hours

Cook Street Village Community Centre – 380 Cook St; 250-384-6542

- Daytime hours: 10AM-7PM
- Overnight hours: 9PM-8AM
- Warming center opens based on weather conditions; call to confirm availability

Salvation Army Victoria ARC – 525 Fort St; 250-384-3396

- Warming center opens based on weather conditions; call to confirm availability

Royal Athletic Park – 1014 Caledonia Ave

- Misting stations available during summer:
- Weds-Fri: 5-8PM
- Sat & Sun: 10AM-8PM

Youth

HOUSING AND SHELTER

Out of the Rain Youth Shelter – 250-415-3856

- Shelter location changes; check website or call for current address
- Open from Oct 15-Apr 15
- Youth 15-25, 9PM-8AM, Pets allowed (refer to schedule to confirm)

Kiwanis Emergency Shelter - 2117 Vancouver St; 250-386-8282

- Open 24/7
- Available to youth 13-18
- Counsellors, meals, laundry & hygiene supplies. Youth & family mediation available

Threshold Housing Society – 1524 Fort Street; 250-383-8830

- www.thresholdhousing.ca
- Open 24/7
- Youths 15-24; offers support, connection to resources, Supportive Substance Use Program

SUPPORT

Foundry Victoria Youth Clinic (HEALTH) – 564 Yates Street

- *Outreach:* 250-818-6361 / *Clinic:* 250 383-3552
- Mon–Fri 9:30AM-4:30PM (closed 12:30-1:30 for lunch)
- Walk-in primary health care, sexual health, mental health and substance use, counselling support/ care, lab and outreach services. Youth 12-24
- No Care Card needed.

Victoria Youth Empowerment Society – 533 Yates St; 250-383-3514

- Youth 13-19
- Daytime Drop-in: 9:00am – 5:00pm
- Showers, laundry, clothing and internet. Access to youth detox, family support services, outreach team, youth food pantry, life skills and independent living program.
- Alliance Club:
 - Drop-in Monday – Thursday 9:30AM-5:30PM with meals served
 - Friday 9:30AM – 2PM

Burnside Gorge Community Association – 471 Cecelia Rd

- Family services: 250-388-5251
- Youth self-sufficiency program, outreach program

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 – Multiple Locations; 250-384-9133

- Monday – Thursday 8:30AM – 4:30PM
- Friday 8:30AM – 1:00PM
- Weekly groups, cooking group, residential treatment for substance use and youth justice

Victoria Native Friendship Centre – 231 Regina Ave; 250-384-3211

- Youth support workers, youth addictions and family counsellors available

Saanich Neighbourhood Place - 3100 Tillicum Road; 250-360-1148

- Monday - Thursday 8:45am - 1:00pm & Friday 8:45am - 12:00pm
- Please contact if you need to make an appointment outside of reception hours.

- admin@snplace.org

Pacific Centre Family Services Association – 326 Goldstream Ave; 1-866-478-8357

- Intake & Referrals: 250-940-4373
- Youth email & in-person counselling, referral services, outreach services
- pacificcentre@pcfsa.org

Discovery Youth & Family Services - 530 Fraser Street 2nd floor; 250-519-5313

- Substance abuse youth (13-19) & family counselling (free) - self-referral

Online Resources

- www.youthspace.ca - youth under 30 may access for online emotional support
- <https://www2.gov.bc.ca/gov/content/health/managing-your-health/mental-health-substance-use/child-teen-mental-health>

- <https://www.heretohelp.bc.ca/resource-library>

Island Health: Referrals to Youth & Family Substance Use Services

<https://www.islandhealth.ca/our-services/youth-family-substance-use-services/access-referrals-youth-family-substance-use-services>

Foundry Virtual:

<https://foundrybc.ca/virtual/>

- Chat, voice or video calls for young people 12 to 24
- Counselling, peer support, family support, groups and workshops

Kids Help Phone:

- 1-800-668-6868 or text TALK to 686868
- 24 Hours / 7 Days a week

Indigenous Services

Victoria Native Friendship Centre, CEER Program (Career, Employment & Education Resources) - 231 Regina Ave; 250-384-3211

- Dedicated to improving the quality of life for the Indigenous people in the Greater Victoria area
- Programs include (but not limited to): cultural workshops, community learning, family & parent support, food hampers, educational workshops
- reception@vnfc.ca if unavailable via phone
- Wellness clinic: herbal medicine, acupuncture, community massage, and foot care.
- Youth support workers, youth addictions and youth and family counselors available
 - Young Warriors Program (6 weeks); ages 7-12 – Followed by 6-week Connections Program

Hulitan Social Services Society – 31 Station Ave; 250-384-9466

- Weekdays: 9AM-5PM
- Counselling for Indigenous children and families, programs for youth mental health, families, intergenerational healing,
- Free, self-referral.

Métis Nation of Greater Victoria – 231 Regina Ave; 250-380-6070

- Weds & Friday: 9AM-1PM

Surrounded by Cedar – 211-1497 Admirals Rd; 250-383-2990

- Indigenous youth and family services

M'akola Housing Societies – #104-550 Goldstream Ave; 250-384-1423

- Affordable Indigenous family housing

Our Place Aboriginal Housing Support Worker – 919 Pandora Ave; 250-208-5872 (Cell phone)

- 8:30AM to 4:30PM

Oasis Society – 1814 Vancouver Street; 250-361-0036

- Supports Indigenous men and women who face a variety of challenges including addictions, mental health, homelessness, and other multi-generational impacts of colonization

Aboriginal Coalition to End Homelessness (ACEH Society) – 101-736 Broughton St; 778-432-2234

- Mon-Fri: 9AM-4PM
- Culturally supportive housing & services, decolonized harm reduction, youth program, cultural mentorship, Indigenous Justice program

Online Resources

British Columbia's Indigenous Small Business Resources:

- https://www2.gov.bc.ca/assets/gov/employment-business-and-economic-development/business-management/small-business/indigenous_sb_resource_handout.pdf

Métis Nation British Columbia website:

- <https://www.mnbc.ca>

First Nations Health Authority:

- <https://www.fnha.ca>

BC Association of Aboriginal Friendship Centers:

- <https://bcaafc.com>

Government of Canada Indigenous Health Directory:

- <https://www.sac-isc.gc.ca/eng/1569861171996/1569861324236>

BCANDS – British Columbia Aboriginal Network on Disability Society:

- <http://www.bcands.bc.ca>

National Indian Residential School Crisis Line: 1-866-925-4419

- Supports former Residential School students
- Provides emotional and crisis services 24 Hours / 7 days a week: toll-free

KUU-US Crisis Services

- Mental health and crisis support Indigenous people in BC
- Adult/Elder: 250-723-4050
- Child/Youth: 250-723-2040

Disability Community Inclusion

THRIVE – 1307 Hillside Ave; 250-213-7701

- Mon-Fri: 8:30AM-4:30PM
- For people with developmental disabilities aged 19+
- Day programs based on level of independence/support needs
- Referral required from Community Living BC Facilitator; call directly for more information

BeConnected Support Services – 240-4243 Glanford Ave; 250-727-3891

- Mon – Thurs: 9AM-5PM
- Fri: 10AM-4PM
- Offers residential, community inclusion, school replacement & contracted support services to children, youth, adults and families

The Learning Curve Society – 5-774 Bay St; 250-370-9513

- Programs for children & youth: academic skills, reading & writing, online reading program, emotional social development
- Parent support group, educational workshops & events

Community Options – 1595 Bay St; 250-380-6363

- Mon-Fri: 10AM-4PM
- Family support, respite, community inclusion, leisure services, etc.

Community Living BC – 29 Helmcken Rd; 778-433-2023

- Mon-Fri: 8:30AM-4:30PM
- Flexible programs for children, youth, adults & with disabilities, including recreational activities in the community, volunteering, and skill development.

Sooke Family Resource Centre – 345 Wale Rd; 250-952-4203

- Person-centred support services for adults, incl. community inclusion, weekly drop-in & social networking
 - Mon-Fri: 8:30AM-5:30PM
- Empowering personal wellness adult activity club (arts & crafts, beach & park outings, day trips, skill workshops)
 - Weds & Thurs: 11:30AM-3:30PM

Lifetime Networks – 2553 Quadra St; 778-433-2023

- Mon-Fri: 9AM-4PM
- Various programs for adults with disabilities, depending on goals, interests, and support needs.

Individual Pursuits – 408 Craigflower Rd; 250-480-815

- Mon-Fri: 9AM-4PM
- Facility-based programs, home-based programs, specialised residential care

OneAbility – oneabilityvictoria@gmail.com

- Athletic & recreational opportunities for people across the age & disability spectrum

Disability Support Services (Housing, Employment, etc.)

Victoria Disability Resource Centre – 817A Fort St; 250-595-0044

- Mon-Fri: 9AM-4PM
- Advocacy, employment/housing/legal/financial/health support, disability income assistance, disability benefits support, parking permits, etc.
- Peer support programs, peer training certificate program, peer outreach

Ministry of Children & Family Development – 2814 Nanaimo St; 250-953-3711

- Mon – Fri: 8:30-4PM
- Connects people to a variety of services for children & youth with support needs & their families strategies course, etc.

Community Roots Support Services - 132-328 Wale Road; 236-508-8001

- Home share services, connection to a 1-1 support worker, independent housing support, employment program.

Community Living BC – 29 Helmcken Rd; 250-952-4203

- Mon-Fri: 8:30AM-4:30PM
- Large range of support services for children, youth, adults & families with disabilities, including housing, employment, accessing services, etc.

Welcome Home – 345 Wale Rd; 778-433-2023

- Mon-Fri: 8:30AM-5:30PM
- Connection to home sharing arrangements (budgeting, developing daily skills, accessing public transport, independent decision-making, etc.)

Integra Support Services – 303-830 Shamrock St; 250-721-5584

- Mon-Fri: 8:30AM-4:30PM
- Assistance with home sharing & housing, staffed living, child & youth services.
- Community inclusion programs at 2 different locations

Garth Homer – 813 Darwin Ave; 250-475-2270

- Supported housing, volunteer & employment programs, community inclusion programs.

Easter Seals Access2 Card

- Holders of the Access2 card receive discounts for their Support Worker at participating venues
- Cost: 20-30\$ for a 3 or 5-year card
- Apply online: <https://access2card.ca/get-your-card/>

Newcomer and Refugee

(VIRCS) Victoria Immigrant and Refugee Centre Society – 1004 North Park St; 250-361-9433

- <http://www.vircs.bc.ca>
- Offers a variety of services ranging from community support for new VI residents, refugee support services, employment services, trauma-informed childcare centre, workshops, food supplies, etc.

(ICA) Inter-Cultural Association of Greater Victoria – 808 Douglas Street; 250-388-4728

- Services for immigrant and refugee newcomers
- Settlement and integration services, translation and interpretation, English classes, mentoring, employment and volunteer services, peer support.

(VICCIR) Vancouver Island Counselling Centre for Immigrants and Refugees – 850 Blanshard Street; 778-404-1777

- Mental Health counselling
- Email info@viccir.org or call to inquire

Online Resources

BC Newcomers Guide to Resources and Services (2017):

<https://www.welcomebc.ca/getmedia/74e159ee-883f-438f-b00a-27fa577ff63c/BC-Newcomers-Guide-English.aspx>

Island Health Website

- <https://www.islandhealth.ca/learn-about-health/trauma-informed-care/refugee-care>
- Health Insurance information, communication assistance, resource acquisition, sponsors, etc.

BC Refugee Hub

- <https://bcrefugeehub.ca/category/resource-centre/region/vancouver-island/>
- Online resource hub to assist and empower both individuals and organizations in the refugee resettlement process

Immigrant Services Society of BC

- <https://issbc.org/>
- Settlement, employment, English language support

LGBTQ2S+

Victoria Pride Society

<https://victoriapridesociety.org/> /

<https://victoriapridesociety.org/resources/#organizations>

Island Sexual Health - 101-3960 Quadra Street

<https://www.islandsexualhealth.org>

Victoria Health Unit - 1947 Cook St; (250) 388-2200

islandhealth.ca

- Weekdays 8:30am – 4:30pm (closed weekends)
- **AVI Health & Community Services** - 3rd Floor - Access Health Centre
713 Johnson St; 250-384-2366
<http://avi.org>
- Office: Weekdays 10:00am – 3:00pm
 - Harm reduction supplies available during these hours
 - Mobile harm reduction services: 12:00pm – 4:00pm
Wednesday-Friday: 250-896-2849
- More information available by Toll Free/Infoline: 1-800-665-2437
or Email: info@avi.org

Victoria Sexual Assault Centre

<https://vsac.ca/counselling/>

- Victoria Sexual Assault Centre's Service Access Line: [250-383-3232](tel:250-383-3232); Email: access@vsac.ca
- Weekdays 9:30am - 4:30pm

LGBTQ2S+ Online Resources

HealthLink BC: Sexual Orientation

- <https://www.healthlinkbc.ca/health-topics/abj9152>

Trans Care BC

- <http://www.phsa.ca/transcarebc/>
Vancouver Island Crisis Line (24-Hours): [1-888-494-3888](tel:1-888-494-3888)

QMUNITY

- <https://qmunity.ca>

Vancouver Coastal Health – PRISM

- http://www.vch.ca/Locations-Services/result?res_id=184

LGBTQ2S+

<https://www.sogieducation.org/all-educators#COVID-19-response>

Family

Quadra Village Community Centre – 901 Kings Rd; 250-388-7696

- Family outreach program, support groups, cooking on a budget, mental health help for mothers
- Monday – Thursday 9:00AM – 4:00PM
- Friday 9:00AM – 2:00PM

Family Services of Greater Victoria – 1004 North Park; 250-386-4331

- Mon-Fri: 8:30AM – 4:00PM
- Mediation for couples, facilitated parent-child connections, counselling/therapy services, etc.

Umbrella Society Parents Group – 2675 Bridge St; 250-380-0595

- Call to sign up for membership; closed group.
- Membership for parent with substance use disorder.

Her Way Home – 211-547 Michigan St; 250-519-3681

- For pregnant and early parenting women (baby under 6 months) impacted by substance use.

1Up Victoria Single Parent Resource Centre – 4460 W Saanich Rd; 250-385-1114

- Monday: 10AM-2PM
- Tues & Thurs: 9:30AM-3PM
- Weds: 11AM-2PM
- Counselling, clothing/goods, parenting classes, mentorship program, seasonal supports
- Children’s shelter program (for kids who witness abuse)

Victoria Women’s Transition House – 3060 Cedar Hill Rd #100

- 9AM– 5PM
- 24/7 Crisis Line: 250- 385-6611
- General: 250-592-2927
- For self-identified women fleeing partner violence.
- Counselling, shelter, homelessness prevention program

Mental Health Recovery Partners – 941 Kings Rd; 250-384-4225

- Mon – Fri 9AM – 4PM
- Family support groups, family counselling, educational programs

Mustard Seed Family Centre – 625 Queens Ave; 250-953-1575

- Christmas hampers & school supplies for youth aged 5-18

The Cridge Centre for the Family – 1307 Hillside Ave Line; 250-384 8058

- Weekdays: 8:30AM-5PM
- Weekends: 8AM-4:30PM

- Young parent outreach, respite, childcare services

Burnside Gorge Community Association – 471 Cecelia Rd; 250-388-5251

- Weekdays 8:30AM-5PM
- Parenting & family programs, homeless family outreach, etc.

Greater Victoria Housing Society – 2326 Government St; 250-384-3434

- Mon-Thurs: 8:30AM – 4PM
- Fri: 8:30AM-12PM
- Housing for low- to moderate-income families, seniors, adults with disabilities and those in the low wage workforce

Victoria Native Friendship Centre – 231 Regina Ave; 250-384-3211

- Weekdays: 8:30AM-4PM
- Family social workers & support workers, outreach program, legal help

Surrounded by Cedar – 211-1497 Admirals Rd; 250-383-2990

- Toll-free: 1-855-383-2990 Indigenous Youth and Family Services
- Caregiver support, youth support services, counselling, guardianship program

Seniors

Seniors Serving Seniors – 602-620 View Street; 250-413-3211

- Weekdays: 9AM-4PM
- Seniors peer counselling, social support, etc.
- Free (Volunteer non-professional support for grief and loss active listening)
- Senior services directory, referral services

James Bay New Horizons - 234 Menzies Street; 250-386-3035

- <http://www.jamesbaynewhorizons.ca>
- Rentals and Senior Reassurance: 250-386-4432
- Meal delivery, health equipment loans
- Weekdays 9AM– 4PM

Quadra Village Community Centre – 901 Kings Road; 250-388-7696

- Senior entitlement service (support and referral services): Mon, Weds, Thurs: 9AM-3PM

Silver Threads

- Social & fitness activities/classes, education groups, outreach program, food services
- **Saanich** - 286 Hampton Rd; 250-382-3151
 - Weekdays: 9AM-3:30PM
- **Victoria** – 1911 Quadra St; 250-388-4268
 - Weekdays: 9AM-3:30PM

Island Deaf & Hard of Hearing Centre – 301-3960 Quadra St; 250-592-8144

- Employment, communication & hearing health services for deaf and hard of hearing seniors and adults

Haircuts

- Our Place** - 919 Pandora Ave; 250-385-2454
- Hours vary, please call to inquire beforehand
- Mustard Seed** - 625 Queens Ave; 250-953-1575
- Every Tuesday; 9AM-3PM
- Community Salons** – 1129 Meares St; 250-415-3382
- Monday: 11AM-5PM
 - Tues: 12PM-6PM
 - Weds & Thurs: 9AM-8PM
 - Fri: 9AM-3PM

Foot Care

- Mustard Seed** – 625 Queens Ave; 250-953-1575
- Every Thursday; 9AM-3PM
- Our Place** – 919 Pandora Ave; 250-388-7112
- Hours vary, please call to inquire beforehand
- Victoria Native Friendship Centre** – 231 Regina Ave
- Once a month, by appointment: email
scott.i@vnfc.ca or isobel.d@vnfc.ca to sign up
- Cool Aid Health Clinic**

Clothing and Household Items

- Mustard Seed (Clothing Boutique)** – 625 Queens Ave; 250-953-1575
- Currently closed, but re-opening soon. Call to confirm.
- Quadra Village Community Centre** – 901 Kings Rd; 250-388-7696
- Monday-Thursday 9:00AM– 3:30PM
 - Friday 9:00AM - 1:30PM
- Our Place** – 919 Pandora Ave; 250-388-7112
- Drop-in hours: 8:30AM– 6:30PM

- Victoria Women in Need Community Centre** -
– 100-3060 Cedar Hill Rd; 250-592-2927
- New Start program (for female-identifying people who are leaving crisis situations)
- St Vincent de Paul SCO** – 833 Yates St; 250-382-0712
- Mon/Weds/Thurs/Fri: 12PM-3:45PM
 - Tues: 2:00PM-5:45PM
 - Clothing & vouchers for Thrift Stores available

Free Showers

- Anawim House** – 973 Caledonia Ave; 250-382-0283
- Mon, Tues, Thurs, Fri: 9:30AM-4:15PM
 - 19+ only
- Our Place** – 919 Pandora Ave; 250-388-7112
- 8:30AM– 6:30PM

Free Laundry

- Rock Bay Landing** – 535 Ellice St; 250-383-1951
- Open during the day
 - Laundry available to those using the shelter or transitional housing
- Anawim House** – 973 Caledonia Ave; 250-382-0283
- First come first serve
 - Mon, Tues, Thurs, Fri: 9:30AM-2:30PM
- Our Place** - 919 Pandora Ave; 250-388-7112
- Drop-in hours: 8:30AM– 6:30PM

Pet Care

- Our Place** - 919 Pandora Ave; 250-388-7112
- Please call to inquire for available services.
- Pet Food:
Pet food occasionally available at food banks, inquire often for updates
- Salvation Army** - 2695 Quadra St; Call 250-727-3853
- Pet food available, please call to inquire
- Low-income Spay/Neuter programs:
- Victoria Cat Rescue Corps** - 250-656-1100
- Contact info@gvacrescue.com to inquire about availability of services
- Greater Victoria Animal Crusaders**
- Contact gvanimalcrusaders@gmail.com to inquire about availability of services
- BC SPCA Victoria Branch** – 3150 Napier Lane; 250-388-7722
- Call to inquire about availability of services

Health Care

Island Deaf & Hard of Hearing Centre – 301-3960 Quadra St; 250-592-8144

- Weekdays: 8:30AM-4:30PM
- Employment & hearing health services for deaf and hard of hearing (seniors and adults)

Health Care on Yates – 1139 Yates St; 250-940-6760

- Walk-in appointments or book appointments by phone
- Monday-Thursday: 8:30AM – 8:00PM
- Friday: 8:30AM-4:30PM
- Saturday 9:00AM – 12:00PM

Burnside Walk-In Clinic – 101 Burnside Rd; 250-381-4353

- Monday – Friday: 7:30AM – 4PM
- Primary Care, Family Practice, Dermatology

Downtown Victoria Urgent & Primary Care Clinic – 1107 Pandora Ave; 1-833-688-8722

- Every day: 8:30AM-8PM

Victoria Health Clinic – 1947 Cook St; 250-388-2200

- Monday – Friday: 8:30AM-4:30PM
- Speech and hearing clinic, STI and communicable diseases clinic, community health services, medical outreach services
- Free STI testing services

Cool Aid Mobile Health Clinic – 713 Johnson St; 250-385-1466

- See Cool Aid website for hours and clinic location schedules: <https://www.coolaid.org/community-health-centre/>

Cool Aid Community Health Centre Primary Health Care – 713 Johnson St; 250-385-1466

- Primary health care clinic & pharmacy:
 - Mon-Tues: 9AM-6PM
 - Weds-Thurs: 9AM-8PM
 - Fri: 9AM-3PM
 - Sat: 10AM-2PM

Our Place – 919 Pandora Ave; 250-388-7112

- St. John Ambulance: Tues 10am-12 wound care, blood pressure, sugar monitoring
- Mobile Health Unit: Wed 1-3pm
- Volunteer, Doctors, Nurses & Wellness Practitioners schedules vary; check online weekly calendar of service

Victoria Native Friendship Centre – 231 Regina Ave; 250-384-1586

- Health support workers: Mon-Fri 8:30AM-4:30PM
- Community massage: Thursdays 10AM-1PM
- Acupuncture: Mondays 8:45AM-2:15PM
- Primary Care Clinic: Mon-Fri 9AM-4PM
 - Waitlist required, must be Indigenous

Dental Care

Cool Aid Dental Clinic - 713 Johnson St; 250-383-5957

- Lottery system: first come, first serve (recommended to arrive at 8:30AM)
- Monday – Thursday: 9:00AM– 4:00PM
- Friday: 9:00AM– 3:00PM

Telehealth

HealthLink BC (Call 8-1-1)

- Every day: 9AM-11PM
- Registered nurses and physicians offer health information & advice (video consult)

Telus Health (by phone app or on computer)

- 24/7; check availability
- Doctors, referral services, mental health professionals

Police Interactions

Victoria Legal Aid:

- Police powers: know your rights in Victoria: <https://www.legalaid.vic.gov.au/find-legal-answers/free-publications-and-resources/police-powers-your-rights-in-victoria>
 - https://www.legalaid.vic.gov.au/sites/www.legalaid.vic.gov.au/files/vla-resource-police-powers_0.pdf
- <https://www.legalaid.vic.gov.au/sites/www.legalaid.vic.gov.au/files/vla-resource-your-day-in-court.pdf> - "Your Day in Court"

Victoria Police Department: Protect yourself page, fraud resources etc.

- <https://vicpd.ca/working-together/protect-yourself/>

Canadian Civil Liberties Association: Know Your Rights

- <https://ccla.org/cclanewsites/wp-content/uploads/2015/02/Know-Your-Rights-Booklet.pdf>

BC Mental Health Act Rights

For a concise overview of your rights under the BC Mental Health Act, we recommend reading the document below:

<https://www.bcmmentalhealthrights.ca/wp-content/uploads/2018/05/MHARA-pamphlet-2018.pdf>

Other useful links:

BC Mental Health Act Rights

<https://www.bcmmentalhealthrights.ca>

Mental Health Act in Plain Language

https://www2.gov.bc.ca/assets/gov/health/about-bc-s-health-care-system/health-care-partners/colleges-board-and-commissions/mental-health-review-board/mha_plain.pdf

In depth explanation of your rights under Mental Health Act

<https://www.heretohelp.bc.ca/infosheet/your-rights-under-bcs-mental-health-act>

Fraser Health Authority 'Frequently asked questions' regarding the Mental Health Act

<https://www.fraserhealth.ca/health-topics-a-to-z/mental-health-and-substance-use/mental-health-act#.YBha4C3r1pQ>

Videos:

Your Rights under BC's Mental Health Act

<https://youtu.be/pj4xp5x0PhQ>



Tenancy Rights

TAPS (Together Against Poverty Society) - 250-361-3521

- Income Assistance, Disability, Tenancy & Employment Advocacy

• <https://www.tapsbc.ca>

City of Victoria: Information for Tenants

- <https://www.victoria.ca/community-culture/housing/resources-renters#:~:text=In%20addition%2C%20the%20City's%20Tenant,ca%20to%20get%20in%20touch.>
- Tenant Assistance Policy: <https://www.victoria.ca/community-culture/housing/resources-renters/tenant-assistance-policy>

Tenant Resource & Advisory Centre:

- Free legal education & advocacy for BC tenants: <https://tenants.bc.ca>
- Tenant Survival guide: <https://tenants.bc.ca/resources/tenant-survival-guide>

Province of British Columbia:

- Renting in BC: https://renters.gov.bc.ca/?utm_campaign=20190627_GCPE_AM_REN_3_ADW_BCGOV_EN_BC_TEXT
- Housing & Tenancy: <https://www2.gov.bc.ca/gov/content/housing-tenancy>
- <https://www2.gov.bc.ca/gov/content/housing-tenancy/residential-tenancies>

Landlord BC:

- <https://landlordbc.ca>

Renting it Right:

- <https://www.rentingitright.ca>

Legal Support

Law Centre – 225-850 Burdett Ave; 250-385-1221

- Weekdays 9:00am – 12:00pm & 1:00pm – 3:30pm
- Free legal advice. Small cases, criminal, civil, and family law

TAPS – 828 View Street; 250-361-3521

- Monday, Tuesday, Thursday, Friday 9:00 AM - 12:00 PM and 1:00 PM – 4 PM.
- Wednesday (Phone only, closed to walk-ins 9:00 AM - 12:00 PM and 1 PM - 4:00 PM.

Justice Access Centre – 225-850 Burdett Ave; 250 356-7012

- Monday, Tuesday, Wednesday, Friday 8:00am – 5:30pm
- Thursday 8:00am – 6:30pm
- Family law issues, counselors, information, mediation, children and spousal support
- Virtual services may be available after 5:30 PM. By appointment only. Call center to confirm.

Salvation Army- Next Steps Resource Centre- 4030

Douglas St; 778-676-1761

- Monday – Friday, 9AM – 3 PM
- Legal services

Office of Grace Lore; MLA – 1084 Fort St; 250-952-4211

- Mon-Thurs: 10AM-4PM
- Commissioner of oath helps with notarizing, case workers help navigate ICBC, WorkSafeBC, & other provincial organizations

FREE LEGAL CLINICS:

Quadra Village Community Centre – 901 Kings Rd; 250-388-7696

- Thursday 2:00pm – 3:00pm: 15 min/drop-in Income Assistance worker
- Wednesday 1:00 – 4:00pm

Burnside Gorge Community Centre – 901 Kings Rd; 250-388-5251

- Tuesdays, 2-3PM – call to make an appointment
- Free 15-min legal advice phone call

Employment Support

Connections Place – #103 - 1803 Douglas St. ; 250-483-3748

- For members on a sign up or drop-in basis. Help with resume and cover letter writing as well as job search

Bridges for Women - #219 - 645 Fort Street ; 250-385-7410

- For women who have experienced trauma or abuse
- Monday – Thursday, 9:30 AM – 4:30 PM

REES – Community Casual Labour Pool - 465 Swift St; 250-388-9296

- Mon-Fri 9-3:30pm, Closed Tues 12-1pm

John Howard Society – #100 – 637 Bay St; 250-386-3428

- Mon-Fri 8:30-4:00pm
- Employment, housing, mentorship, restorative justice assistance to provincially and federally released inmate adults & youth

Trades Labour Corporation - 2028 Douglas St; 250-386-0024

- Show up at 6:00 AM daily for work.
- Apply day before in person, bring your ID.

Rhino Labour - 110 2950 Douglas St; 250-381-0202

- Show up Mon-Fri 5:30-6am, Sat 6:30am
- Bring photo ID, steel toed boots, proof of SIN number. Fill out application day before

Victoria Native Friendship Centre, CEER Program (Career, employment and education resources) - 231 Regina Ave; 250-384-3211

- Mon- Fri 8:30 AM – 4:30 PM

Victoria Literacy Connection – A10 – 830 Pembroke St. ; 250-382-0014

- Mon-Thur 10:00 AM – 4:00 PM
- Book appointment for access to child, youth & adult programs

Labour Unlimited - 1732 Douglas St; 250-386-8100

- Show up at or before 6AM

Work BC Employment Services Centre - GT Hiring Solutions - 201-1483 Douglas St; 250-388-0858

and 102-415 Gorge Rd East 250-388-5627

- Mon-Wed 8:30-5pm
- Thurs: 8:30AM-3PM / Fri: 8:30AM-4:30PM

Salvation Army- Next Steps Resource Centre – 4030

Douglas St; 778-676- 1761

- Mon-Fri 9 AM – 3 PM
- Life skills & job training

Island Deaf & Hard of Hearing Centre – 301 – 3960

Quadra St; 250-592-8144

- Mon-Fri 9:30 AM – 4:30 PM
- Employment & hearing aids services for deaf and hard of hearing seniors and adults

Victoria Disability Resource Centre - 817A Fort St; 250-595-0044

- Mon-Thurs 9 AM – 4 PM / Friday 9 AM – 2 PM

Volunteer Victoria – 602- 620 View St; 250-386-2269

- Mon-Fri 9:00 AM - 4:00 PM
- For volunteer work call for appointment

March of Dimes Canada - 721 Kings Road; 250-590-3805

- Mon - Fri 8:30 AM – 4 PM
- For persons living with disabilities in Victoria and Saanich

Counselling

Victoria Sexual Assault Centre - 201-3060 Cedar Hill Rd; 250-383-3232

- Mon-Fri 9-5pm (Closed all stat holidays)
- Supporting women and Trans survivors of sexual assault and childhood sexual abuse, through advocacy, counselling, and empowerment.

Peers - 1-744 Fairview Rd; 250-388-5325; Night outreach; 250 744 0171

- 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 – 301- 3491 Saanich Road; 250-381-6367

- Mon - Fri 9:00 AM- 3 PM
- For anyone who identifies as masculine and has experienced childhood or adult trauma. Victim Services, counselling and educational outreach.

(SOLID) Society of Living Illicit Drug Users – 1056 North Park St.; 250-298-9497

- Peer Support office hours: Mon-Fri 3pm
- Support groups, referrals and information.

Island Community Mental Health - 125 Skinner St; 250-389-1211

- Mon-Fri 9am-4pm
- Community services for individuals recovering from mental illness

Daily Dose Society - 820 Cormorant St; 250-800-0569

- Mon – Th 9:30 – 4 PM; Friday 9:30 AM – 3 PM; Sat 10 AM – 3 PM; Sun 12 PM – 3:30 PM
- Wheels for Recovery Program: 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.

1Up - Victoria Single Parent Resource Centre – 4460 West Saanich Road; 250-385-1114

- Mon – Th 9:30 AM – 4:00 PM
- Counselling, self-awareness, parenting time management, boundaries, anatomy of anger, and mentoring for single parents
- Up to 10 free sessions / Self-referral

Sandy Merriman House - 809 Burdett Ave; 250-480-1408

- For women at risk/experiencing homelessness, including trans women, gender fluid & non-binary people.
- Counsellor on site once a week, 24/7 support, advocacy and referrals.
- Call / drop in to make an appointment.

Our Place - 919 Pandora Ave; 250-388-7112

- Drop-in counselling program direct line 250-385-2454:

Umbrella Society – 2675 Bridge St.; 250-380-0595

- Call or Text available
- Mon-Fri 8:30-4:30pm
- Supportive Recovery Houses: Foundation House (men), Cooper House (men) & Hudson House (women)

Greater Victoria Police Victim Services - 250-995-7351

- Mon-Fri 9-5pm
- Assist those impacted by crime by offering referrals for counselling

BC Schizophrenia Society - 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.

Family Services of Greater Victoria – 1004 N Park Rd; 250-386-4331

- Sliding scale counselling – 30\$/session if low-income
- Online & in-person counselling for adults, families & youth, other family resources/services

Citizens Counseling - 941 Kings Rd; 250-384-9934

- Mon-Fri 10am-2pm
- Affordable, accessible counselling to adults

Heartwood Counseling – 515-620 View St; 250-419-2366

- Remote online & in-person counselling for students
- Sliding scale (40-80\$ per session)

Vancouver Island Persons Living with HIV/AIDS – 205- 1120 Yates St; 250-382-7927

- Drop-in hours Mon - Thurs 10 AM – 4 PM, Fri 10 AM – 3 PM
- Office hours Mon – Friday 9 AM – 5 PM
- Peer support and treatment information for people living with HIV/AIDS and Hep C

Bridges for Women - # 219 – 645 Fort St. (Victoria); 2830 Aldwyn Rd. (Langford) 250-385-7410

- Mon – Thurs 9: 30 AM – 4:30 PM
- For women (transgender and cisgender), non-binary, and two-spirit people who have experienced trauma or abuse.
- Healing, education and employment programs

South Island Centre for Counselling and Training - 3821 Cedar Hill Cross Rd; 250-472-2851

- Individual, couple, family and child counselling
- Sliding scale; Lowest \$10/session
- Self-referral

Pacific Centre Family Services – 324 Goldstream ave; 250-478-8357

- Counselling & social services for isolated seniors, family violence, outreach & email counselling, substance use counselling

Counselling Cont.

Beacon Community Services - 9860 Third Street; 250-656-0134

- Seniors, Adult, youth, and children counselling
- Youth and family services
- Self-referral (Sliding scale; Lowest \$5/session)

Sooke Family Resource Society – 100-662 Wadams; 250-642-5152

- Individual counselling (25\$/session)
- Couple/Parent/Family counselling (45\$/session)
- Single session same-day walk-in counselling

Free Counselling Society Canada:

- Get connected with free counselling
- Online intake form: <https://www.freecounsellingcanada.ca/>

Esquimalt Neighbourhood House – 511 Constance ave; 250-385-2635

- Free mental health & addictions counselling; support services, family & senior services

Support Groups & Skill Classes

- Virtual peer-led interactive workshop, to build a wellness plan to improve mental wellness & health
- Register online: <https://recoverycollegevr.ca/course/pwr-virtual/>

BCalm- info@bcalm.ca

- Physician referral required
- 8-week group mindfulness classes, full & half-day workshops on mindfulness-based stress management

Mental Health Recovery Partners – South Island – 941 Kings Rd; 250-384-4225

- Weekdays: 9AM-4PM
- Therapeutic photography, hope & recovery group, friends & family support group, peer support, education programs, etc.

CBT Skills Group – <https://cbtskills.ca/>

- Mon-Fri: 8:30AM-4:30PM
- Physician referral required; adults aged 17.5-75 years old
- 8-week Cognitive Behavioural Therapy practical skills/education group

DBT Group for Borderline Personality Disorder

- 24-week Dialectical Behavioural Therapy through South Island Centre for Counselling
- DBT group for teens & caregivers
- Tues: 6:30-8:30PM on Zoom; 30\$/session
- Adults 18+ who meet criteria for Borderline Personality Disorder

Voices & Visions; 778-836-9243

- Peer-led virtual support group that explores living well with voices, visions, & other unique sensory experiences and/or beliefs.
- Open to those with lived experience & their supporters
- Register online: <https://recoverycollegevr.ca/course/voices-visions-virtual/>

Online Mental Health Resources

Apps:

- *Meditation/Mindfulness:* Headspace, Calm, Insight Timer, Stop Breathe Think
- *Mental Wellness:* Mindshift CBT, My Possible Self, Mood Tools, Wellness Recovery Action Plan, Wysa, What's Up?, Happify, Drivethru

BounceBack BC: <https://bouncebackbc.ca/>

- Free wellness skill-building program for adults & youth 13+
- Online & over-the-phone coaching, practical tips
- Physician referral required

Here to Help: <https://www.heretohelp.bc.ca/>

- Self-screening tests, information, practical skills, and connection to resources.
- If you are struggling with mental health or supporting someone else.

Antidepressant Skills Workbook (to download/print)

- <https://psychhealthandsafety.org/asw/>

SMART Recovery Group; 778-836-9243

- SMART – self management for addiction recovery; science-based, self-empowered addiction recovery
- Option for women-only group & family/friends
- Registration online: <https://recoverycollegevr.ca/course/smart-recovery-family-friends-virtual/>

Feeling Supported; 778-836-9243

- Virtual interactive 2-hour peer-led workshop to cultivate feelings of compassion & support for yourself & others
- Registration online: <https://recoverycollegevr.ca/course/feeling-supported-virtual/>

Victoria Women's Transition House Society – 100-3060 Cedar Hill Rd; 250-592-2927

- Multiple groups for people 50+: creative wellness, small group counselling, resilience & reflection group, healing through the arts, self-sufficiency through financial education, etc.

Pacific Post-Partum Support Society; 604-255-7999

- Online post-partum anxiety & depression support group
- Call to find out information regarding group scheduling & availability

Chronic Pain Support Group; 778-836-9243

- Space to decrease isolation & foster social support among people living with chronic pain
- Virtual meeting: 1st and 3rd Tuesday each month: 2PM-3:45PM
- Please email info@recoverycollegevr.ca for the group intake form

Talk with your Doctor; 778-836-9243

- Peer-led 1.5-hour virtual support group that empowers patients, explores common challenges with doctor-patient interactions, & teaches techniques.
- Register online: <https://recoverycollegevr.ca/course/talking-with-your-doctor-virtual/>

Online Counselling Services

Counselling BC:

<https://counsellingbc.com/>

BC Covid-19 Mental Health Network:

- Email bccovidtherapists@gmail.com
- Access free, phone-based, short-term support with a counsellor.

Warm Line – www.warmline.ca / 1-888-768-2488

- Every day: 3PM-9PM
- Online anonymous chat

Bounce Back BC:

<https://bouncebackbc.ca/>

- Online, video and phone-based coaching and skills-building

Mindshift CBT:

<https://www.anxietycanada.com/resources/mindshift-cbt/>

- App & website, with CBT education, strategies, etc.

(CIMHS) Centre for Interactive Mental Health Solutions:

<https://cimhs.com/>

- Free online depression therapy program

Substance Use and Harm Reduction Services

The Harbour – 941 Pandora Ave; 250-519-5303

- Every day: 8AM-7PM
- Supervised consumption, counselling, access to harm reduction supplies, intensive case management
- 10 consumption booths, post-use areas, medical help, naloxone kits, education and support

Island Health Sobering & Assessment Centre – 1125

Pembroke Street; 250-213-4441

- Every day: 3PM-12AM
- Substance-use treatment & bed-based recovery treatment & recovery, drug checking services, outpatient & outreach services
- Self-referral by calling RAS

Pandora Clinic – 922 Pandora ave; 250-294-6714

- Mon-Fri: 9AM-4:30PM
- Treatment of opiate addiction

Community Medical Detox – 2334 Trent Street EMP, 5th floor; 250-519-7708

- 24-hour support for withdrawal management
- Daily programming, incl. peer support & group counselling
- Self-referral by contacting Mental Health & Substance use services (250-519-3485)

Victoria Mental Health & Substance Use – 1119 Pembroke St; 250-519-3485

- Mon-Fri: 8:30AM-4PM
- Screening & assessment, single session therapy, Indigenous outreach services, connection to services

HerWayHome - 211-547 Michigan St; 250-519-3681

- Drug & alcohol counselling for pregnant & parenting women

SOLID Outreach Society – 1056 North Park Street; (250) 298-9497

- Every day: 10:30AM-5PM
- Harm reduction supplies, naloxone training, health education, peer support, drug checks & daily groups

Pegasus Recovery – 7-410 Garbally Street; 888-732-6842

- Mon-Fri: 9AM-5PM
- Outpatient treatment, interventions, drug testing & medical monitoring, counselling

Armour Addiction Services – 250-619-9324

- Online counselling, intensive recovery & support groups
- <https://armouraddictionservices.ca/>

Narcotics Anonymous Helpline - 250-383-3553

- 24 Hours / 7 days a week

BC Alcohol and Drug Referral Service - 1-800-663-1441

AA support line - 250-383-7744

- 24 hours / 7 days a week

Salvation Army Addictions Rehabilitation Centre – 525 Johnson St; 250-384-3396

- Open 24hours
- Supportive recovery program, Emergency shelter, transitional housing, food services, spiritual care/chaplaincy

(RAAC) Rapid Access Addiction Clinic – 1119 Pembroke Street; 250-213-4444

- Walk-in, self-referral intake weekdays 9AM – 12AM
- Short-term, individualized service throughout stabilization – withdrawal management, treatment planning, etc.
- Support with opioid and/or alcohol use disorders

Umbrella Society – 901 Kings Rd; 250-380-0595

- Weekdays 8:30AM – 4:30PM
- Outreach services, stabilization and treatment available, drop-in services, counselling, online support group, recovery housing

Westshore AVI Health & Community Services – 713 Johnson St; 250-384-2366

- Harm reduction & safe supply services, overdose prevention site, system navigation assistance, drug checking
- Weekdays: 10AM-9PM / Weekends: 2-9PM

(SURF) Substance Use Rapid Follow Up Team – 250-213-9898

- Every day: 8:30AM-4:30PM
- System navigation & referrals, medical support from Island Health registered nurses, education & harm reduction supplies

Qomqem Coastal Connections – 1-744 Fairview rd; 236-638-2120

- Harm-reduction & health care services to Indigenous peoples who are unhoused, precariously housed, or using substances/alcohol

BC Mental Health and Addiction Info Line - 1-800-663-1441

- 24 Hours/7 days a week

Island Health: Referrals to Mental Health & Substance Use Services – 250-519-3485

- <https://www.islandhealth.ca/our-services/mental-health-substance-use-services/access-referrals-mental-health-substance-use-services>

LifeRing – Multiple Locations; 1-888-920-2095

- Secular support groups:
<https://liferingcanada.org/index.php/f2f-meetings/>

Brain Injury Services

The Cridge Centre for the Family – 1307 Hillside Ave; 250-384-8058

- Mon-Fri: 8:30AM-5PM
- Sat-Sun: 8AM-4:30PM
- Supportive housing, training and employment, mental health/addiction, Alzheimer's/Dementia, intimate partner violence and brain injury services

Victoria Brain Injury Society – C100 - 633 Courtney St; 250-598-9339

- Mon – Thurs: 10AM – 3PM
- Individual/Peer Support, family support, music and art therapy, mindfulness and yoga practise, coping and strategies courses, etc.

Island Health Acquired Brain Injury Program (BIP) – 307A-1450 Hillside Ave; 250-519-5299

- Community Services (Transitional and outreach supports) and Community Residential Services (supported apartments and group living)

Eating Disorder Services

Island Health Eating Disorder Program – 302 2955 Jutland Rd; 250-387-0000

- Mon-Fri: 8:30AM-4:30PM
- Consultation, intake, assessment & treatment, individual, family & group counselling

Victoria Eating Disorder Recovery Peer Support Group – 1952 Bay Street Suite C501; 778-533-3843

- Tuesdays: 6-8:30PM
- Online – on Zoom

Body Peace – <https://www.bodypeacecanada.ca/>

- For Canadians 14+, free online resources, mentoring, peer support groups, workshops, educational materials

Eating Disorder Recovery Coaching

- Sarah Rzemieniak - sarahrzemieniak.com
 - 1-1 virtual coaching services for eating disorders & disordered eating
- Vanessa Levy - howsheheals.ca
 - Recovery coaching & patient advocacy for disordered eating & other 'addictions'

Looking Glass Online Peer Support

<https://www.lookingglassbc.com/programs/online-peer-support-chats/>

- Online peer chat session, 8 live chat sessions per week, facilitated/moderated by staff

Drop-In Programming

City of Victoria LIFE Program Enhancement – 1 Centennial Square; 250-385-5711

- Leisure Involvement for Everyone (LIFE) - Apply for 52 Free Admissions to Drop-In Sessions at any Greater Victoria Recreation Centre
- Online application: <https://www.victoria.ca/parks-recreation/recreation/accessibility-inclusion/life-program>

Grow with ICMHA – 125 Skinner Street; 250-882-1211

- For adults with mental health issues & additional substance use conditions
- Multiple programs; referral from any professional

Our Place – 919 Pandora Avenue; 250-388-7122

- Daily – 8:30AM-6:30PM
- Emergency shelter, meal program, library, community services

Connections Place Society – 3375 Oak St; 250-483-3748

- Mon – Fri: 9AM-4PM
- Employment, social and wellness opportunities in a

Grief Support

Healing Hearts – 1 Centennial Square; 250-385-5711

- Tues: 11AM-5PM / Weds: 11AM-7:30PM/ Thurs: 1-5PM
- Fri: 10AM-4PM
- Peer-facilitated bereavement support group for people who have experienced loss due to substance use

Learning Through Loss – 300-1095 McKenzie ave; 250-882-1211

- Peer support grief programs for youth, short-term grief counselling, get-togethers, workshops, etc.

Victoria Hospice Bereavement Services – 102-4450

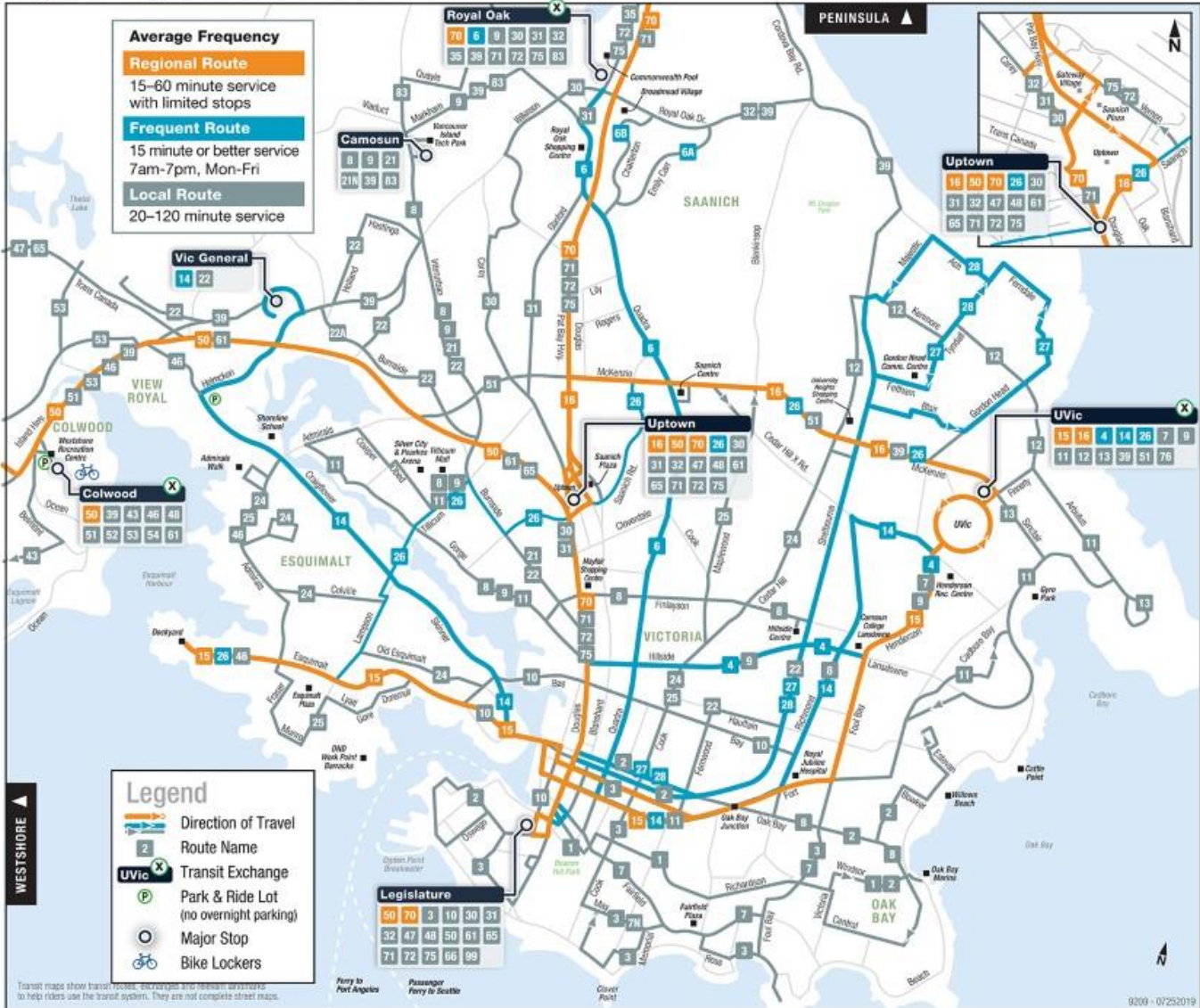
Chatterton Way; 250-519-3040

- Bereavement support groups, workshops, grief-related events, free counselling sessions

Victoria Church of the Nazarene: Grief Share – 4277 Quadra St; 778-676-1762

- Mondays: 1:30-3:30PM
- Self-contained grief support group sessions

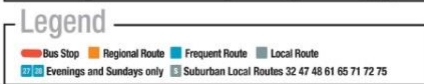
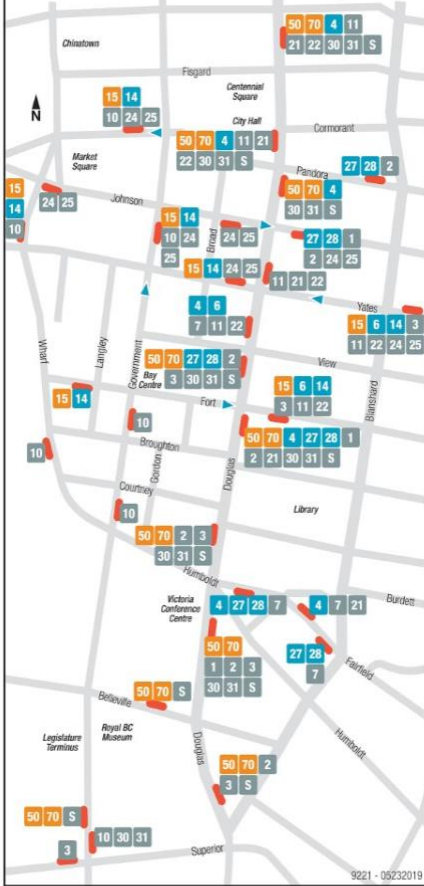
Regional Map of Greater Victoria



Transit Network: Victoria Region

- | | | | |
|----|------------------------------------|----|---|
| 15 | Esquimalt/Uvic | 12 | University Heights/Uvic |
| 16 | Uptown/Uvic | 13 | Ten Mile Point/Uvic |
| 50 | Langford/Downtown | 21 | 21a Interurban/Downtown |
| 70 | Swartz Bay/Downtown | 22 | Vic General/Hillside Centre |
| 4 | Uvic/Downtown | 24 | Cedar Hill/Admirals Walk |
| 6 | Royal Oak Exch/Downtown | 25 | Maplewood/Admirals Walk |
| 14 | Vic General/Uvic | 30 | 31 Royal Oak Exch/Downtown |
| 26 | Dockyard/Uvic | 32 | Cordova Bay/Royal Oak Exch |
| 27 | 28 Gordon Head/Majestic/Downtown | 35 | Ridge |
| 1 | South Oak Bay/Downtown | 39 | Westhills Exch/Interurban/Royal Oak Exch/Uvic |
| 2 | James Bay/South Oak Bay/Willows | 47 | Goldstream Meadows/Downtown |
| 3 | James Bay/Royal Jubilee | 48 | Happy Valley/Downtown |
| 7 | 7a Uvic/Downtown | 61 | Sooke/Langford Exch |
| 8 | Interurban/Tillicum Centre/Oak Bay | 65 | Sooke/Downtown |
| 9 | Royal Oak Exch/Uvic | 71 | Swartz Bay/Downtown |
| 10 | James Bay/Royal Jubilee | 72 | Swartz Bay/Downtown |
| 11 | Tillicum Centre/Uvic | 75 | Saanichton Exch/Royal Oak Exch/Downtown |

Downtown Victoria Bus Stops



Regional Map of Saanich Peninsula

