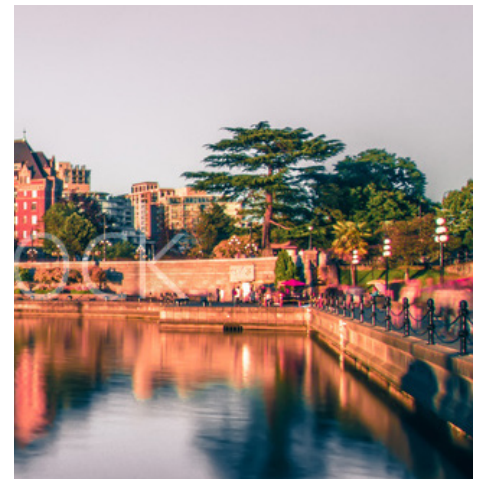


NEXT STEPS TO EMPLOYMENT DIRECTORY OF SERVICES

2020 | VICTORIA REGION



OURPLACE DIRECTORY SERVICES

CASE MANAGEMENT SERVICES	7	STORAGE	19
MEALS	8	COMPUTERS & INTERNET	19
FOOD BANKS	9	ID REPLACEMENT	20
LEGAL / FINANCIAL SUPPORT	10	FOOTCARE	21
ADVOCACY	11	HEALTH & DENTAL	21
SHELTERS	13	DENTIST	22
GOVERNMENT PHONE NUMBERS	15	PET CARE	23
HARM REDUCTION	16	YOUTH SERVICES	23
SUPERVISED CONSUMPTION SITES	17	DOMESTIC ABUSE RESOURCES	25
SUBSTANCE USE & SERVICES	18	DROP IN CENTRES	27

ACKNOWLEDGEMENTS

Produced with support from the University of Victoria, Research Impact Canada and The Conference Board of Canada through the Government of Canada’s Future Skills Centre.

Its purpose is to provide an exhaustive list of local social service resources, including services that address: mental health support, legal services, advocacy, food services, shelters, substance use services, pet care, storage, employment support, housing services.

Its purpose is to provide a throughout guide for people working in social services and clients. We invite you to submit revisions, and/or provide further information to us at nextsteps@ourplacesociety.com

This resource is intended for information purposes only



CITIZEN'S COUNSELLING

941 Kings Road
250-384-9934
info@citizencounselling.com
citizencounselling.com
M-F 10-2PM

The Centre offers individual, couples, and group counselling to adult residents of Greater Victoria. Counselling is available days, evenings and weekends.

PACIFIC CENTRE FAMILY SERVICES

#200 324 Goldstream Ave
1-866-478-8357
pacificcentre@pcfsa.org
pacificcentrefamilyservices.org
M-F 830-420PM

Offers substance use program, stopping the violence program and family violence program

MEN'S TRAUMA CENTRE

847 Fisgard St
250-381-6367
info@menstherapycentre.ca
menstherapycentre.ca
M-T 930-430PM W: 930-7PM R: 930-430PM F: 930-430PM

A therapist can meet with you on a one-and-one basis. They are trained and experienced in helping men* who have experienced trauma, including childhood sexual abuse. All the therapists at the Men's Therapy Centre are professional counsellors with a Masters degree in counselling or social work. They are all registered with a professional counselling body in BC. All our therapists have experience in working with men who have experienced trauma but each therapist has trained in different therapeutic approaches including EMDR, Somatic Experiencing, Cognitive Behavioural Therapy and Client-Centred approaches. Whomever you see, you will receive supportive and confidential therapy in a safe environment.

VICTORIA SEXUAL ASSAULT CENTRE

201-3060 CEDAR HILL ROAD
250-383-3232
MON-FRI 9-5PM. CLOSED ALL STAT HOLIDAYS
The Centre offers individual, couples, and group counselling to adult residents of Greater Victoria. Counselling is available days, evenings and weekends.

PEERS

1-744 FAIRVIEW ROAD
250-388-5325
MON-THURS 11-230PM
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.

SOCIETY OF LIVING ILLICIT DRUG USERS (SOLID)

1056 YATES STREET
250-298-9497
PEER SUPPORT OFFICE HOURS: MON-FRI. 3PM SUPPORT
GROUPS, REFERRALS AND INFORMATION

ISLAND COMMUNITY OF MENTAL HEALTH

125 SKINNER STREET
250-389-1211
MON-FRI 9AM-4PM
Community services for individuals recovering from mental illness

DAILY DOSE SOCIETY

82- CORMORANT STREET
250-800-0569
N/A

Wheels for Recovery is a free transportation service for patients in substance use recovery needing rides to important appointments: Medical, pharmacy, counselling meetings, social support services, correctional, food banks, family visits etc

MENTAL HEALTH RECOVERY PARTNERS

250-384-4225
admin@mhrp.ca
www.mhrp.ca
N/A

They offer several support groups for people living with mental illness, regardless of diagnosis. They also offer one-on-one counselling and support.

CASE MANAGEMENT SERVICES

AIDS VANCOUVER ISLAND

3rd - access health centre 713 Johnson St
250-384-2366
info@avi.org
avi.org
W-F 12-4PM

Services for people in our community living with HIV (human immunodeficiency virus), AIDS (autoimmune deficiency syndrome), HCV (hepatitis C virus), people who use drugs, trans folks, gay men, bisexual men, queer men and men who have sex with men are available across Vancouver Island. Please contact an AVI office near you for support.

UMBRELLA SOCIETY

8-415 Dunedin Street
250-380-0595
wecanhelp@umbrellasociety.ca

umbrellasociety.ca

Mon-Fri 8:30-4:30pm

Counselling, Housing, Outreach Group. Support workers available. Operates three recovery houses, two houses for men, and one for women. Every house offers a different level of support and programming.

ACT TEAM

Pandora Ave
250-882-9420

BY REFERRAL ONLY

Assertive Community Treatment (ACT) is a mental health program that focuses on individual clients and their recovery. The program facilitates community living, psychosocial rehabilitation, and recovery for persons who have the most serious mental illnesses.

ACT serves clients with serious mental illnesses that are complex and who have very significant functional impairments

ACT services are delivered by a group of mental health staff from a variety of disciplines, who work as a team and provide the majority of treatment services

ACT services are individually tailored to the needs of each client

ACT teams are mobile and deliver services in the community

ICMT

N/A
250-882-0816
n/a

islandhealth.ca

BY REFERRAL ONLY

The intensive case management team is an inter-disciplinary, outreach team that practices from a harm reduction, strengths based philosophy and partners with individuals who are actively using substances. ICMT respects and acknowledges personal differences and promotes a focus on the assets and abilities of the person and their environment.

PEERS

1-744 Fairview Road

250-388-5325

admin@peers.bc.ca

safersexwork.ca

MON-THURS 11-230PM

Drop in centre: Mon-Thurs 11-230pm. For current and 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.

MEALS

RAINBOW KITCHEN

500 Admirals Road

250-384-2069

M-F 10-2PM

Meals are M-F first come, first serve. Christmas meal Dec 25. Bread and produce based on availability

OUR PLACE SOCIETY

919 Pandora Ave

250-388-7112

ourplacesociety.com

Breakfast: 7-8am Lunch: 12-1pm Dinner: 5-6pm. 7 days a week Stat holiday meals vary

Breakfast: 7-8am Lunch: 12-1pm Dinner: 5-6pm. 7 days a week

MUSTARD SEED

625 Queens Ave

250-953-1575

Lunch: Mon-Fri 11:30am-12:30pm Coffee & afternoon programs. Street Cafe: Fri 6:30pm call to reserve. Agape Dinner: Sat 5pm, no reservation. Family Dinner 2nd & 3rd Sun of each month.

Lunch: Mon-Fri 11:30am-12:30pm Coffee & afternoon programs. Street Cafe: Fri 6:30pm call to reserve. Agape Dinner: Sat 5pm, no reservation. Family Dinner 2nd & 3rd Sun of each month. Call to confirm attendance 250-220-6992

ANAWIM HOUSE

973 Caledonia Ave

250-382-0283

Breakfast: Mon Tue Thu Fri Sat 10am Lunch: Mon Tue Thu Fri Signup 10-11am Dinner: Wed & Fri Signup by 2pm

Breakfast: Mon Tue Thu Fri Sat 10am Lunch: Mon Tue Thu Fri Signup 10-11am Dinner: Wed & Fri Signup by 2pm

For people abstinent from substances. Max 20 / lunch / dinner

FOOD NOT BOMBS

1 Centennial Square

CENTENNIAL SQUARE, SUNDAYS 4PM.

Centennial Square, Sun 4pm Vegan, homecooked meal

ROCK BAY LANDING

535 Ellice Street

250-383-1951

Sat & Mon 3:30pm tickets for non-residents. 50 tickets only

Sat & Mon 3:30pm tickets for non-residents. 50 tickets only

FOOD BANKS

ST VINCENT DE PAUL SOCIAL CONCERN OFFICE

833 Yates Street

250-382-0712

Mon-Fri 10am-3:30, closed 12:30-1pm

Mon-Fri 10am-3:30pm, closed 12:30pm-1pm. One visit to food bank every 30 days

SALVATION ARMY STAN HAGEN CENTRE

2695 Quadra Street

250-386-8521

Mon-Fri 9-11:45am & 1-4:15pm Emergency hamper

3x per year

Mon-Fri 9-11:45am & 1-4:15pm. Emergency hamper

3x per year

ST JOHN THE DIVINE

1611 Quadra Street

250-383-7169

Tues & Fri 10am-noon Closed the week after cheque

issue One food hamper per month

Tues and Fri 10am-noon. Closed the week after cheque

issue. One food hamper per month.

MUSTARD SEED

625 Queens Ave

250-953-1575

Mon-Fri 9am-2pm Everyone welcome.

The last person will be seen at 1:45pm.

Walk in or by appointment. ID required.

1st & 2nd Fri of the month 3-6pm by

appointment only

Mon-Fri 9am-2pm. Everyone welcome. The last per-

son will be seen at 145pm. Walk in or by appointment.

ID is required. 1st and 2nd Fri of the month 3-6pm by

appointment only.

LIVING EDGE

250-383-8915

www.livingedge.ngo

TUES 5-6PM

Tues- 5-6pm

FIRST BAPTIST CHURCH

877 N Park Street

250-3836011

WED 5-6PM

Wed 5-6pm

QUADRA VILLAGE COMMUNITY CENTRE

901 Kings Road

250-388-7696

THURS 11-12PM (ARRIVE EARLY)

Thurs 11am-12pm arrive early

CENTRAL BAPTIST CHURCH

833 Pandora Avenue

250-385-7786

MON 5-6pm

The Centre offers individual, couples, and group coun-

selling to adult residents of Greater Victoria. Counsel-

ling is available days, evenings and weekends.

GATEWAY BAPTIST CHURCH

898 Royal Oak Avenue

250-658-5121

TUES 5-6PM

The Centre offers individual, couples, and group coun-

selling to adult residents of Greater Victoria. Counsel-

ling is available days, evenings and weekends.

SAANICH BAPTIST CHURCH

7577 Wallace Drive

250-744-2020

M-F 10-2PM

Thurs 530pm-630pm

LEGAL / FINANCIAL SUPPORT

LAWS CENTRE

225-850 Burdett Ave
250-385-1221
thelawcentre.ca
MON-FRI 9-12PM & 1-3PM
Mon-Fri 9am-12 & 1-330pm. Free legal advice, small cases, criminal, civil and family law

TAPS

828 View Street
250-361-3521
<https://www.tapsbc.ca/>
Mon 1-4:30pm
Tues-Thur 9:30am-12 & 1-4:30pm
Fri 1-4pm
Mon- 1-430pm, Tues-Thurs 930am-12pm, 1-4pm, Fri 1-4pm. Income Assistance, Disability, Tenancy & Employment advocacy

ROCK BAY LANDING

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

BURNSIDE GORGE COMMUNITY CENTRE

471 Cecelia Road
250-388-5251
2pm-3pm, Tuesdays, by appt only
Legal advice free of charge during a 15 minute appointment

ADVOCACY

PEERS

1-744 Fairview Road
250-388-5325
safersexwork.ca
Night Outreach: Govt and Discovery and on Rock Bay Ave 7am-11pm. Drop in centre: Mon-Thurs 11-230pm
The Centre offers individual, couples, and group counselling to adult residents of Greater Victoria. Counseling is available days, evenings and weekends.

COALITION TO END HOMELESSNESS

211 611 Discovery Street
250-370-1512
admin@victoriahomelessness.ca
www.victoriahomelessness.ca
n/a
The Greater Victoria Coalition to End Homelessness (the Coalition) was formed in 2008 with a mission to end homelessness in Victoria, BC.

GREATER VICTORIA POLICE VICTIM SERVICE

250-995-7351
info@gvpvs.org
gvpvs.org
M-F 9AM-5PM
Non-clinical support for people living with disabilities, such as: information & referral services.

SOCIETY OF LIVING ILLICIT DRUG USER (SOLID)

1056 North Park Street

250-298-9497

solidvictoria.org

Mon-Sat 9-4pm and closed Sundays

Peer Support office hours: Mon-Fri 3pm Support groups, referrals and information. Navigation help with housing, access to social supports, income assistance, and healthcare.

VICTORIA DISABILITY RESOURCE CENTRE

817A FORT STREET

250-595-0044

drcvictoria.com

Mon-Fri 9-4pm

Non-clinical support for people living with disabilities, such as: information & referral services.

ISLAND COMMUNITY MENTAL HEALTH

125 SKINNER STREET

250-389-1211

icmha.ca

M-F 9-4PM

Community services for individuals recovering from mental illness

DAILY DOSE SOCIETY

820 CORMORANT STREET

250-800-0569

Mon-Fri 930-3pm, Sat 10am-3pm, Sun 12-330pm

Wheels for Recovery is a 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.

SANDY MERRIMAN HOUSE

809 BURDETT AVENUE

250-480-1408

coolaid.org

Open 24hours, 7 days a week

Counsellor on site once a week (make an appointment in SMH office). Shelter staff available 24/7 to offer support, listen, advocacy and referrals. Client Service Worker able help explain the current housing process, support with filling out forms, can attend various appointments as a support. Call / drop in to make an appointment. For women at risk/experiencing homelessness, including trans women, gender fluid & non-binary people.

HER WAY HOME

211 - 547 Michigan Street

250-519-3681

herwayhome@viha.ca

M-F 10-2PM

For pregnant women and babies under six years old. Once connected, women can access program services until her youngest child reaches three years old. Non-judgmental healthcare and supports for pregnant and parenting women who have a history of substance use and may be affected by mental health, violence and trauma

ACTION COMMITTEE FOR PEOPLE WITH DISABILITIES

948 View Street

250-383-4105

info@actioncommittee.ca

actioncommittee.ca

M-F 10-2PM

Provides advocacy services for various applications (CPP, PWD, OAS, income assistance, subsidized housing, advocacy services for appeals and Tribunals, obtaining assistive medical devices, education, referrals. Free legal assistance via appointment on Tuesdays

SALVATION ARMY ADDICTIONS AND REHABILITATION CENTRE

525 Johnson Street
250-384-3396

Services include Acquired brain injury program, emotional management program, anger management program, Rent Smart program, wellness Wednesdays (3rd Wednesday of every month when income assistance is dispersed; provides support and outing for ARC residents to make sober choices each cheque issue day)

AIDS VANCOUVER ISLAND

713 Johnson Street
250-384-2366

avi.org
info@avi.org
variable hours

Individuals living with HIV/AIDS and Hepatitis C. Weekly drop-in medical clinic, short-term counseling, advocacy and support with income assistance, healthcare, employment, housing, disability applications, and legal matters, access to public transportation tickets, and other referrals to other services.

VICTORIA COOL AID SOCIETY

465 SWIFT ST
250-595-8619
rees@coolaid.org
coolaid.org

Drop-in centre for employment, outreach, and peer support, resource centre with access to phones and computers, assistance/advocacy with income assistance, disability applications and claims, and identification cards, food and snacks are regularly available. Individuals can also enter the casual labour pool which connects qualified individuals insured under Cool Aid to help businesses, organizations, community members with a variety of casual labour (eg painting, dry-wall, carpentry, cleanup, office help, event set up and tear down, moving services)

PACIFICA HOUSING

826 Cormorant Street
250-220-8024
dosfrontdesk@pacificahousing.ca
pacificahousing.ca
M-F 10-2PM

Provides housing search help, assistance with BC Housing, CASH applications, and Greater Victoria Streets to Homes Program applications. Assistance with accessing benefits, medical care and legal services. Community Housing Support Workers work intensively with housed clients to manage mental health and addictions issues to allow them to maintain stable housing.

BURNSIDE GORGE COMMUNITY CENTRE

471 Cecelia Road
250-388-5251

Every Thursday by appointment
Advice and information from worker at Ministry of Social Development and Poverty Reduction.

SHELTERS

(including emergency shelters)

ROCK BAY LANDING

535 Ellice Street
250-383-1951
M-F 10-2PM
Emergency housing, no ID required

SALVATION ARMY ARC

525 Johnson Street
250-384-3396
victoriaarc.org

SANDY MERRIMAN HOUSE

809 Burnett Ave

250-480-1408

smhemployeegroup@coolaid.org

Open 24 hours

For women at risk/experiencing homelessness, including trans women, gender fluid & non-binary people. 19+

THE CRIDGE

1307 Hillside Ave

250-479-3963

cridge.ca

M-F 7:30-5PM

for self-identified women

COOLAID SOCIETY - SANDY MERRIMAN

809 BURDETT AVE

250-480-1408

SMEMPLOYEEGROUP@COOLAID.ORG

coolaid.org

Open 24 hours

Emergency shelter for 25 women experiencing homelessness. Open to all women, trans women, gender fluid, and non-binary people. Shelter, meals, laundry, showers, support, referrals, and advocacy, menstrual supplies, harm reduction supplies, and clothing. Community lunch is 11:30am-2:00pm daily.

OUT OF THE RAIN SHELTER (BEACON COMMUNITY SERVICES)

2723 Quadra Street

250-415-3856

Seasonal Low Barrier Emergency Shelter for YOUTH (Ages 15-25). Evening meal and breakfast provided. Pets allowed.

FIRST MET UNITED CHURCH (OPS)

932 BALMORAL ROAD

250-388-7112

Overnight Mat Program. Daily waitlist: the individual must present themselves to 919 Pandora Ave and place their name on the waitlist for that night. If there is room in the shelter, the individual will be informed and must present to shelter location by 8pm to claim their spot.

Capacity is 60 people.

MY PLACE TRANSITIONAL HOUSING (OPS)

1240 YATES STREET

778-265-0809

ourplacesociety.com

Mixed Gender Transitional Shelter. Capacity is 48 people.

3 meals per day are provided, showers and bathrooms on-site, ability to keep belongings at shelter.

SALVATION ARMY ADDICTIONS AND REHABILITATION CENTRE

525 JOHNSON STREET
250-384-3396

jonathan_hopkins@can.salvationarmy.org
can.salvationarmy.org

COMMUNITY RESIDENTIAL FACILITY (CRF) 47 beds for men aged 19-75 who have exited prison and now on probation. Housing, professional counselors, and social workers provide support for life skills and a second chance at life. TRANSITIONAL HOUSING PROGRAM: Geared towards men to prepare for independent living that have experienced homelessness or history of hard drug use.

46 rooms and 56 emergency dorm beds that range from free to low-cost. Additional 30 emergency mats for extreme weather nights. Transitional housing is open to individuals who are participating in Salvation Army rehabilitative services, living free from illicit drugs and alcohol, and working with a caseworker for a personalized plan.

Cost is \$16 per night but this is charged to Ministry of Social Development and Poverty Reduction as maximum shelter allowance for those on income assistance. Meals, laundry, showers, and case management are provided. Individuals can stay for approximately 1 year.

GOVERNMENT PHONE NUMBERS

MINISTRY OF SOCIAL DEVELOPMENT & POVERTY REDUCTION

908 Pandora Ave
1-866-866-0800

RESIDENTIAL TENANCY BRANCH

n/a
250-387-1602
HRSTO@GOV.BC.CA

BC OMBUDSPERSON

947 Fort Street (2nd Flr)
250-387-5855

SERVICE BC

771 Vernon Ave #403,
250-387-6121

SERVICE CANADA, CRA, CPP, GST ETC

1401 DOUGLAS STREET
1-800-622-6232

CRISIS LINE

1-888-494-3888

HARM REDUCTION

AIDS VANCOUVER ISLAND -AVI

713 Johnson Street (3rd floor)
250-889-0268

M -R 10am - 10 pm, Sat/Sun 3-10pm

Naloxone, overdose prevention, safer drug use supplies, safer sex supplies, peer support, nursing care, harm reduction counselling, and referrals

PACIFICA DOS

826 Cormorant Street
250-356-2555
Mon, Tues, Thur, Fri 8:30am-12 & 1-4:30pm. Wed
1-4:30pm

DAILY DOSE SOCIETY

820 Cornorant Street
250-800-0569

SOLID OUTREACH

1056 North Park Street
250-298-9497

PEERS

1-744 Fairview Road
250-744-0171
safersexwork.ca
MON-THURS 11-230PM

SOBERING & ASSESSMENT CENTRE

1125 Pembroke Street
250-213-4444
Police referral, hospital referral, client walk-in
Located in Victoria, B.C., the Sobering & Assessment Centre is a 20 bed facility, offering shelter and assessment of inebriated clients for less than 24 hours.

SUPERVISED CONSUMPTION SITES

THE HARBOUR

941 Pandora Avenue
250-519-5303
630am-8pm - 7 days a week
10 consumption booths; post-use areas; rooms for counselling; medical help; naloxone kits ...

ROCK BAY LANDING

535 Ellice Street
250-383-1951
7 days a week 8 a.m. - 6 PM

SUBSTANCE USE & SERVICES

ISLAND HEALTH SOBERING AND ASSESSMENT CENTRE

1125 PEMBROKE STREET
250-213-4444
Shelter and assessment of inebriated clients. Recovery Addictions Support (RAS): 7 day a week program for clients new to recovery. Psychoeducational groups. Detox: 2334 Trent Street (EMP, 5th floor): 250-519-7708 or by community referral. Intake/Access: 250-519-3485 Stabilization unit: 250-519-7708

NARCOTICS ANONYMOUS

n/a
250-383-3553
WWW.SVINA.CA
24 hour helpline

ALCOHOLICS ANONYMOUS

#3 - 2020 Douglas Street
250-383-7744
WWW.AAVICTORIA.CA
Office number answered M-F, 9-5PM. 250-383-0415

DRUG & ALCOHOL COUNSELOR AT COOLAID

713 JOHNSON STREET
250-385-1466

SALVATION ARMY ADDICTIONS REHABILITATION CENTRE

525 JOHNSON STREET
250-384-3396

Mon-Fri 830am-430PM. See case workers for in house support and referrals.

DAILY DOSE SOCIETY

820 CORMORANT STREET
250-800-0569

Wheels for Recovery is a free transportation service for patients in substance use recovery needing rides to important appointments: Medical, pharmacy, detox and medication programs, social support services, correctional, food banks, family visits, etc. Get support with Social & Health Services Coordination and assistance in the areas of: substance use disorders daily medication programs, storage lockers, ID documents, cashing gov't cheques, obtaining bank accounts without ID.

RAPID ACCESS ADDICTION CLINIC

1119 PEMBROKE STREET
250-519-3485

M-F 9am-12pm Supports people with problematic opioid use who are ready for treatment. Accepts referrals from community providers, doctors, Island Health's Substance Use Intake and from the hospital. Limited walk-in appointments are also available.

ADDICTIONS OUTPATIENT TREATMENT CENTRE

1250 QUADRA STREET
250-519-3544

Substance use services: 250-213-4444 (1119 Pembroke Street) Walk-in, self referral intake. Mon-Fri 9-4pm

STORAGE

OUR PLACE SOCIETY

919 PANDORA STREET
250-388-7112

Day Lockers: 8-3pm, Hours vary on stat holidays

ROCK BAY LANDING

535 ELLICE STREET
250-383-1951

Day Lockers: 8-6pm for non-residents

CITY CENTRE STORAGE

203-824 JOHNSON STREET
250-384-4233

Mon-Sat 9-4pm, Rates vary. No deposit needed

COMPUTERS & INTERNET

OUR PLACE SOCIETY

919 PANDORA STREET
250-388-7112

7am-8pm Hours vary on stat holidays

GREATER VICTORIA PUBLIC LIBRARY

735 BROUGHTON ST
250-940-4875

Central Branch: Mon Fri, Sat 9-6PM. Tues-Thurs 9-9PM. Open Sundays 1-5pm from October-April

DOWNTOWN COMMUNITY CENTRE

755 PANDORA AVE
250-383-0076

Mon-Fri 830-1130AM & 1-330pm Saturday 9-1145am

WORK BC EMPLOYMENT SERVICES

201-1483 DOUGLAS STREET

250-388-0858

Registration required. Intended for job search activities.

QUADRA VILLAGE COMMUNITY CENTRE

901 KINGS ROAD

250-388-7696

Mon-Fri 9-330PM, closed Friday 130pm. Internet, wifi, fax and photo copy/scanners. 2 computers with internet

ROCK BAY COMPUTER ROOM

535 ELLICE STREET

250-383-1951

Daily, variable hours

PACIFICA DOS OFFICE

826 CORMORANT STREET

250-356-2555

Mon, Tues, Thur, Fri 830-430pm, closed 12pm-1pm.
Wed 1-430PM (open all day on cheque issue day)

REES

465 SWIFT STREET

250-595-8619

Mon-Fri 9-330pm Closed Tues 12-1pm

VICTORIA DISABILITY RESOURCE CENTRE

817A FORT STREET

250-595-0044

Mon-Fri 9-4pm

ID REPLACEMENT

ROCK BAY LANDING CSWS

535 Ellice Street

Mon-Sat 8am-6pm. Drop-in service; sign up and wait

SERVICE CANADA

1401 Douglas Street

Mon-Fri 830am-4pm. For proof of SIN, ID is required

SALVATION ARMY ARC-CASE WORKERS

525 Johnson Street

250-384-9934

Mon-Fri 830am-430pm. Will refer elsewhere

FOOTCARE

OUR PLACE HYGIENE AREA

919 PANDORA AVENUE

250-388-7112

Mon 10am-12pm & Thurs 9am-12pm

GLAD TIDINGS CHURCH

1800 QUADRA STREET

250-384-7633

3rd Saturday of each month. 830am First come, first served.

MUSTARD SEED

625 QUEENS AVE

250-953-1575

Footcare available Tuesdays 9am-2pm in the Wellness Room unless the nurse is not available. Please call to check.

HEALTH & DENTAL

COOL AID HEALTH CENTRE PRIMARY HEALTH CARE

713 Johnson Street
250-385-8469
Accepting new patients
Mon & Tues 9-6pm
Wed & Thur 9-8pm
Fri 9-3pm Sat 10-2pm
Same day booking for patients only.

ROCK BAY LANDING

535 Ellice Street
250-383-1951

OUR PLACE SOCIETY

919 Pandora Avenue
250-388-7112
St. John Ambulance: Tues 10am-12 Minor injuries to seriously infected wounds Mobile Health Unit: Wed 1-3pm Volunteer Drs, Nurses & Wellness. Practitioners schedules vary, check online weekly calendar of services

ISLAND HEALTH STREET NURSE

several location
250-361-7056
For service outside these hours please call 250-361-7056

STI CLINIC

1947 Cook Street
250-388-2225
Mon 10-2pm
Tues & Thur 1-4pm

YATES STREET WALK-IN CLINIC

105-911 Yates Street
250-388-3080
Fri 8:30-7pm.Sat
9-5pm. Sun 10-4pm

BURNSIDE WALK-IN CLINIC

101 Burnside Road
250-381-4353
Mon-Thur 7:30am-9pm
Fri 7:30-6pm
Sat & Sun 9-6pm

DENTIST

COOL AID DENTAL CLINIC

713 JOHNSON STREET
250-383-5957
MON-THURS 9-4PM CLOSED 1-2PM. FRIDAY
830AM-3PM, CLOSED 1230-1PM.
CALL TO MAKE AN APPOINTMENT

PANDORA DENTAL GROUP

1035 PANDORA AVENUE
250-385-0311
Call to make appointment

PET CARE

OUR PLACE SOCIETY

919 PANDORA STREET
250-388-7112
2nd Sunday of month, pre-registration 1230pm, VET
VISIT: 2pm-345pm

SALVATION ARMY - STAN HAGEN

2695 QUADRA STREET
250-386-8521
Pet food available

YOUTH SERVICES

OUT OF THE RAIN YOUTH SHELTER

SHELTER LOCATION CHANGES
250-415-3856
Youth 15-25. Oct 15 to April 15, 9pm-8am. Pets allowed (refer to schedule to confirm)

KIWANIS EMERGENCY YOUTH SHELTER

2117 VANCOUVER STREET
250-386-8282
M-F 10-2PM
Youth 13-18. Counsellors, meals, laundry and hygiene supplies. Youth and family mediation available. Open 24/7

THRESHOLD HOUSING SOCIETY

1524 FORT STREET
250-383-8830
Youth 16-22

VICTORIA YOUTH EMPOWERMENT SOCIETY

533 YATES STREET
250-383-3514
Daytime drop - in: 9-5pm showers, laundry, clothing and internet. Access to youth detox, outreach team, life skills and independent living program. Alliance club: drop-in Mon-Thur 1230-730pm with dinner served and Friday 1230-230pm

BURNSIDE GORGE COMMUNITY ASSOCIATION

471 CECELIA ROAD
250-388-5251
Family services: 250-388-5251

SANCTUARY YOUTH DROP-IN

767 HUMBOLT STREET (CHURCH BASEMENT)
250-385-6255
Youth 22 and under (we check ID). Friday, Saturday, Sunday 3-6pm Warm meals, showers, laundry and more

BOYS AND GIRLS CLUB

301-1195 ESQUIMALT
250-384-9133
Mon-Thurs 830-430pm Fri 830-1pm

VICTORIA NATIVE FRIENDSHIP CENTRE

231 REGINA AVENUE
250-384-3211
Youth drop-in: Tues-Thur 4-8pm, Fri 2-8pm. Youth support workers, youth addictions and youth and family counsellors available.

CRISIS RESOURCES

VANCOUVER ISLAND CRISIS LINE 24/7

N/A
1-888-494-3888

SUICIDE CRISIS LINE

N/A
1-800-784-2433

VANCOUVER ISLAND CRISIS TEXT SERVICES

N/A
250-800-3806

VANCOUVER ISLAND CRISIS CHAT SERVICES

N/A
N/A
www.vicrisis.ca
Online chat available 6-10pm, 7 days a week
The Centre offers individual, couples, and group counselling to adult residents of Greater Victoria. Counselling is available days, evenings and weekends.

310 MENTAL HEALTH SUPPORT

N/A
310-6789
Redirects to nearest available crisis line

YOUTH SPACE

N/A
778-783-0177
Text available 6pm to midnight 7 days a week
For individuals under 30 years of age

YOUTH SPACE

N/A
778-783-0177
youthspace.ca
Online chat services available 6pm to midnight 7 days a week

DOMESTIC ABUSE RESOURCES

DOMESTIC VIOLENCE BC HELPLINE

N/A
1-800-563-0808

BRIDGES FOR WOMEN SOCIETY

1809 DOUGLAS STREET
250-385-7410
info@bfws.ca
bfws.ca
Programs for self-identified women, non-binary and two-spirit peoples who have been impacted by violence or trauma at any time in their life. Individuals must be out of crisis, out of abusive relationship, taken necessary legal steps to ensure safety, stable living conditions, children settled in school/daycare, motivation to abstain from substance use if it is problematic, and clear motivation to change. Trauma counselling available with sliding scale cost. Employment Program (in person and online), Indigenous Employment Program, Academic Upgrading, Older Women's Program (50+)

THE CRIDGE CENTRE FOR FAMILY (TRANSITION HOUSE FOR WOMEN)

EXACT LOCATION NOT DISCLOSED FOR SAFETY
250-479-3963
Temporary emergency shelter for women (with or without children) fleeing domestic abuse. Abuse can be emotional, psychological, or physical. Further services include supportive counselling, connections to community supports, support meeting the needs of children, and connect with women in the same situation.

THE CRIDGE CENTRE FOR FAMILY

1307 HILLSIDE AVENUE

250-479-3963

suphsg@cridge.org

cridge.org

For women with or without children who are impacted by relationship violence and immigrants/refugee families. Low-rent, transitional housing with specialized support services (Cridge Dovetail Programs) for tenants. Housing contracts can be renewed for a maximum of 3 years. 1 cat per unit. Must access 1 Dovetail program per year. Rent is based on maximum shelter allowance if on income assistance or if employed, 30% of income.

VICTORIA WOMEN'S TRANSITIONAL HOUSE SOCIETY (THE SHELTER) EMERGENCY TRANSITIONAL HOUSING

250-592-2927 OR CRISIS NUMBER 250-385-6611

info@vvth.bc.ca

vvth.bc.ca

For women fleeing any form of abuse. Safe and supportive accommodation for up to 30 days. Children permitted. Further services include advocacy, information and referrals to lawyers, income assistance, low-income housing, legal issues, education and counselling, help with developing a safety plan, weekly support groups for women in the Shelter, assistance with transportation to appointments. 8 bedrooms available and several are designed for families.

VICTORIA WOMEN'S TRANSITIONAL HOUSE SOCIETY (SAFE HOME)

250-592-2927 OR CRISIS NUMBER 250-385-6611

info@vvth.bc.ca

vvth.bc.ca

Offers older women a safe home in the community that is not the Shelter as it can be overwhelming for them. 2 self-contained apartments located in third stage housing building. Designed for women coming from the Shelter with no secure housing. They can stay 1 month but this can be extended if needed.

VICTORIA WOMEN'S TRANSITIONAL HOUSE SOCIETY (THIRD STAGE HOUSING)

250-380-7527 OR CRISIS NUMBER 250-385-6611

info@vvth.bc.ca

vvth.bc.ca

For women coming from the community that have been out of abusive relationship for a year or more. Off-site apartments in self-contained building. Can stay up to 3 years. Can be streamlined into BC Housing facilities if availability. Staffed by 2 persons during business hours for counselling support and practical information.

WOMEN IN NEED COMMUNITY COOPERATIVE (SEVERAL PROGRAMS)

250-480-4006 EXT 206
programs@womeninneed.ca
womeninneed.ca

For women leaving transitional houses. Resources to set up a new home for herself and her children. Provides basics such as furniture, kitchen items, linens, and other household needs. **CRISIS AND REFERRAL PROGRAM:** Connections to community agencies for legal support, housing, employment services, counseling, shelter, crisis support, and childcare for women in crisis. **GIFT CERTIFICATE PROGRAM:** Offers gift certificates to WIN stores to women and children in local community programs. Permits women to fill essential needs for clothing and household items. **SELF SUFFICIENCY PROGRAM:** Provides WIN self sufficiency bursary to women to achieve financial independence. Bursaries are distributed once in the Fall and once in the Spring. **TRANSFORMATIONS PROGRAM:** Intensive education program for women to learn and practice healthy models of communications, relationship, and self responsibility. Fee is \$550 but bursaries are available.

DROP IN CENTRES

OUR PLACE SOCIETY

919 Pandora Avenue
250-388-7112
ourplacesociety.com
630am-9pm (10-6pm on stat holidays)
mail and messaging centre, referrals and resources, safe storage, health and hygiene services, free meals 3x per day, seniors specific programs, access to snacks.

BEACON COMMUNITY SERVICES

1452 ELFORD STREET
250-595-1572

Requires medical referral for initial access. Therapeutic social space for individuals with mental health issues for life skills development through gardening, baking, socialization, games, and connection to community resources.

PEERS VICTORIA RESOURCE CENTRE

1-744 FAIRVIEW ROAD
250-388-5325 EXT 100
dropin@peers.bc.ca

peers.bc.ca
M-R 11am-230pm

For sex workers of any gender. Provides lunch, educational workshops, recreational and social activities, bi-weekly health clinic, access to harm reduction supplies, access to computers, free household and clothing supplies, and monthly legal support.

SOCIETY OF ST VINCENT DE PAUL SOCIAL CONCERN OFFICE

833 YATES STREET
250-382-0712
M-F 10am-330pm

Access to free food resources in the "Pantry" and access to clothing and household items from the "Free Store," where individuals can select 2 items for free each month and families can select 4 items each month. Income tax preparation during tax season, advocacy services on Mondays. Access to emergency transportation via bus fare for confirmed medical appointments. Women's Drop-In on Tuesdays from 10:30am to 12:00pm and 1:00pm to 2:30pm, offering support and an opportunity to build community among local women. Advocacy and assistance with government and local aid applications.

VICTORIA WOMEN'S TRANSITION HOUSE SOCIETY

100-3060 CEDAR HILL ROAD

250-592-2927 EXT 203

info@vvth.bc.ca

vvth.bc.ca

Trauma-informed, psycho-education group for women 19+ who have experienced intimate partner abuse.

SALVATION ARMY ADDICTIONS AND REHAB CENTRE

525 JOHNSON STREET

250-384-3396

Meals served for those who live at or near the poverty line on Mondays, Wednesdays, and Fridays from 11:45am-12:30pm on 1st floor dining room.

RAINBOW KITCHEN

500 ADMIRALS ROAD

250-384-2069

For anyone! Families, individuals with mental illness, working poor, persons living in isolation or in need of social interaction or in need of fresh and healthy food. Provides hot breakfast starting at 8:00am and hot lunch every weekday. Other services include community markets where any person can get free food (produce, dairy, and bread products), Music Wednesdays (uplifting hour of music after lunch every Wednesday), Free Table (first come first serve free food items), Protein Tuesdays (every second Tuesday of the month, Rainbow Kitchen hands out protein items to singles and families), Tax help (help with completing personal tax documents).

SANCTUARY YOUTH CARE

767 HUMBOLDT STREET

250-385-6255

sanctuary.youth@outlook.com

Friday, Saturday, Sunday - 3-830pm

Drop-in centre for street and at-risk youth between the ages of 14-22. Services include a hot meal, laundry, free clothing and self care supplies, showers, fresh/non-perishable food, and a place to relax with free wifi, pool table, ping-pong, art and drawing supplies, and guitars and drums.

UMBRELLA SOCIETY

8-415 DUNEDIN STREET

250-380-0595

wecanhelp@umbrellasociety.ca

umbrellasociety.ca

M-F 10-2PM

For individuals in recovery from substance use issues. Daily check-in group for anyone wanting connection, conversation, and coffee. Other groups include Connections - a drop-in group for individuals and family members needing immediate support with substance use issues and the Westshore Group - 6 week group with weekly intake, accessible by referral.



University
of Victoria



Future Skills
Centre

**The Conference
Board of Canada**

RESEARCH | RÉSEAU **IMPACT**
IMPACT | RECHERCHE
CANADA | CANADA