

COVID-19 COMMUNITY RESOURCES

(Updated March 31, 2020)

Resources	Service/Time	Location	Contact Info
FOOD			
The Salvation Army ARC (open to all)	Warm Lunch (pre-packaged) M/W/F 11:45am-12:15pm	525 Johnson St., Victoria	250-384-3396
The Salvation Army Stan Hagen Centre (open to all)	Produce (packaged) daily starting @ 1pm; emergency food available	2695 Quadra St., Victoria	250-386-8521
Living Edge	Food Distribution, Monday 5:00-6:30pm	Central Baptist Church, 833 Pandora Ave., Victoria	Livingedge.ng o or 250-383-8915
	Food Distribution, Tuesday 5-6pm	Gateway Baptist Church, 898 Royal Oak Ave., Victoria	Livingedge.ng o or 250-383-8915
	Food distribution, Thursday 11:00am-12:00pm (lineup starts earlier)	901 Kings Rd., Victoria (QVCC) - Lineup is on Wark St.	Livingedge.ng o or 250-383-8915
	Food Distribution, Thursday 5-6pm	Saanich Baptist Church, 7577 Wallace Dr., Victoria	Livingedge.ng o or 250-383-8915
	Food Distribution, Friday 12-1pm	Open Gate Church, 679 Goldstream Ave., Langford	Livingedge.ng o or 250-383-8915
Our Place	Currently giving out bagged meals at the gate 3x/day (8am-9am, 12pm-1pm, 5pm-6pm)	919 Pandora Ave., Victoria	(250) 388-7112
Shelbourne Community Kitchen	Food Distribution (2 x month available Tuesday-Friday 10am-2pm) and delivery available. Call for more details. Pre-made lunch bags distributed at the door.	3541 Shelbourne St., Saanich	(250) 590-0980
Goldstream Food Bank	Providing food hampers: Tuesday April 7 th , 8 th , 14 th , 15 th , 21 st , 22 nd 9:30am -2:30pm. Providing food hampers the first three Tuesdays and Wednesdays of the calendar month.	761 Station Ave. (basement) Langford (Legion)	250-474-4443

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Sooke Food Bank	Delivering food hampers to community members by appointment. Call to make an appointment.		250 642-7666 Facebook
St Vincent de Paul	Open for food (to go only, no market) and food hampers in parking lot Monday – Friday 11:00-2:00.	835 Yates St, Victoria	(250) 382-0712
St John the Divine	Pre-packing food for pick up Tuesdays and Fridays from 10am-12 (except No food on 3 rd week of month)	1611 Quadra St	(250) 383-7169
Mustard Seed	<p>625 Queens closed. Food hampers being distributed in parking lot.</p> <p><u>Monday thru Thursday</u> 10:00am – 1:00pm distributing daily <u>200 Pre packed hampers</u> of non perishables with options of fresh produce and dairy – No registration needed 11:00am – 1:00pm Hot lunch 9:00pm – 2:00pm Coffee/ water (in parking lot)</p> <p><u>Friday</u> 10:00am – 1:00pm distributing daily <u>200 Pre packed hampers</u> of non perishables with options of fresh produce and dairy – No registration needed 11:00am – 1:00pm Hot lunch & 5:00pm to 7:00pm Dinner 9:00am – 2:00pm Coffee/ water (in parking lot)</p> <p><u>Saturday</u> Open 12:00 to 2:00 and 5:00 to 8:00 Hot lunch & Dinner</p> <p><u>Sunday</u> Open – 12:00 to 2:00 Hot soup</p>	625 Queens Ave., Victoria	(250) 953-1575

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9-10 Club (The Soup Kitchen)	Takeaway breakfast only. Continuing to operate as long as they can. Monday to Friday: 8:30 to 10:00 AM	740 View St., Victoria	(778) 440-7687
Rainbow Kitchen	Lunch to go 11am-1pm; drop-in closed.	#1315-1277 Lyall St., Victoria	(250) 384-2069
Saanich Peninsula Lions Food Bank	Open Tuesdays and Thursdays 9am-12pm with produce, dairy, and bread products. Check out Facebook page for updated information.	9586 5th Street, Sidney	(250) 655-0679
YES Alliance Club (for youth 13-19)	Open 1-6pm M-TH. Meals to go, bags of toiletry supplies available	533 Yates St. Victoria	(250) 383-3514
Out of the Rain (youth up to & including 25 years old)	“Take away meals, hygiene supplies, socks and drop off laundry. All supplies are only available during meal times. Breakfast and bag lunch available from 9am-12pm. Dinner available from 4pm-7pm. NO SERVICES AVAILABLE OUTSIDE OF MEAL TIMES.	1450 Elford St., Victoria	(250) <u>415-3856</u>
NEIGHBOURHOOD HOUSES & COMMUNITY CENTRES			

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Burnside Gorge Community Centre	<p>Providing child care for parents working in essential services. Distributing food for community members in need. Staff onsite to take phone calls and deal with emergency walk-ins in relation to family homelessness; financial crisis, youth and families in crisis.</p> <p>*Asking that community members do not visit centre unless they have an appointment</p>	471 Cecilia Rd., Victoria	250-388-5251 or info@burnsidegorge.ca
Cridge Centre for the Family	<p>Providing child care. Continuing food distribution. Cridge Young Parent Outreach Program providing services over the phone and online.</p>	1307 Hillside Ave, Victoria	(250) 384-8058
Fairfield Gonzales Community Association	<p>Continuing to provide food security programs: Moss Street Market, modified, and community dinner, modified to have people take away food. Providing outreach to community.</p>	1330 Fairfield Rd., Victoria	250-382-4604
Fernwood NRG	<p>Exploring having Seniors' lunch and Community Dinner continue as "window service". The Good Food Box will (hopefully) begin after spring break, but with a huge need for more delivery driver volunteers (updates to follow).</p>	1240 Gladstone Ave., Victoria	250-381-1552
James Bay New Horizons for Seniors	<p>Community Centre Programming cancelled. Senior Reassurance Program (calls made to seniors) Prescription pick-up service Supporting frail and isolated seniors with food services.</p>	234 Menzies St, Victoria	(250) 386-3035

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Oaklands Community Centre	<p>Community Centre and programming closed.</p> <p>Organizing food drops for vulnerable seniors (& others) in the community. Contact Centre for more information.</p>	2827 Belmont Ave #1, Victoria	<p>(250) 370-9101</p> <p>programs@oaklandsca.com</p>
Quadra Village Community Centre (QVCC)	<p>Centre closed. Organizing community food delivery for those in need. Contact centre for more information.</p> <p>Staff will be available to provide emergency and virtual support via phone, texting, email, and social media.</p> <p>If you wish to be contacted by staff on a regular check in basis, please call or email and leave your email and phone number.</p>	901 Kings Rd., Victoria	<p>250-388-7696 or</p> <p>info@quadravillagecc.com</p>
Saanich Neighbourhood House	<p>Centre is closed. Providing food packages to families and community members in need. Extending support into the Westshore and surrounding neighbourhoods. Contact admin@snplace.org to request food deliveries.</p> <p>Offering online baby groups and Mother Goose for families to connect.</p>	3100 Tillicum Road	<p>admin@snplace.org</p> <p>250-360-1148</p>
INDIGENOUS SUPPORTS			
Aboriginal Coalition to End Homelessness	Delivering food to individuals in need or isolated. Contact Coalition for more information	operations@acehsociety.com	778-432-2234

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Indigenous Harm Reduction Team	<p>Doing outreach most nights to places where people are sheltering, distributing supplies as available (snacks/food, bottled water, hygiene & wellness supplies, DIY handwashing stations), getting info to people about survival services, and checking about people's needs and impacts of service closures.</p> <p>Hosting Healing Circles Thursdays 6-8pm outside of 755 Pandora: food, medicines, Elders, healers, honorariums</p>	Access the Community Survival Services Handout	indigenousharmreductionteam@gmail.com Indigenous Harm Reduction Team on FB
Beecher Bay Nation	<p>Providing essential health services to nation only. All other services and programs are closed or cancelled.</p> <p>Looking into providing food packages for members.</p>	4901 Sooke Rd, Beecher Bay	(250) 478-3535
Esquimalt Nation	<p>Programming closed. Offering health, counseling, and outreach services by phone and online.</p> <p>Produce and dairy available for pick-up on Wednesdays. Call to confirm timing. *For Nation members*</p>	1189 Kosapsum Crescent, Victoria	(250) 381-7861
Songhees Nation	<p>Will provide food delivery to nation members 1-2 times per week. Programs and services are closed.</p>	1100 Admirals Rd, Victoria	(250) 386-1043
Tsartlip Nation	<p>Programs are closed. Delivering food to the community.</p>	1 Boat Ramp Rd, Brentwood Bay	(250) 652-3988
Victoria Native Friendship Centre	<p>All non-essential services cancelled. Daycare, shelter, and outreach continue to be open.</p> <p>Plans being made for food hampers.</p>	231 Regina Ave., Victoria	(250) 384-3211
HEALTH & WELLBEING			

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938 Mason St.	Triage site and covid-19 testing for the homeless population.	938 Mason St, Victoria	
Vancouver Island Crisis Line	N/A	N/A	1-888-494-3888
Youth Space (youth under 25)	N/A	N/A	youthspace.ca
Sexual Assault Response Team (SART)	24/7 emergency response, emotional support & information to all people 13 years and older who have been sexually assaulted within the past 7 days.	N/A	250-383-3232 or access@vsac.ca
Cool Aid Community Health Centre	New health centre and pharmacy hours: M-TH: 9-4:30, F: 9-3, Sat: 10-2, Sun: Closed	713 Johnson St., Victoria	250-385-1466 (If you are already a client, call & leave message to have phone apt with doctor, nurse, or pharmacist)
Rock Bay Landing (open for hygiene hours only)	Waiting lists for showers being taken. Showers available 9-11am & 1-3pm daily.	535 Ellice St., Victoria	250-383-1951 + press "1" for front desk
Pandora Clinic & Pharmacy	Currently open but changes in service including limit of 4 patients at a time in waiting room; limited amount of time with the doctor and moving towards tele-health in next few weeks.	922 Pandora Ave., Victoria	(250) 294-6714
Victoria Youth Clinic/ Foundry	Providing a variety of supports virtually (phone/online) for youth up to age 24 years. Health Care Sexual Health Peer Support Mental Health Support and Counselling Substance Abuse Support and Counselling		(250) 383-3552 office@foundryvictoria.ca

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Victoria Youth Empowerment Society (YES; for youth 13-19)	<p>All counsellors available by email and phone to support clients. Taking new referrals. If youth/families need support all program emails are listed on website.</p> <p>Alliance Club currently open M-Th from 1-6pm to offer to-go meals as well as to-go hygiene products.</p> <p>Detox still available in a modified capacity. Youth needing detox are encouraged to call the office (250-383-3514) to get the number for intake coordinator.</p>	533 Yates St., Victoria	250-383-3514 or www.vyes.ca
RESOURCE CENTRES			
PEERS (Effective Until the End of March 2020)	<p><u>Drop In:</u> Services at the drop in centre will be by appointment or door service M, W, F 11am-1pm.</p> <p><u>Night Outreach:</u> Van will not be taken out due to the difficulty with social distancing in that setting. The night outreach phone will be checked M, W, F mornings for requests for harm reduction supply and food delivery.</p> <p><u>Housing and Harm Reduction Outreach:</u> Staff can be reached by phone during their usual hours; will be providing phone support and arranging drop off harm reduction and food (and other essentials).</p> <p>There will be NO GROUPS at Peers Victoria until further notice.</p> <p><u>Counselling:</u> Phone only. Sessions can be booked by email at carinfreimond@protonmail.com. Usual hours are M-Th 11am-3pm (other times possible).</p>	#1-744 Fairview Rd., Victoria	<p>Night Outreach: 250-744-017 1 Answered M, W, F 11-1:30</p> <p>Harm Reduction: 250-217-041 0 Answered M-Th; text anytime</p> <p>Men's Program 250-217-138 6 Answered M-Th 10-4; text anytime</p> <p>Housing: 250-415-187 4 Answered M-Th 10-4; text anytime</p> <p>Prevention: 250-217-593 7 T-Th 12-4; text anytime</p>

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Senior Community Outreach Project (for seniors only)	Outreach line will be monitored Tuesday-Thursday from 8:30am-4:00pm. Seniors can leave a message with their name, phone number and request of how we can help.	N/A	(250) 889-4430
Sooke Family Resource Society	Providing services online and via phone. All face to face programming has been suspended.		250-642-5152 or info@sfrs.ca
SHELTER			
Emergency Shelter plan	<p>Regular Topaz Park bathrooms open 8 am - 11 pm, portapotties open 24/7. No showers or handwashing stations set up yet at Topaz Park.</p> <p>Food services at 6:00pm daily.</p> <p>Phase 2 (unknown time frame)</p> <p>People will be assessed at interim sites with particular attention to anyone exhibiting COVID-19 symptoms. Based on need, preference, symptoms, etc. people will be moved to indoor sheltering locations dispersed throughout the city. Will include spaces for self-isolation for people with symptoms.</p>	<p>-Topaz Park (SE Corner: Topaz & Blanshard st)</p> <p>Non-enforcement of tent bylaw as long as tents are spaced apart and people are practicing social distancing</p> <p>-Cook St side of Royal Athletic Park (1014 Caledonia) aiming to open at a date still to be announced.</p>	
First Met Shelter	Open (mats have been re-arranged to allow for social distancing)	932 Balmoral Rd., Victoria	(250) 388-7112
KEYS Kiwanis Emergency Youth Shelter (ages 13-18)	24 hr intake with some criteria	2117 Vancouver St., Victoria	250-386-8282

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TRANSPORTATION			
Victoria Transit	Transit is offering free bus rides and handy-dart buses until April 19, 2020.		250-382-6161 or transitinfo@bctransit.com

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FINANCIAL SUPPORT			
B.C. Income Assistance	<p>From government of B.C. website:</p> <p>“Use <u>My Self Serve</u> to assess your eligibility and apply for assistance from the B.C. government online. If you can’t complete the application online, call 1-866-866-0800.</p> <p>You will need to provide details about your current situation, income and assets. Be ready to give information, such as:</p> <ul style="list-style-type: none"> ● Identification for you and your family ● Your Social Insurance Number (SIN) ● How much you pay for rent and utilities ● Your bank account balance ● How much you owe on your vehicle, if you have a car <p>We’ll also ask you if:</p> <ul style="list-style-type: none"> ● You are getting or waiting for Employment Insurance (EI) or Worker’s Compensation benefits (WCB) ● You have any outstanding warrants ● A family member <u>sponsored you into Canada</u> <p>We’re committed to <u>protecting your privacy</u> when we collect and review your personal information.</p> <p>The federal government has waived the one-week Employment Insurance waiting period for people who are sick, quarantined or must stay home to care for children but don’t have sick pay. Additionally, you no longer need a medical certificate to get EI.</p> <p>Workers laid off due to the business ceasing operation will still need to wait one week to apply for EI.</p>		
B.C. Hardship Assistance (if not eligible for Income Assistance)	<p>From government of B.C. website:</p> <p>Access Income & Disability Assistance Services:</p> <ul style="list-style-type: none"> ● Online with <u>My Self Serve</u> ● <u>Toll-free</u> with 1-866-866-0800 		

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Ministry of Social Development and Poverty Reduction	<p>Restricting number of people allowed into the building; phone if possible.</p> <p>In-Person Ministry offices remain open to serve applicants and clients.</p> <p>My Self-Serve and the Contact Centre at 1.866.866.0800. We are starting to direct people to My Self Serve and phone service as the preferred method of communication wherever possible. Please also encourage clients to use electronic deposit. This is in keeping with the BC Provincial Health Officer's recommendation to maintain 'social distance' protocols and help protect our staff and the people we serve.</p> <p>Cheque issue (March 25) will continue the same although the number of people allowed in the building will be restricted. All clients will be picking up cheques at 908 Pandora but they will be doing triage outside all day and allowing those to pick up their cheques at each wicket or cubicle.</p>
Taxes	<p>The income tax filing deadline has been extended until June 1, 2020.</p>
Utilities	<p>BC Hydro will make bill payment plans or allow bills to be deferred during this time with no penalty.</p> <ul style="list-style-type: none"> • Contact: 1 800 224 9376
	<p>Fortis BC (from website):</p> <ul style="list-style-type: none"> • Fortis BC has waived late payment fees and ensure that no customer is disconnected from the energy they need for financial reasons. • Contact: 1-866-436-7847 for electricity and 1-888-224-2710 for natural gas