

GREATER VICTORIA

STREET SURVIVAL GUIDE

WINTER 2015/16

Edition VII



greater victoria
coalition to end
homelessness

hope has found a home

IN CASE OF AN EMERGENCY CALL 911

EMERGENCY SHELTERS

Rock Bay Landing

250-383-1951

Salvation Army ARC

250-384-3396

Sandy Merriman House

250-480-1408

Victoria Women's Transition House

Crisis Line: 250-385-6611

Cridge Transition House

24hr Line: 250-479-3963

Youth Emergency Shelter Information on page 13

WHERE TO CALL FOR HELP

Victoria Sexual Assault Centre

Crisis Line: 250-383-3232

TAPS: Income Assistance, Disability,
Tenancy and Employment Advocacy.
250-361-3521

Burnside Gorge

Community Association

Family Services.

250-388-5251

Victoria Youth

Empowerment Society

250-383-3514

Nurse Line

811

GOVERNMENT PHONE NUMBERS

Ministry of Social Development/Innovation & Income Assistance (including Gateway)

1-866-866-0800

Residential Tenancy Branch

250-387-1602

BC Ombudsperson

250-387-5855

Service BC: Services for social
development. Mon-Fri 8:30-4:30pm.
250-387-6121

Service Canada

Revenue Canada, Canada Pension
Plan, Records of Employment,
HST/GST etc.

1-800-622-6232

IF YOU ARE IN A **CRISIS** CALL
THE CRISIS LINE: **1-888-494-3888**

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FOOD



Rainbow Kitchen

500 Admirals Rd

250-384-2069

Lunch: Mon-Fri 12pm, first come, first serve. Open Thanksgiving and Christmas. Bread and produce based on availability.

Our Place

919 Pandora Ave

250-388-7112

Breakfast: 7-8am.

Lunch: 12-1pm.

Dinner: 5-6pm.

Lunch and dinner only Sat, Sun and stat holidays.

Mustard Seed

625 Queens Ave

250-953-1575

Dinner: Fri 7pm. Reservation required. Call or sign up at Mustard Seed.

Anawim House

973 Caledonia Ave

250-382-0283

Breakfast: Mon-Sat 10am

Lunch: Sign-up from Mon-Fri 10-11am.

Dinner: Thur & Fri, sign up by 2pm.

For people abstinent from substances. Max 20 people for lunch and dinner.

Living Edge

950 Kings Rd

(CDI College building)

250-383-8915

Dinner: Sun 4:30pm.

Rock Bay Landing

535 Ellice St

250-383-1951

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

Salvation Army

525 Johnson St

250-384-3396

Lunch: Mon, Wed, Fri, Sun 11:45-12:30pm.

Coffee and Donuts:

Tues 10:30am.

The Soup Kitchen

St Andrew's, 740 View St

778-440-7687

Breakfast: Mon-Fri 8:30-10am. Open all stats except Christmas Day.

Sandy Merriman

809 Burdett Ave

250-480-1408

Lunch: For self-identified women, 7 Days, 11:30-2pm.

Food Not Bombs

Pandora Ave at Vancouver St

Meal: Sun 3:30pm.

PEERS

1-744 Fairview Rd, Esquimalt

250-382-3213

Lunch: For sex workers only, Mon-Thur, 12:30pm.

Up to date food information: www.victoriahomelessness.ca/food

SHELTERS



Sandy Merriman

809 Burdett Ave

250-480-1408

Bed sign up starts at 7:30am.

Beds assigned at 11:00am.

Self-identified women, 19+.

Salvation Army

ARC

525 Johnson St

250-384-3396

Men Only. 19 and older.

Free dorm beds for 10 day stay.

Rock Bay Landing

535 Ellice St

250-383-1951

Bed sign-up until 2:45pm.

19+, pets ok.

Cool Aid Seasonal Shelter

Downtown Community Centre

755 Pandora Ave

250-383-1951

Nov - Mar 31. 10pm-6:30am.

Open nightly. Pets ok.

Youth Shelter

Info on pg 13

Our Place

Seasonal Shelter

First Met Church

932 Balmoral Ave

250-388-7112

Oct 15 - Mar 31. 7:30pm-

7am. Pets ok.

Extreme Weather Protocol (EWP)

250-896-4012

Nov - Mar 31.

www.vewp.net

Extreme weather response shelters. Notice of activation at service providers, social media, website or by phone.

24 HR WASHROOMS



Centennial Square

Between Pandora, Fisgard

behind the security desk at the bottom of the parkade

Bastion Square

On Langley St, between Yates St & Fort St

Rock Bay Landing

353 Ellice St

250-383-1951

Open 24hrs. Buzzed in from 10pm-6am.

STORAGE



Our Place

919 Pandora Ave

250-388-7112

Day Lockers, 8-3pm.

Closed stat holidays.

Rock Bay Landing

535 Ellice St

250-383-1951

Day Lockers, 6am-10pm.

City Centre Storage

203 - 824 Johnson St

250-384-4233

Mon-Sat 9-4pm.

Rates vary. No deposit necessary.

FOOT CARE



Our Place Hygiene Area

919 Pandora Ave

250-388-7112

Phone for availability.

Glad Tidings

1800 Quadra St

250-384-7633

3rd Sat of each month. 8:30am.

First come first served.

EMPLOYMENT



Work BC Employment Services Centres - GT Hiring

201-1483 Douglas St

250-388-0858

102-415 Gorge Rd East

250-388-5627

Mon-Wed 8:30-5pm. Closes
at 3pm Thur and 4:30pm Fri.

REES – Community Casual Labour Pool

465 Swift St

250-388-9296

Mon-Fri 9-3:30pm.

Closed Tues 12-1pm.

John Howard Society

2675 Bridge St

250-386-3428

Employment services for
federally released inmates.

Labour Unlimited

1732 Douglas St

250-386-8100

Show up at or before 6am
for work.

Trades Labour Corporation

2028 Douglas St

250-386-0024

Show up from 5:30-6:30am
for work.

Fill out application same day,
bring ID.

Rhino Labour

110 - 2950 Douglas St

250-381-0202

Show up at or before 6am
for work.

Need photo ID, proof of SIN
number.

Fill out application day
before .

Bridges for Women

1809 Douglas St

250-385-7410

For women leaving abusive
relationships.

Volunteer Victoria

306-620 View St

250-386-2269

Mon-Fri 8:30-4:30pm.

For volunteer work.

Victoria Native Friendship Centre, CEER Program

(Career, employment and
education resources)

231 Regina Ave

250-384-3211

Victoria Disability Resource Centre

817A Fort St

250-595-0044

Mon-Fri 9-4pm.

Salvation Army Stan Hagen Centre

2695 Quadra St

250-386-8521

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

Skills and computer training.

Literacy Victoria

817A Fort St

250-382-6315

Tue-Fri 10-3pm, or by
appointment. Adult learning.

LAUNDRY



Rock Bay Landing

535 Ellice St
250-383-1951
7 days, 6:30am-11pm.
Call to sign up.

Anawim House

973 Caledonia Ave
250-382-0283
Mon-Fri 10am-3pm.
Sat 10-2pm.
For people abstinent from
substances.

Sandy Merriman

809 Burdett Ave
250-480-1408
7 days, 11:30-4pm.
Self-identified women.

HAIR CUTS



Our Place

919 Pandora Ave
250-388-7112
Tues 1-3pm. Sun 12:30-2:30pm

Mustard Seed

625 Queens Ave
250-953-1575
Mon, Wed, Thur 10-2pm.

FREE PHONE



Rock Bay Landing

535 Ellice St
250-383-1951
6am-10pm front desk.

Pacifica DOS Office

826 Cormorant St
250-356-2555
Tues, Thur, Fri 8:30-4:30pm,
closed noon-1pm.
Wed 1-4:30pm (Open all day
on cheque issue day).

Bay Centre

Lower floor
25 cents.

Sandy Merriman

809 Burdett Ave
250-480-1408
11:30-4pm.
Self-identified women.

Downtown Community Centre

755 Pandora Ave
250-383-0076
Mon-Fri 8:30-2:30pm.
Hours subject to change,
posted weekly.
\$6 monthly voicemail
service.

Quadra Village Community Centre

901 Kings Rd
250-388-7696
Mon-Fri 9-3:30pm,
closed Tue 1-3:30pm.
Local calls only (10min max).

REES

465 Swift St
250-595-8619
Mon-Fri 9-3:30pm.
Closed Tues 12-1pm.

GROCERIES



St Vincent De Paul

828 View St
250-382-0712
Mon-Fri 8:30-4pm, closed
from noon-1pm.

St John the Divine

1611 Quadra St
250-383-7169
Tues & Fri 10-noon.
Closed the week after
cheque issue.

Mustard Seed

625 Queens Ave
250-953-1575 ext 116
Mon-Fri 9-2pm.
For appointments call before
2pm, ID required.

Living Edge

901 Kings Rd
250-383-8915
Tues, Thur 10:30am until
gone.
Out of Quadra Village
Community Centre.

Salvation Army Stan Hagen Centre

2695 Quadra St
250-386-8521
Mon-Fri 9-11:45am,
1-4:15pm.
Emergency hamper 3x per
year.

FREE INTERNET



Our Place Computer Room

919 Pandora Ave
250-388-7112
7am-8pm.
Stat holidays 7-4pm.

Work BC Employment Service Centres - GT Hiring

Registration required.
Intended for job search
activities.
201-1483 Douglas St
250-388-0858

102-415 Gorge Rd East
250-388-5627
Mon-Wed 8:30-5pm.
Closes at 3pm Thur and
4:30pm Fri.

Greater Victoria Public Library

735 Broughton St
250-940-GVPL (4875)
Mon, Fri, Sat 9-6pm.
Tues-Thur 9-9pm.
Sun 1-5pm.
Additional locations:
www.gvpl.ca

Victoria Disability Resource Centre

817A Fort St
250-595-0044
Mon-Fri 9-4pm.

Rock Bay Computer Room

535 Ellice St
250-383-1951
Daily, variable hours.

Downtown Community Centre

755 Pandora Ave
250-383-0076
Mon-Fri 8:30-2:30pm.
Hours subject to change,
posted weekly.

Quadra Village Community Centre

901 Kings Rd
250-388-7696
Mon-Fri 9-3:30pm,
closed Tues 1-3:30pm.
Internet, wifi, fax and photo
copy.

REES

465 Swift St
250-595-8619
Mon-Fri 9-3:30pm.
Closed Tues 12-1pm.

SHOWERS



Our Place

919 Pandora Ave

250-388-7112

8-3pm.

Closed stat holidays.

Anawim House

973 Caledonia Ave

250-382-0283

Mon-Fri 10-3pm. Sat 10-2pm.

For people abstinent from substances.

Rock Bay Hygiene Area

535 Ellice St

250-383-1951

Daily, variable hours.

Sandy Merriman

809 Burdett Ave

250-480-1408

7 Days, 11:30-4:30pm.

Self-identified women.

HARM REDUCTION RESOURCES



AVI

3rd Floor,

713 Johnson St

250-889-0268

Daily 3-10pm.

Mobile

250-896-AVIX (2849)

Wed-Fri 12-4pm.

For Overdose Prevention/Response Training
call Harm Reduction Services Coordinator
250-384-2366 ext 3104

Sobering and Assessment Centre

1125 Pembroke St

250-213-4444

Open 24/7.

PACIFICA DOS

826 Cormorant St

250-356-2555

Tues, Thur, Fri 8:30-noon, 1-4:30pm. Wed

1-4:30pm (Open all day on cheque issue
day).

SOLID

857 Caledonia Ave

250-298-9497

Mon-Fri 1-3pm for peer support and safer
substance use information.

Outreach Downtown

On foot: Every morning 7:30-9:30am.

Tue-Thur, and Sat 5:30-7:30pm.

Cool Aid Pharmacy

713 Johnson St

250-385-1466

Mon-Tues 9-6pm. Wed-Thur 9-8pm.

Fri 9-3pm. Sat 10-2pm.

PEERS

Night Outreach:

**Government and Discovery, and
on Rock Bay Ave**

250-744-0171

Nightly 6:30-11pm.

Drop-In Centre/Wellness Clinic:

1-744 Fairview Rd

250-388-5325 ext 100

Mon-Thur 11-2:30pm

HEALTH & DENTAL

Please call to confirm hours.



Cool Aid Community Health Clinic

713 Johnson St

250-385-1466

Mon & Tues 9-6pm. Wed &
Thur 9-8pm.

Fri 9-3pm. Sat 10-2pm.

Same day booking.

Cool Aid Dental Clinic

713 Johnson St

250-383-5957

Mon-Fri 9-4pm. Closed
1-2pm.

Call to make appointment.

Our Place

919 Pandora Ave

250-388-7112

St. John Ambulance

Tues 10-12pm. Minor injuries
to seriously infected wounds.

Community

Acupuncture Clinic

Thur 3:15-5:15pm

Pandora Dental Group

1035 Pandora Ave

250-385-0311

Call to make appointment.

PEERS

1-744 Fairview Rd

**Drop-In Wellness
Clinic**

250-388-5325 ext 100

Bi-weekly Mon-Thur 11-
2:30pm.

**Health Support and
Outreach**

250-744-7690

Help getting tested for, and
manage, STIs

For former and current sex
workers

Island Health Street Nurse

Mon-Tues 8-8pm.

Wed-Thur 8-4:30pm.

Fri 12:30-7:30pm.

Call 250-361-7056 (Mon-
Thur) or

250-818-3373 (Tues, Thurs,
Fri) for details.

Yates St Walk-In Clinic

105-911 Yates St

250-388-3080

Mon-Thur 8:30-8pm. Fri

8:30-7pm.

Sat 9-5pm. Sun 10-4pm.

Rock Bay Landing

535 Ellice St

250-383-1951

Nurses: Fri 9:30-11:30am.

Dr. Price: Thur 9am-noon.

Burnside Walk-In Clinic

101 Burnside Rd

250-381-4353

Mon-Thur 7:30am-9pm. Fri
7:30-6pm.

Sat & Sun 9-6pm.

STI Clinic

1947 Cook St

250-388-2225

Free STI testing.

Mon 10-2pm. Tues & Thur
1-4pm.

By appointment.

PET CARE



Our Place

919 Pandora Ave

250-388-7112

2nd Thursday of the month 8-3pm.

Dog and cat food occasionally
available at food banks and
emergency shelters, ask the staff.

THRIFT STORES



Value Village
1810 Store St
250-380-9422

WIN Store
795 Pandora Ave
250-480-4006

St Vincent De Paul
833 Yates St
250-382-3213

Beacon Community Services
2676 Quadra St
250-479-8849
715 Pandora Ave
250-388-3500

Salvation Army
525 Johnson St
250-384-3755
2-990 Hillside Ave
250-380-7717

Bibles for Missions
2520 Government St
250-361-9398

CLOTHING & HOUSEHOLD ITEMS



Mustard Seed
625 Queens Ave
250-953-1575
Mon-Fri 9-11:30am.

Rock Bay Landing Clothing Room
535 Ellice St
250-383-1951
Daily, variable hours.

Our Place
919 Pandora Ave
250-388-7112
8-3pm.

St Vincent de Paul
828 View St
250-382-0712
Mon-Fri 8:30-4pm,
closed from noon-1pm.
Voucher twice per year.

Quadra Village Community Centre
901 Kings Rd
250-388-7696
Clothing Room: Mon, Wed-Fri 9am-noon,
1:30-3pm.
Tues 9am-noon.

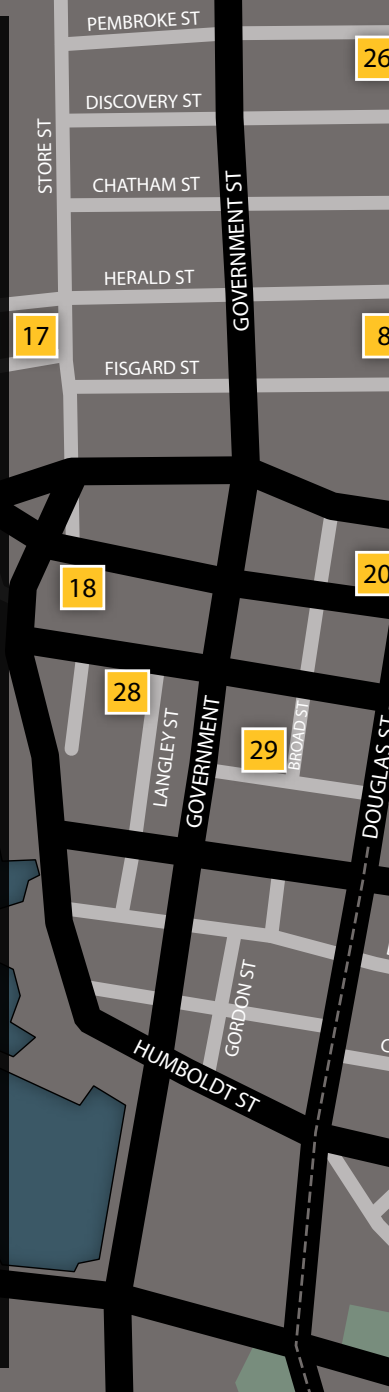
Salvation Army Stan Hagen Centre
2695 Quadra St
250-386-8521
Mon-Fri 9-11:45am, 1-4:15pm.
Emergency voucher once per year.

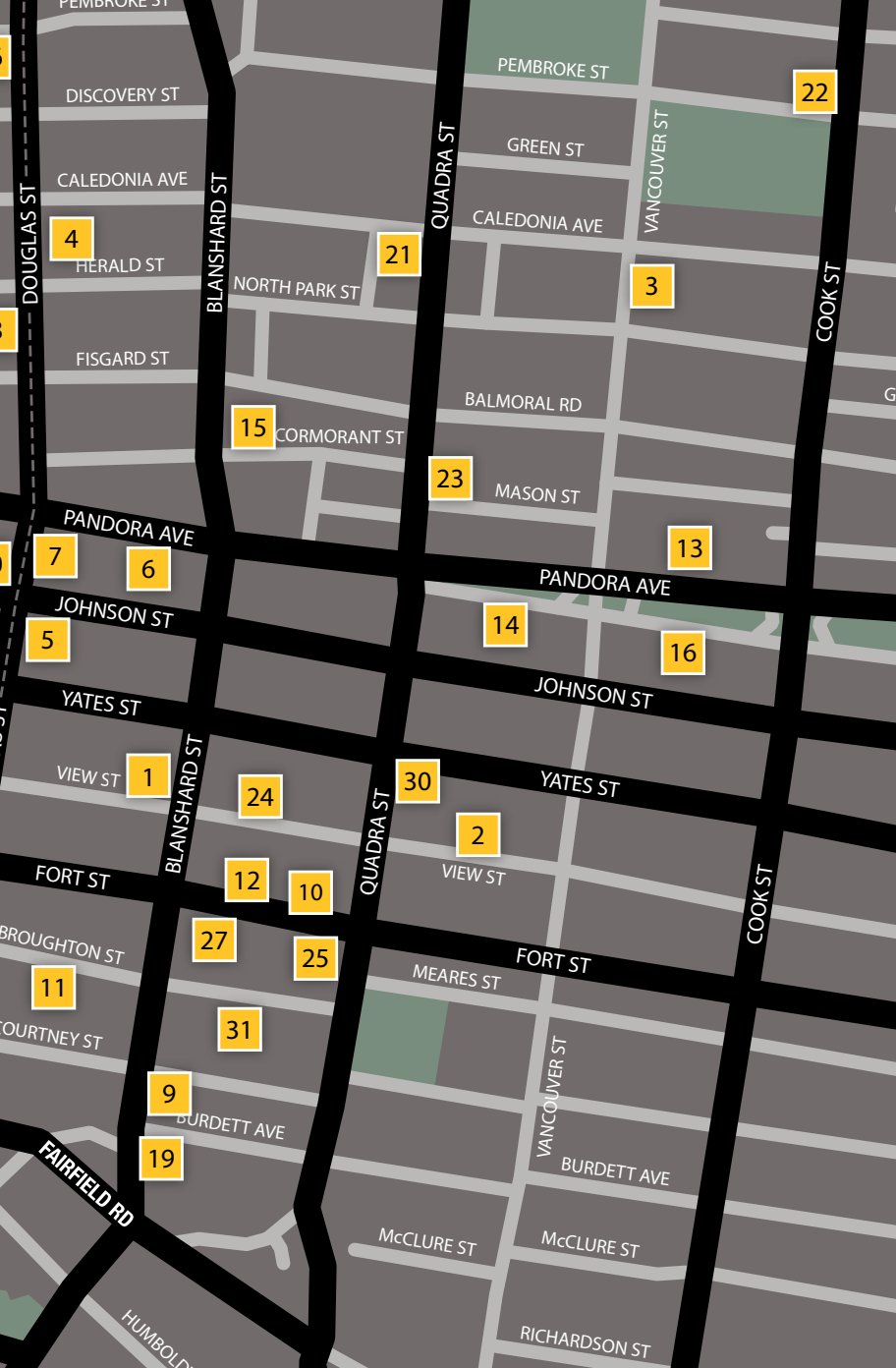
Free books available at:

Mustard Seed, Our Place Computer Room, Rock Bay Landing & Salvation Army.

DOWNTOWN VICTORIA

- 1 The Soup Kitchen**
740 View St
- 2 Action Committee for People with Disabilities**
948 View St
- 3 Anawim House**
973 Caledonia Ave
- 4 Bridges for Women Society**
1809 Douglas St
- 5 Cool Aid Clinic, Dental, AVI Office, 713 Outreach**
713 Johnson St
- 6 Downtown Community Centre**
755 Pandora Ave
- 7 Work BC - GT Hiring**
201-1483 Douglas St
- 8 Labour Unlimited**
1732 Douglas St
- 9 The Law Centre, Justice Access Centre**
225-850 Burdett
- 10 Legal Aid BC**
218-852 Fort St
- 11 Library Main Branch**
735 Broughton St
- 12 Literacy Victoria**
817A Fort St
- 13 Men's Trauma Centre**
102-1022 Pandora Ave
- 14 Our Place**
919 Pandora Ave
- 15 Pacifica DOS Office**
826 Cormorant St
- 16 Pandora Dental Group**
1035 Pandora Ave
- 17 REES**
465 Swift St
- 18 Salvation Army**
525 Johnson St
- 19 Sandy Merriman House**
809 Burdett Ave
- 20 Service Canada**
1401 Douglas St
- 21 SOLID**
857 Caledonia Ave
- 22 STI Clinic**
1947 Cook St
- 23 St John the Divine**
1611 Quadra St
- 24 St Vincent De Paul Social Concerns Office**
828 View St
- 25 TAPS**
302-895 Fort St
- 26 Trades Labour Corp**
2028 Douglas St
- 27 Victoria Disability Resource Centre**
817A Fort St
- 28 Victoria Youth Empowerment Society, Youth Clinic**
533 Yates St
- 29 Volunteer Victoria**
306-620 View St
- 30 Yates St Integrated Health Clinic**
105-911 Yates St
- 31 YMCA**
851 Broughton St





DISCOVERY ST

PEMBROKE ST

22

CALEDONIA AVE

GREEN ST

HERALD ST

21

CALEDONIA AVE

VANCOUVER ST

3

DOUGLAS ST

BLANSHARD ST

QUADRA ST

COOK ST

NORTH PARK ST

FIGGARD ST

BALMORAL RD

15 CORMORANT ST

23

MASON ST

13

PANDORA AVE

7

6

PANDORA AVE

14

16

JOHNSON ST

5

JOHNSON ST

YATES ST

1

24

30

YATES ST

2

VIEW ST

12

10

VIEW ST

FORT ST

27

25

FORT ST

MEARES ST

BROUGHTON ST

11

31

9

19

BURDETT AVE

VANCOUVER ST

BURDETT AVE

FAIRFIELD RD

McCLURE ST

McCLURE ST

HUMBOLDT

RICHARDSON ST



THE GORGE

- 32 Burnside Gorge Community Assoc.**
471 Cecelia Rd
- 33 Work BC - GT Hiring**
102-415 Gorge Rd East
- 34 John Howard**
2675 Bridge St
- 35 Mustard Seed**
625 Queens Ave
- 36 Rhino Labour**
110-2950 Douglas St
- 37 Rock Bay Landing**
535 Ellice St
- 38 Single Parent Resource Centre**
602 Gorge Rd East

WHERE CAN I CALL FOR HELP? (SENIORS)



James Bay New Horizons

234 Menzies St
250-386-3035
Mon-Sat 9-4pm.

Quadra Village Community Centre

901 Kings Rd
250-388-7696

Senior Entitlement Service
Mon & Thur 9-noon, 1-3pm.

Seniors Serving Seniors

250-382-4331
Information & referral service.
Seniors Services Directory available.

Silver Threads

Saanich
286 Hampton Rd
250-382-3151
Mon-Fri 8:30-4pm. Lunch 11:30-1:30pm.
Seniors activities, counseling and advocacy.
Victoria
2340 Richmond Rd
250-388-4268
Mon-Fri 8:30-4pm.
Seniors activities, counseling and advocacy.

CRISIS LINE

1-888-494-3888

WHERE CAN I CALL FOR HELP? (YOUTH)



Out of the Rain Youth Shelter

Changing locations.

250-415-3856

Youth 15-25.

Oct 15 to Apr 15.

Pets allowed some days.

www.outoftherainvictoria.ca

Kiwanis Emergency Youth Shelter

2117 Vancouver St

250-386-8282

Youth 13-18.

Victoria Youth Empowerment Society

533 Yates St

250-383-3514

Youth 13-19.

Daytime Drop-in: 9-5pm. Showers, laundry, clothing and internet.

Access to youth detox, outreach team, mental health liaison counselor, life skills program

Alliance Club: drop-in Mon-Thur 3-9:30pm.

Dinner served at 5pm, snack at 8pm.

Burnside Gorge Community Association

471 Cecelia Rd

250-388-5251

Youth Outreach: Mon-Fri 9-4:30pm.

Youth Drop In: Wed-Fri 5-8pm.

Sanctuary Youth Drop-In

767 Humboldt St (church basement)

250-385-6255

For youth 19 or under.

Fri-Sun 3-6pm.

Warm meals, showers, laundry and more.

www.sanctuaryyouth.ca

Warming station for youth open 5-10pm during EWP activations (see pg.3).

Transportation to the Out Of The Rain shelter is available between 9-10pm from this location.

Victoria Youth Clinic

533 Yates St (back entrance)

Outreach 250-818-0897

250-383-3552

Mon-Thur 11-5pm. Primary health care, mental health and substance use, counseling support/care, lab and outreach services.

Youth 12-24. No CareCard needed.

www.victoriayouthclinic.ca

Threshold Youth Housing

250-383-8830

Youth 16-21.

Boys and Girls Club

301-1195 Esquimalt Rd

250-384-9133

Mon-Thur 8:30-4:30pm. Fri 8:30-1pm.

Victoria Native Friendship Centre

231 Regina Ave

250-384-3211

Youth Drop-In.

Mon-Thur 4-8pm. Fri 2-8pm.

Youth support workers, youth addictions and youth and family counselors available

Beacon of Hope House

525 Johnson St

250-381-9474 for referrals.

Operated by Salvation Army ARC.

Male youth aged 13-18.

90 day addiction recovery program.

Umbrella Society

901 Kings Rd

250-380-0595

Mon-Fri 8:30-4:30pm.

Addiction and mental health.

CRISIS LINE

1-888-494-3888

WHERE CAN I CALL FOR HELP?

COUNSELLING AND SUPPORT

Victoria Sexual Assault Centre

201-3060 Cedar Hill Rd
250-383-5545

Mon-Fri 9-5pm. Closed all stat holidays.
Crisis Line: 250-383-3232
Crisis Line for people of all genders, 24hrs.

PEERS

1-744 Fairview Rd

250-388-5325 x100

Drop In Centre: Mon-Thur 11-2:30pm.
Access health and housing support workers,
consultations with lawyers and street nurses.
For former and current sex workers.

Men's Trauma Centre

102-1022 Pandora Ave

250-381-6367

Mon-Fri 9-4pm.
For men suffering from the effects of trauma.

Society of Living Illicit Drug Users (SOLID)

857 Caledonia Ave

250-298-9497

Mon-Fri 1-3pm.
Peer support, educational programming,
support groups, referrals and information.
Peer Support Meeting: 2nd & 4th Saturday of
the month, 1-2:30 PM. Open to all past and
current substance users

Island Community Mental Health

125 Skinner St

250-389-1211

Mon-Fri 8:30-4:30pm.
Support & Employment Services.

Umbrella Society

901 Kings Rd

250-380-0595

Mon-Fri 8:30-4:30pm.

BC Schizophrenia Society, Victoria

941 Kings Rd

250-384-4225

Mon-Fri 9-4pm.

Client and Family Services. Peer support
services, support for individuals with any
mental health diagnosis and those with no
diagnosis.

Citizens Counseling

941 Kings Rd

250-384-9934

Mon-Fri 9:30-4:30pm,
no phones answered 10-2pm.
Sliding scale fee.

Victim's Services

250-995-7351 for referral.

Mon-Fri 9-5pm.

Victoria Disability Resource Centre

817A Fort St

250-595-0044

Mon-Fri 9-4pm.

Support for people living with disabilities.

Vancouver Island Persons Living with HIV/AIDS

101-1139 Yates St

250-382-7927

Mon-Thur 11-4pm. Fri 11-3pm. Peer support
and treatment information by and for persons
living with HIV/AIDS.

La Société francophone

200-535 rue Yates

250-388-7350

Lun-Jeud 8:30 à 17,

Ven 8:30 à 16.

Our Place

919 Pandora Ave

250-388-7112

First Nations Residential School Survivor
Counsellor Fri 9-12pm.



LEGAL SUPPORT
AND ADVOCACY

.....

Law Centre

225-850 Burdett Ave

250-385-1221

Mon-Fri 9-noon, and 1-3:30pm.

Free legal advice. Small cases, criminal, civil, and family law.

Legal Aid

218-852 Fort St

250-388-4516

Family, criminal and immigration cases only. Intake also at courthouse.

TAPS

302-895 Fort St

250-361-3521

Mon 1-4:30pm.

Tues-Thur 9:30-noon, 1-4:30pm.

Fri 1-4pm.

Income Assistance, Disability, Tenancy & Employment Advocacy.

Justice Access Centre

225-850 Burdett Ave

Mon, Tues, Wed, Fri 8-5:30pm.

Thur 8-6:30pm.

Family law issues. Family justice counselors, information, mediation, children and spousal support.

FREE LEGAL CLINICS

.....

Rock Bay Landing

535 Ellice St

250-383-1951

Ask CSWs for support in booking.

Mon-Fri 8-7pm. Sat 7-5pm.

Office of Carole James

MLA Victoria, Beacon Hill

1084 Fort St

250-952-4211

Wed 5-6pm.

Quadra Village Community Centre

901 Kings Rd

250-388-7696

Wed 2-3pm. Call for appointment.

CRISIS LINE

1-888-494-3888

WHERE CAN I CALL FOR HELP? (FAMILIES)



Victoria Native Friendship Centre

231 Regina Ave
250-384-3211
Family Programs.
Intakes Mon-Fri 9-10:45am
and 2:30-3:45pm.
Family lunch on Fri 12-1pm.

Burnside Gorge Community Association

471 Cecelia Rd
250-388-5251
Mon-Fri 9-4:30pm.
Family Dinners on Thur 5pm.

Single Parent Resource Centre

602 Gorge Rd East
250-385-1114
Mon, Tues, Thur, Fri 9-4pm. Wed 12-7pm.

Family Services of Greater Victoria

899 Fort St
250-386-4331
Hours vary, please call ahead.
Families dealing with divorce or separation.

Cridge Centre for the Family

24hr Line: 250-479-3963
1307 Hillside Ave
Transition House,
emergency shelter,
counseling for women and children fleeing abuse.

Surrounded by Cedar

211-1497 Admirals Rd
250-383-2990
Toll-free 1-855-383-2990
Aboriginal Youth and Family Services.

Young Parent Support Network Saanich

Neighbourhood Place, 3100 Tillicum Rd
250-384-0552
For pregnant and parenting young parents ages 13-29.
Call first to see if they are on site.

Salvation Army Stan Hagan Centre for the Family

2695 Quadra St
250-386-8521
Mon-Fri 9-11:45am, 1-4:15pm.
Counseling, emergency assistance, Christmas assistance.

Quadra Village Community Centre

901 Kings Rd
250-388-7696
Mon, Wed, Thur 9-4pm.
Tues 9-1:30pm, 3-4pm.

Victoria Women's Transition House

24/7 Crisis Line: 250-385-6611
General: 250-592-2927
For women fleeing abuse.

Greater Victoria Housing Society

2326 Government St
250-384-3434
Mon-Fri 8:30-4:30pm.
Housing for low income working families.

Esquimalt Teen Centre

537 Fraser St
250-412-8530 (no voicemail)
Free After-School Drop-In (Grades 6-8):
Tues & Thur 3-5pm.
13-18 year olds:
Thur-Sat 7pm-10pm.

Her Way Home

211-547 Michigan St
250-519-3681
For pregnant and early parent women impacted by substance use issues.

Umbrella Society

901 Kings Rd
250-380-0595
Mon-Fri 8:30-4:30pm.

CRISIS LINE

1-888-494-3888

SUBSTANCE USE SERVICES & SUPPORT



Island Health Withdrawal Management Services

1125 Pembroke St
250-213-4441
24hr walk-in.

Sobering & Assessment Centre

Shelter and assessment of
inebriated clients, less than
24 hours.

Detox

Short-term for acute medical
withdrawal, 10 days.

250-213-4444 or by
community referral

Stabilization

Longer term 7-30 days.

250-213-4444, or by
community referral

Recovery Addictions Support (RAS)

7 day a week program for
clients new to recovery.
psychoeducational groups

Narcotics Anonymous

24 Hr Helpline: 250-
383-3553
www.svina.ca

Alcoholics Anonymous Central Office

24 Hr Hotline: 250-
383-7744
www.aavictoria.ca

Drug & Alcohol Counselor at Cool Aid Clinic

713 Johnson St
Call 250-385-1466 to make
appointment.

Addictions Outpatient Treatment 2nd floor-1250

Quadra St
250-519-3544
Intake for newcomers Mon-
Fri 9-4pm.
Walk-in, self referral.

Salvation Army Addictions Rehabilitation Centre

525 Johnson St
250-384-3396
Mon-Fri 8:30-4:30pm.
See case workers for in
house support and referrals.

LifeRing

250-920-2095
www.liferingcanada.org

Umbrella Society 901 Kings Rd

250-380-0595
Mon-Fri 8:30-4:30pm.

Referrals to Detox,
Stabilization and Treatment
available at Our Place, Cool
Aid Clinic, Mustard Seed,
AVI, Sandy Merriman,
PEERS and Rock Bay
Landing and Addiction
Outpatient Treatment Clinic

HOW TO:



ID REPLACEMENT

Rock Bay Landing CSWs 535 Illice St

Mon-Fri 8am-7pm.
Sat 7am-5pm.
Drop-in service, sign up
and wait.

Service Canada 1401 Douglas St

Mon-Fri 8:30-4pm.
For replacement SIN card
or proof of SIN while waiting
for ID.

Salvation Army Case Workers

525 Johnson St
Mon-Fri 8:30-4:30pm.

HOW TO: (CONTINUED)



APPLY FOR INCOME ASSISTANCE

Rock Bay Landing CSWs

535 Ellice St

250-383-1951

Mon-Fri 8-7pm. Sat 7-5pm.

For online application.

Our Place Outreach Staff

919 Pandora Ave

250-388-7112

9:30-6pm.

APPLY FOR DISABILITY OR PPMB DESIGNATION

TAPS

302 – 895 Fort St

250-361-3521

Mon 1-4:30pm.

Tues-Thur 9:30-noon,

1-4:30pm. Fri 1-4pm.

REES

465 Swift St

250-388-9296

Mon-Fri 9-3:30pm.

Closed Tues 12-1pm.

Action Committee for People with Disabilities

948 View St

250-383-4105

Mon to Fri 9-4pm.

Victoria Disability Resource Centre

817A Fort St

250-595-0044

Mon-Fri 9-4pm.

PWD/DISABILITY ENTITLEMENTS

Province-wide bus pass, dental, camping in provincial parks, fishing licenses, Ferry 50% off. (More info at TAPS).

Bus Pass Program:

1-866-866-0800,

press 4, then press 3.

An annual transportation allowance in lieu of a bus pass is available.

DO MY TAXES

TAPS

302 – 895 Fort St

250-361-3521

First come, first serve.

Thur 9-11am, 1-4pm.

St Vincent de Paul, Social Concern Office

828 View St

250-382-0712

Mon-Fri 8:30-4, closed from noon-1pm.

GET A LIBRARY CARD

Central Library

735 Broughton St

250-940-4875

www.gvpl.ca

Mon, Fri, Sat 9-6pm.

Tues-Thur 9-9pm.

Sun 1-5pm.

Bring ID, proof of address or letter stating you do not have ID and are staying at shelter.

GET A LIFE PASS APPLICATION

(FOR ANY REGIONAL REC CENTRE)

Rock Bay Landing front desk

535 Ellice St

250-383-1951

Our Place Outreach

919 Pandora Ave

250-388-7112

9:30-6pm.

GET A YMCA PASS

YMCA-YWCA of Greater Victoria

851 Broughton St

250-386-7511

Membership Assistance:

Requires ID, proof of income and fill out a form.

JOIN A RUN CLUB

Every Step Counts Running & Walking Group

755 Pandora Ave

Tues & Thur 3-4:30pm.

Wed & Fri 3:30-5pm.

HOW TO: ACCESS HOUSING



Pacifica Housing DOS Office

826 Cormorant St
250-356-2555
Tues, Thur, Fri 8:30-noon,
1-4:30pm. Wed 1-4:30pm
(Open all day on cheque
issue day).

Our Place Outreach Staff

919 Pandora Ave
250-388-7112
9:30-6pm.

BC Housing Registry

201-3440 Douglas St
Mon-Fri 8:30-4:30pm.

Threshold Youth Housing

250-383-8830
Housing office:
778-406-0558
Transitional housing for
youth age 16-22.

Island Community Mental Health

125 Skinner St
250-389-1211

SAFER

**Shelter Aid for
Elderly Renters**
1-800-257-7756
BC Housing Subsidy rental
subsidy for private market
housing.

RAP

**Rental Assistance
Program**
1-800-257-7756
BC Housing Subsidy for
working poor families.

Greater Victoria Housing Society

2326 Government St
250-384-3434
Mon-Fri 8:30-4:30pm.
Housing for low income
seniors, families, and
individuals with disabilities.

M'akola Housing Societies

3016 Cedar Hill Rd
250-384-1423
Aboriginal Family Housing.
Application available online:
www.makola.bc.ca
Fill out application prior to
accessing services.

Rock Bay Landing

535 Ellice St
250-383-1951
Client Service Workers.
Market housing search help.
Mon-Fri 8-7pm. Sat 7-5pm.

Victoria Native Friendship Centre

231 Regina Ave
250-384-3211
Housing Outreach for
Aboriginal youth, singles
and families, housing
referrals.

Salvation Army ARC

525 Johnson St
250-384-3396
Transitional housing, men
19 years and older only.

Burnside Gorge Community Association

471 Cecelia Rd
250-388-5251
Housing Outreach for
Families.
Mon-Fri 9-4:30pm.

Centralized Access to Supportive Housing (CASH) Referrals: Pacifica
DOS, Rock Bay, Friendship Centre, Salvation Army, AVI, REES, PEERS, Sandy Merriman and
some Island Health facilities.

If you are facing eviction find out about the Homelessness Prevention Fund at:

www.victoriahomelessness.ca>Get Informed>Homelessness Prevention Fund

If you have a tenancy issue go
to **TAPS** for Tenant Advocacy:
302 – 895 Fort St
Mon 1-4:30pm. Tues-Thur 9:30-12pm,
1-4:30pm. Fri 1-4pm.

Or call the **Residential Tenancy
Branch**, at 250-387-1602

BYLAWS THAT AFFECT YOU



Streets and Traffic Bylaw

- No camping or erecting structures on boulevards or medians at any time.
- Cannot sit, kneel, squat, panhandle, or lie on a sidewalk in a manner that obstructs pedestrians, at any time.
- Cannot obstruct a sidewalk at any time with your personal property (chattels).
- Cannot obstruct sidewalks between 8am and 9pm in the downtown area for any reason (if panhandling downtown, you must be standing, or seated on an existing bench etc. on the sidewalk).
- If panhandling, you cannot ask passersby more than once for money.
- Cannot panhandle in groups of more than 2 persons.
- Cannot solicit within 6 metres of a bank entrance, bank machine or parking ticket dispensing machine.
- Cannot solicit from persons in passing motor vehicles.

Parks Regulation Bylaw

- If you are homeless you can camp and erect a structure in a park from 8pm-7am during daylight savings, from 7pm-7am during the winter.
- You cannot camp in environmentally sensitive areas, and no fires in parks unless in officially designated fire pits. Campers must use washroom facilities in parks.
- Park offices for the City are in Beacon Hill Park, off Cook St in Park's Yard
- Cannot bring excess belongings into a park, only basic personal effects.
- The city will remove any unattended belongings, at any time of day or night, which will be impounded and held for a limited duration (around 30 days).

Please call 250-361-0215 to inquire about belongings that have been removed or to ask other bylaw questions.

MY RIGHTS

PRODUCED BY PIVOT LEGAL SOCIETY

PIVOT
equality lifts everyone

1. I can refuse to talk to police or answer their questions, unless I am in a bar or a cinema, driving a car, or they say I broke the law. In those cases I must give my name, birthdate and address, or show my ID, but I do not have to say anymore.
2. I can say "NO" if the police ask to search me or my things. Saying "NO" does not mean I have something to hide.
3. I can leave unless I am being detained or arrested.
4. If I am being detained or arrested, I have a right to know why, and a right to speak privately to a lawyer – without delay – even if I can't afford to pay.
5. I can only be strip-searched in private and by officers of the same sex.
6. I have a right to know a police officer's name and badge number.
7. I can report a police officer who abuses me, swears at me, or violates my rights.

STREET SURVIVAL GUIDE

WINTER 2015/16

For more information go to:

www.victoriahomelessness.ca

FUNDED BY:



United Way
Greater Victoria



**VICTORIA
FOUNDATION**

**IF YOU FOUND THIS GUIDE
USEFUL AND NO LONGER NEED IT,
PLEASE PASS ALONG TO A FRIEND.**

Created by a group of volunteers with street-life experience,
this guide is to help those experiencing homelessness and extreme
poverty access resources to meet their needs.

PUBLISHED BY:



greater victoria
coalition to end
homelessness

hope has found a home

Edition VII. Updated December 2015.