

COMMUNITY RESOURCES

(Updated March 23, 2020)

Resources	Service/Time	Location	Contact Info
FOOD			
Salvation Army ARC (open to all)	Warm Lunch (pre-packaged) M/W/F 11:45am-12:15pm	525 Johnson St., Victoria	250-384-3396
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 5:30-6:30pm	Central Baptist Church, 833 Pandora Ave., Victoria	Livingedge.ngo or 250-383-8915
	Food Distribution, Tuesday 5-6pm	Gateway Baptist Church, 898 Royal Oak Ave., Victoria	Livingedge.ngo or 250-383-8915
	Food distribution, Thursday 10:30-11:30am (lineup starts earlier)	901 Kings Rd., Victoria (QVCC) - Lineup is on Wark St.	Livingedge.ngo or 250-383-8915
	Food Distribution, Thursday 5-6pm	Saanich Baptist Church, 7577 Wallace Dr., Victoria	Livingedge.ngo or 250-383-8915
	Food Distribution, Friday 12-1pm	679 Goldstream Ave., Langford	Livingedge.ngo 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
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
Mustard Seed	625 Queens closed. Food hampers being distributed in parking lot. Staff serving coffee and lunch to go from kitchen door in parking lot.	625 Queens Ave., Victoria	(250) 953-1575
9-10 Club (The Soup Kitchen)	Open for soup to go. Continuing to operate as long as they can.	740 View St., Victoria	(778) 440-7687

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Rainbow Kitchen	Lunch to go 11am-1pm; drop-in closed.	#1315-1277 Lyall St., Victoria	(250) 384-2069
HEALTH & WELLBEING			
Vancouver Island Crisis Line	N/A	N/A	1-888-494-3888
Youth Space (youth under 25)	N/A	N/A	youthspace.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
Victoria Native Friendship Centre	All non-essential services cancelled. Daycare, shelter, and outreach continue to be open. Plans being made for food hampers.	231 Regina Ave., Victoria	(250) 384-3211
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 telehealth in next few weeks.	922 Pandora Ave., Victoria	(250) 294-6714

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<p>PEERS (Effective Until the End of March 2020)</p>	<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. Night outreach staff will help with supply delivery. 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 <u>NO GROUPS</u> at Peers Victoria including SACRED, Men's Dinner, Indoor, and Trans and Non-Binary, Night Outreach, Drop in 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>	<p>#1-744 Fairview Rd., Victoria</p>	<p>Night Outreach: 250-744-0171 Answered M, W, F 11-1:30</p> <p>Harm Reduction: 250-217-0410 Answered M-Th; text anytime</p> <p>Men's Program 250-217-1386 Answered M-Th 10-4; text anytime</p> <p>Housing: 250-415-1874 Answered M-Th 10-4; text anytime</p> <p>Prevention: 250-217-5937 T-Th 12-4; text anytime</p>
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SHELTER			
Emergency Shelter plan	<p>Phase 1 (started Sun Mar 22) Starting short term tenting sites with food, water, washrooms</p> <p>Phase 2 (unknown time frame) 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 & Beacon Hill Park will have 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 is one confirmed location</p> <p>-Beacon Hill Park (gravel field across from Drive-In) another confirmed location</p>	
First Met Shelter	Open (mats have been rearranged to allow for social distancing)	932 Balmoral Rd., Victoria	(250) 388-7112
Out of the Rain (age 15-25 only)	Operating every night. <u>Tues Mar 24 will be last night open for the season.</u> Working on a plan to support youth in community.	1450 Elford St., Victoria	(250) 415-3856
KEYS Kiwanis Emergency Youth Shelter (ages 13-18)	24 hr intake with some criteria	2117 Vancouver St., Victoria	250-386-8282
TRANSPORTATION			
Victoria Transit	Transit is offering free bus rides for regular and handy-dart buses until April 19, 2020.		

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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 		
CASE MANAGEMENT TEAMS			
PACT	<p>Reducing to essential services only i.e. meds, renewals, urgent med appts and emergency issues. Will not be coming to site unless necessary; most contact by phone. Will see clients at office.</p>	<p>941 Pandora St., Victoria</p>	<p>(250) 519-5181</p>
DACT	<p>Reducing to essential services only; please attempt to call first. Clients triaged to be seen in person.</p>	<p>941 Pandora St., Victoria</p>	<p>(250) 519-5180</p>

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SOACT	Still connecting with clients in community for essential services such as meds.	941 Pandora St., Victoria	(250) 519-3528
VICOT	Reducing to essential services only. No engagement at housing sites/community locations. Will not be coming to site unless necessary most contact by phone. Crisis management services only. Clients expected to come to VICOT office for meds. Clients will be screened at door and asked to wait at door etc.		(250) 519-5182
ICMT	NO LONGER transporting clients in ANY circumstance. Only providing essential care support including: wound care, infection management, withdrawal assessment/management and management of chronic health concerns. Essential medication delivery and support. Overdose risk mitigation and support. Mental Health support and access to essential needs and service such as food, pharmacy and primary care. Wherever possible, checking in via phone. Can still drop things off to clients. Any in person visits will be done in PAIRS only. Any in person care needed, whenever possible, to be done outside in a larger space.		(250) 882-0816
SUBSTANCE USE			
The Harbour	Operating at half capacity. Only 5 out of 10 consumption booths operational; 2 people in the waiting room at a time. Chill room closed.	941 Pandora Ave., Victoria	(250) 519-5303
AVI	Overdose Prevention Room <u>OPEN</u> . Harm reduction supplies available. Drop-in closed. Washroom open. Hand sanitization "to go" kits. Mobile outreach to 900 block of Pandora & Centennial Square (1-3pm, 5-7pm daily).	713 Johnson St., Victoria	(250) 384-2366

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<p>Detox, Stabilization, and Sobering and Assessment Centre</p>	<p>Sobering and Assessment Centre is down to 4 female beds, 8 male beds and 4 single rooms. Harm reduction supplies available for pickup.</p> <p>Detox is currently at 11 bed capacity and prioritizing those with medically complex withdrawal (such as alcohol, people not on OAT) and those with lined up treatment dates or high vulnerability (pregnancy, fleeing abuse).</p> <p>Stabilization is at 10 bed capacity and is taking clients direct from detox. Ability to come and go has been limited to ensure social distancing.</p>	<p>1125 Pembroke St., Victoria</p>	<p>(250) 213-4444</p>
<p>Daily Dose</p>	<p>Still operating (have put up barriers in vehicles to allow for social distancing)</p>	<p>820 Cormorant St., Victoria</p>	<p>(250) 800-0569</p>
<p>SOLID</p>	<p>Some services modified. Cannabis substitution program open. Outreach open. No groups.</p>	<p>1056 North Park St., Victoria</p>	<p>(250) 298-9497</p>
<p>Rock Bay Landing Overdose Prevention Unit</p>	<p>Limited to 2 consumption booths.</p>	<p>535 Ellice St., Victoria</p>	<p>(250) 383-1951</p>
<p>LEGAL</p>			
<p>Victoria Probation</p>	<p>All phone reporting. Core programs cancelled.</p>	<p>N/A</p>	<p>(250) 387- 6321</p>
<p>Victoria Parole</p>	<p>Office will remain open (essential service – public safety)</p> <p>Preference for PO to meet in the community. Clients encouraged to</p>	<p>#1-1230 Government St., Victoria</p>	<p>(250) 363-3267</p>

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	call PO and confirm appts and location. If clients are feeling sick they are to call to rebook appointment.		
Victoria Courthouse	Still open. <i>Update pending.</i>	850 Burdett Ave., Victoria	(250) 356-1478

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