

# THE GARDEN CITY



# RESOURCE GUIDE

1.3

February 2025



This resource is distributed free of charge, and not intended for resale.

## **24/7 CRISIS AND EMERGENCY HELPLINES**

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### **310 Mental Health Support**

**310-6789 (No Area Code Needed)**

Offers emotional support, information on appropriate referral options, and a wide range of support relating to mental health concerns.

### **Alcohol & Drug Information & Referral Service**

**1-800-663-1441**

Provides information and referral to education, prevention and treatment services and regulatory agencies.

### **Battered Women Support Society Crisis & Intake Line**

**1-855-687-1868**

Immediate, short-term help to survivors of violence in intimate relationships, childhood sexual abuse and adult sexual assault.

### **BC Suicide Prevention and Intervention Line**

**1800SUICIDE (1-800-784-2433)**

Provides a confidential, 24-hour toll-free crisis line for people who are feeling suicidal, are concerned for someone who might be suicidal, or for emotional support.

### **HealthLinkBC**

**Anywhere in BC: 8-1-1**

**TTY (Deaf and hearing-impaired):  
7-1-1**

Can help you find health information and services; or connect you directly with a registered nurse, a registered dietitian, a qualified exercise professional, or a pharmacist.

### **National Suicide Crisis Helpline**

**9-8-8 (call or text)**

When you reach out, a trained responder will listen without judgement, provide support and understanding, and can tell you about resources that will help.

### **Opioid Treatment Access Line**

**1-833-804-8111**

Provides confidential and same-day access to treatment medication for people throughout BC with opioid use disorder to prevent withdrawals, reduce cravings and the risk of overdoses.

### **Problem Gambling Help Line**

**1-888-795-6111**

**TTY (Deaf and hearing-impaired): 604-875-0885**

A 24-hour information and referral service for anyone who is adversely affected by their own, or another's gambling habit.

### **Seniors Distress Line**

**604-872-1234**

### **Vancouver Island Crisis Line**

**1-888-494-3888**

**vicrisis.ca (Chat)**

**(250) 800-3806 (Text)**

**1-800-563-0808**

### **VictimLINK**

**VictimLinkBC@bc211.ca**

Provides information and referral services to all victims of crime and immediate crisis support to victims of family and sexual violence, including victims of human trafficking exploited for labour or sexual services.

## INTRODUCTION

## ACKNOWLEDGEMENTS

The Garden City Resource guide is intended as a reference to navigate services and resources for those experiencing homelessness, poverty, mental health and addictions issues. It is published by SHVDES and is current to December 2024. Information provided within is current to the best of our knowledge.

SHVDES was founded and operates in Victoria, British Columbia.

This booklet serves individuals who may be experiencing barriers impeding their ability to otherwise access resources, and enabling agency in their ability to access them. It is free of charge and not intended for resale, though redistribution is encouraged. We gratefully acknowledge the support of our partner organizations, agencies and foundations – particularly the Alliance to End Homelessness in the Capital Region (for their *Street Survival Guide*) and the Women in Need (WIN) Community Cooperative, who provided a basis for and without which this resource would not have been possible.

Additionally, we would like to express our heartfelt appreciation to Michael Lo, David Drayton and RealChange in Seattle. Icons were designed by Freepik from Flaticon.

The Garden City Resource Guide is produced on the traditional territories of the Lək̓ʷəŋən speaking peoples of the Songhees and Esquimalt Nations. We are sincere in our acknowledgement of their historical connection to these lands, and grateful for the opportunity to live and work here.

We deeply appreciate the tireless efforts of every individual working to support the vulnerable in our communities. Your contribution makes a difference.

**This resource guide is dedicated to the memory of Alana Gessner.**

If you think of a resource that should be added, or want to provide us with updated information, please reach out to us at [\*\*contact@shvdes.ca\*\*](mailto:contact@shvdes.ca).

## USING THIS GUIDE

Whenever possible, we recommend calling in advance to confirm current hours and requirements to access these services. Many services require a Photo ID and proof of address, the resources here can assist in the event that you do not have either or are categorized as NFA (No Fixed Address).

If you have specific identities (such as indigenous, senior, and LGBTQIA2S+ individuals) you will find resources for those communities under the appropriate heading.

We recommend connecting with a case worker to help you navigate these resources.

We understand that the circumstances that has led you to read this guide may feel overwhelming. Above all else, please remember that you are not alone. We hope this guide is a starting point towards a brighter future for you or someone you care about. If you no longer need this guide, we encourage you to freely distribute it to someone that may benefit from it.

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“Addiction is not a choice that anybody makes; it’s not a moral failure.”

- Dr. Gabor Maté, *In the Realm of Hungry Ghosts*

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**CLOTHING AND HOUSEHOLD ITEMS**

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**Beacon Community Services**

2644 Quadra St. / 715 Pandora Ave.

**250-656-0134**

9:00AM to 5:00PM (Monday to Friday)

Counseling, advocacy/liaison, childcare referrals, emergency shelter for youth, assistance with clothing and household goods, employment services including a youth employment program, Peninsula Best Babies group for moms, Early Years services (including licensed child care) and a variety of pre-school programs & parent/kid drop-ins, other volunteer services including medical drives.

**Salvation Army ARC**

595 Johnson St.

**250-384-3396**

7:00AM to 5:00PM (Administrative)

Offers assistance with meals, food hampers, clothing and household goods, employment services, housing referrals, counseling, advocacy, emergency shelter (men only), emergency travel vouchers and bus tickets, and chapel services.

**St. Vincent De Paul Social Concern**

833 Yates Street

**250-382-0712**

10:00AM to 3:30PM (Monday to Friday)

Offers assistance with meals, food hampers, clothing, household goods, and advocacy.

**Victoria Single Parent Resource Centre**

602 Gorge Rd. East

**250-385-1114**

9:00AM to 4:00PM (Monday to Friday)

Provides practical support, opportunities for growth and a sense of hope to single parent families across Greater Victoria.

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**CREATIVE SPACES**

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**fifty fifty arts collective**

2516 Douglas Street

3:00PM to 5:00PM (Wednesdays)

[thefiftyfifty@gmail.com](mailto:thefiftyfifty@gmail.com)

11:00AM to 3:00PM (Thursdays)

11:00AM to 1:00PM (Fridays)

A welcoming, volunteer-driven programming space that supports both emerging and established artists.

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**CREATIVE SPACES (Cont.)**

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**Art Gallery of Greater Victoria**

1040 Moss Street

[info@aggv.ca](mailto:info@aggv.ca)*See Notes*

A gallery showcasing a variety of local art, with admission by donation on Thursdays (1:00PM to 9:00PM) and the first Tuesday of the month. Admission is always free to indigenous peoples, those 25 and under, and to support workers.

**Our Place Society****250-388-7112**

919 Pandora Street

As part of their commitment to creating welcoming spaces, Our Space offers facilitated art workshops on Thursdays (1:30PM to 3:00PM) where all are welcome.

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**COMPUTER ACCESS**

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**Our Place Society (Computer Room)****250-388-7112**

919 Pandora Street

Our Place offers computers for use, though their hours vary. It is recommended to call in advance.

**Greater Victoria Public Library**

735 Broughton Street

**250-940-4875**

10:00AM to 6:00PM

(Monday, Wednesday, Friday, Saturday)

10:00AM to 7:00PM (Tuesday, Thursday)

A community resource public access to computers, books, and different multimedia.

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**COUNSELLING AND SUPPORT**

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**Bridges for Women Society**

219-645 Fort Street

**250-385-7410**

9:30AM to 4:30PM (Monday to Thursday)

Through one-on-one support, Bridges help women work through the impacts of trauma and move toward freedom and confidence. Up to 10 free sessions available for eligible clients.

**Citizens Counselling**

941 Kings Road

**250-384-9934**

10:00AM to 2:00PM (Monday to Friday)

[info@citizenscounselling.com](mailto:info@citizenscounselling.com)

Counselling and support services.

**Daily Dose Society (Wheels for Recovery)**

820 Cormorant Street

**250-800-0569**

5:45AM to 4:00PM (Monday to Friday)

7:45AM to 3:00PM (Saturday to Sunday)

For patients recovering from substance use, Daily Dose provides rides to vital meetings, appointments and social service needs.

**Island Community Mental Health**

125 Skinner Street

**250-389-1211**

9:00AM to 4:00PM (Monday to Friday)

[info@icmha.ca](mailto:info@icmha.ca)

Community services for individuals recovering from mental illness.

**La Société francophone**

2-1218 rue Langley

**250-388-7350**

10h00 à 15h00 (Lundi au Vendredi)

Soutien et ressources spécialisés pour les francophones (support and resources specially intended for french speakers).

**Men's Therapy Centre**

847 Fisgard Street

**250-381-6367**

9:30AM to 4:30PM (Monday to Friday)

9:30AM to 7:00PM (Thursday)

Support for anyone who identifies as masculine and has experienced trauma. Victim Services, counselling and emotional outreach. Closes daily from 12:00PM-1:00PM.

**Mental Health Recovery Partners**

941 Kings Road

**250-384-4225**

9:00AM to 4:00PM (Monday to Friday)

[mhrp.ca](http://mhrp.ca)

Peer support services for diagnosed and undiagnosed mental health issues.

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**COUNSELLING AND SUPPORT (Cont.)**

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**PEERS**

1-744 Fairview Road

**250-388-5325**

11:00AM to 2:30PM (Drop-in, Monday to Thursday)

PEERS offers resources and support for current and former sex workers.

**Society of Living Illicit Drug Users (SOLID)**

1056 North Park Street

**250-298-9497**

Hours Vary (Monday to Friday)

Support groups, referrals and information specifically pertaining to substance users.

**Umbrella Society**

8-415 Dunedin Street

**250-800-0569**

8:30AM to 4:30PM (Monday to Friday)

For patients recovering from substance use, Daily Dose provides rides to vital meetings, appointments and social service needs.

**Vancouver Island Persons Living with HIV/AIDS**

205-1120 Yates St.

**250-382-7927**

10:00AM to 4:00PM (Monday to Thursday)

Peer navigation, support and treatment information for (and by) people living with HIV/AIDS and HepC.

**Victoria Disability Resource Centre**

817A Fort Street

**250-595-0044**

Hours Vary (Monday to Friday)

[reception@drcvictoria.com](mailto:reception@drcvictoria.com)

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

**Victoria Sexual Assault Centre**

201-3060 Cedar Hill Road

**250-383-5545**

9:00AM to 5:00PM (Monday to Friday)

Dedicated to supporting women and all Trans survivors of sexual assault and childhood sexual abuse, through advocacy, counselling, and empowerment.



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**EMPLOYMENT SERVICES**

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**Bridges for Women Society**

219-645 Fort Street

**250-385-7410 (Ext. 103)**

9:30AM to 4:30PM (Monday to Thursday)

Bridges can assist female victims of abuse in seeking out employment opportunities.

**Island Deaf & Hard of Hearing Centre**

130-1555 McKenzie Ave

**250-592-8144**

Hours Vary

Employment and hearing aids services for deaf and hard of hearing seniors and adults.

**John Howard Society**

637 Bay St

**250-386-3428**

8:30AM to 4:00PM (Monday to Friday)

Assistance to provincially and federally released adults and youth. Services include employment opportunities.

**Labour Unlimited**

1732 Douglas Street

**250-386-8100**

Prior to 6:00AM (Work Check-In)

Temporary work, availability varies. Check in prior to 6AM.

**REES - Community Casual Labour Pool**

465 Swift Street

**250-388-9296**

9:00AM to 3:30PM (Monday to Friday)

[rees@coolaid.org](mailto:rees@coolaid.org)

REES offers casual labour opportunities to those in need of short-term work. By appointment.

**Rhino Labour**

110-2950 Douglas Street

**250-381-0202**

5:30AM (Work Check-In)

Temporary work opportunities. Show up as early as possible with steel-toed boots, proof of SIN.  
Applications the day prior to work.

**Together Against Poverty Society (TAPS)**

828 View Street

**tapsbc.ca**

Hours Vary

TAPS assists individuals with Employment Standards complaints.

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**EMPLOYMENT SERVICES (Cont.)**

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**Trades Labour Corporation**

2028 Douglas Street

**250-386-0024**

5:30AM to 6:30AM (Work Check-In)

Temporary work opportunities. Apply the day prior in-person, with valid ID.

**Victoria Disability Resource Centre**

828 View Street

**250-595-0044**

9:00AM to 4:00PM (Monday to Friday)

[reception@drcvictoria.com](mailto:reception@drcvictoria.com)

Specializes in connecting individuals with disabilities to employment opportunities.

**Victoria Literacy Connection**

A10-830 Pembroke Street

**250-382-0014**

9:00AM to 4:00PM (Monday to Thursday)

Child, youth and adult literacy programs. By appointment.

**Victoria Native Friendship Centre (CEER Program)**

231 Regina Ave

**250-384-3211**

1:00PM to 4:00PM (Monday to Friday)

[reception@vnfc.ca](mailto:reception@vnfc.ca)

Offers the CEER (Career, Employment and Education Resources) program. Call for appointment.

**Volunteer Victoria**

306-620 View Street

**250-386-2269**

:30AM to 4:30PM (Monday to Friday)

For volunteer opportunities. Call for appointment.

**WorkBC Employment Services Centre**

201-1483 Douglas Street

**250-388-0858**

8:30AM to 4:30AM (Monday, Tuesday and Friday)

8:30AM to 6:00PM (Wednesday)

8:30AM to 3:00PM (Thursday)

WorkBC offers internet access for job searches, as well as assistance in putting together an application. They have a regularly updated pool of job vacancies.

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**FAMILY SERVICES**

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**Up Victoria Single Parent Resource Centre**

602 Gorge Road East

**250-385-1114**

9:00AM to 4:00PM (Weekdays)

12:00PM to 7:00PM (Wednesdays)

Resources and information for single parents.

**Beacon Community Services**

2644 Quadra St. / 715 Pandora Ave.

**250-656-0134**

8:30AM to 5:00PM (Monday to Friday)

Counseling, advocacy/liaison, childcare referrals, emergency shelter for youth, assistance with clothing and household goods, employment services including a youth employment program, Peninsula Best Babies group for moms, Early Years services (including licensed child care) and a variety of pre-school programs & parent/kid drop-ins, other volunteer services including medical drives.

**Burnside Gorge Community Association**

471 Cecelia Road

**250-388-5251**

8:30AM to 5:00PM (Monday to Friday)

Offers family dinners every Thursday at 5:00PM.

**The Cridge Centre for the Family**

1307 Hillside Ave

**250-384-8058**

9:00AM to 5:00PM (Monday to Friday)

Provides a wide-range of services to families, including outreach services for young parents and women fleeing violence.

**Esquimalt Teen Centre**

527 Fraser Street

**250-412-8523**

7:00PM to 10:00PM (After School Drop-In)

Provides a free after-hours drop-in for youth aged 13-18.

**Family Services of Greater Victoria**

1004 North Park Street

**250-386-4331**

1:00PM to 4:00PM (Monday to Friday)

**1-877-386-4333**

For families dealing with divorce or separation. Call for appointment.

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**FAMILY SERVICES (Cont.)**

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**Greater Victoria Housing Society**

2326 Government Street

**250-384-3434**

9:00AM to 4:00PM (Monday to Friday)

Can facilitate connections to housing for low to moderate families, and other vulnerable groups.

**HerWay Home (Island Health)**

211-547 Michigan Street

**250-519-3681**

Hours Vary

For pregnant and early parenting women with children under 6 months impacted by substance use.

**Mustard Seed Family Centre**

625 Queens Ave

**250-220-6992**

9:00AM to 3:00PM (Monday to Friday)

WorkBC offers internet access for job searches, as well as assistance in putting together an application. They have a regularly updated pool of job vacancies.

**Quadra Village Community Centre**

901 Kings Road

**250-388-7696**

9:00AM to 4:00PM (Monday to Thursday)

[ses@quadravillagecc.com](mailto:ses@quadravillagecc.com)

9:00AM to 2:00PM (Friday)

Offers a variety of child and family programs.

**Surrounded by Cedar****250-383-2990**

211-1497 Admirals Road

**1-855-383-2990**

9:00AM to 4:00PM (Weekdays)

**After Hours: 1-800-663-9122**

Youth and family services offered for indigenous families.

**Umbrella Society**

8-415 Dunedin Street

**250-380-0595**

8:30AM to 4:30PM (Monday to Friday)

**umbrellasociety.ca**

Provides mental health and substance supports for young families. Services include outreach, recovery housing, counselling and educational supports.

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**FAMILY SERVICES (Cont.)**


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**Victoria Native Friendship Centre**

231 Regina Ave

1:00PM to 4:00PM (Monday to Friday)

**250-384-3211**[reception@vnfc.ca](mailto:reception@vnfc.ca)

Services and family programs offered.

**Victoria Women's Transition House**

100-3060 Cedar Hill Road

9:00AM to 4:00PM (Weekdays)

**250-592-2927****Crisis Line: 250-385-6611**

For self-identified women fleeing abuse.

**Young Parent Support Network**

3100 Tillicum Road

8:45AM to 1:00PM (Monday to Thursday)

8:45AM to 12:00PM (Friday)

**250-360-1148**

Support and resources for young parents and pregnant women aged 13-29.

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**FOOD SUPPORT**


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**Living Edge Fresh Food*****833 Pandora Ave (Central Baptist Church)***

5:00PM to 6:00PM (Monday)

**livingedge.ngo*****898 Royal Oak Ave (Gateway Baptist Church)***

4:30PM to 6:00PM (Tuesday)

***2375 Lam Circle (UVIC Family Centre)***

2:30PM to 3:45PM (Wednesday)

***804 Queens Ave (Queens Manor)***

11:00AM to 12:00PM (Thursday)

***7577 Wallace Drive (Saanich Baptist Church)***

5:30PM to 6:30PM (Thursday)

***679 Goldstream Ave***

12:00PM to 1:00PM (Friday)

***511 Constance Ave***

11:00AM to 12:00PM (Saturday)

Food bank support service. Location rotates daily.

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**FOOD SUPPORT (Cont.)**

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**The Mustard Seed**

625 Queens Ave

**250-953-1575 (Ext. 116)**

10:00AM to 1:30PM (Monday to Friday) (See Notes)

**mustardseed.ca**

All welcome. Last person seen at 1:15PM, ID required. 1st and 2nd Friday of the month by appointment only, 3:00PM to 6:00PM.

**Quadra Village Community Centre**

901 Kings Road

**250-388-7696**

9:00AM to 4:00PM (Tuesday to Thursday)

[ses@quadravillagecc.com](mailto:ses@quadravillagecc.com)

Bread offered for those in need.

**Red Cedar Café Free Store**

1900 Douglas Street (Le Soleil)

**778-817-0395**

10:00AM to 2:00PM (Monday and Friday)

Non-profit meal program providing accessible meals.

**St. John the Divine**

1611 Quadra Street

**250-383-7169**

10:00AM to 12:00PM (Tuesday and Friday)

Offers one food hamper per month to vulnerable citizens in Victoria.

**St. Vincent De Paul Social Concern**

833 Yates Street

**250-382-0712**

10:00AM to 3:30PM (Monday to Friday)

Offers assistance with meals and food hampers.

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**HEALTH AND DENTAL**

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**Burnside Medical Centre**

101 Burnside Road

**250-381-4353**

7:30AM to 9:00PM (Monday to Thursday)

[burnsidemedicalreception@gmail.com](mailto:burnsidemedicalreception@gmail.com)

7:30AM to 6:00PM (Friday)

9:00AM to 4:00PM (Weekends and Holidays)

Offers medical and health services with extended hours. Availability limited, recommend calling in advance.

**Cool Aid Society Access Care Centre**

713 Johnson Street (Access Care Centre)

**250-385-8469**

9:00AM to 6:00PM (Monday and Tuesday)

[medicalreception@coolaid.org](mailto:medicalreception@coolaid.org)

9:00AM to 8:00PM (Wednesday and Thursday)

**coolaid.org**

9:00AM to 3:00PM (Friday) (Existing Patients)

Cool Aid accepts new patients every day except Friday, which is reserved for same-day treatment of existing patients. They also operate a mobile clinic with variable hours. Call to confirm details.

**Cool Aid Society Dental Care**

713 Johnson Street (2nd Floor)

**250-383-5957**

9:00AM to 4:00PM (Tuesday to Thursday)

**coolaid.org**

9:00AM to 3:00PM (Friday)

Limited spacing, please call ahead for an introduction. New patients are seen on a drop-in basis and are taken via draw from a lineup at 8:30am. It is intended to provide barrier-free access to healthcare for those who are precariously housed, homeless, and/or challenged by complex mental health and substance use issues. As a low-cost dental resource, The Cool Aid Dental Clinic provides dental health services (non-cosmetic) for vulnerable individuals - uninsured clients are seen at a 20% discount from the current BCDA fee guide with flexible payment plans.

**Island Deaf & Hard of Hearing Centre**

130-1555 McKenzie Ave

**250-592-8144**

Hours Vary

Testing and hearing aid services for low-income deaf and Hard of Hearing adults.

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**HEALTH AND DENTAL (Cont.)**

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**The Mustard Seed**

625 Queens Ave

11:00AM to 2:00PM (Tuesday) (See Notes)

**250-953-1575 (Ext. 116)****mustardseed.ca**

Mustard Seed offers a wellness room, unless the nurse is unavailable. Please call ahead.

**Our Place Society**

919 Pandora Street

Hours Vary

**250-388-7112**

Our Place offers a hygiene area, hair cuts, showers and medical support services. Please call ahead to confirm availability.

**Island Health STI Clinic**

1947 Cook Street

1:00PM to 4:00PM (Tuesday)

**250-388-2225**

Free testing for sexually transmitted infections. By appointment.

**Island Health Communicable Disease Program**

1947 Cook Street

8:30AM to 4:30PM (Monday to Friday)

**1-866-665-6626**

Specializing in testing, treatment and support of individuals with communicable diseases.



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**HEALTH AND DENTAL (Cont.)**


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**Island Health Urgent & Primary Care*****1107 Pandora Ave*****islandhealth.ca**

8:30AM to 7:30PM

***547 Michigan Street***

Appointment Only

**250-519-3770*****890 Esquimalt Road***

Appointment Only

**250-519-3880*****582 Goldstream Ave***

Appointment Only

**250-519-6919****Island Health Street Nurse**

Location Varies

**250-361-7056**

1:00PM to 4:00PM (Tuesday to Friday)

**Vancouver Island Crisis Society Help Chat****viccrisis.ca**

6:00PM to 10:00PM

**Text: 250-800-3806****Victoria Hearing Clinic**

1947 Cook Street

**250-388-2250**

8:30AM to 4:30PM (Monday to Friday)

Testing and support for deaf and Hard of Hearing patients.

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**HOUSING SERVICES**

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**BC Housing Registry**

201-3440 Douglas Street

9:00AM to 4:00PM (Monday to Friday)

**250-475-7550****bchousing.org**

Low-income and subsidized housing. Apply online.

**BC Rental Assistance Program (RAP)**

919 Pandora Street

Hours Vary

**1-800-257-7756**

The RAP is a provincial initiative to assist those at risk of homelessness.

**Coordinated Access & Assessment (CAA)**

535 – 645 Fort Street

**236-638-3683****victoriahomelessness.ca/caa**

Connects vulnerable individuals to a variety of housing services determined by their unique circumstances.

**Greater Victoria Housing Society**

2236 Government Street

8:30AM to 4:00PM (Monday to Friday)

**250-384-3434**

Provides housing for low to moderate income families, seniors and adults.

**Island Community Mental Health**

125 Skinner Street

9:00AM to 4:00PM (Monday to Friday)

**250-384-3434**

Housing for individuals recovering from mental illness.

**M'akola Housing Societies**

18-554 Goldstream Ave

9:00AM to 4:00PM (Tuesday to Thursday)

**250-384-1423****makola.bc.ca**

Family housing for indigenous individuals. Fill out application online prior to accessing services.

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**HOUSING SERVICES (Cont.)**

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**Our Place Society**

919 Pandora Street

**250-388-7112**

9:00AM to 11:30AM / 1:00PM to 4:00PM

**ourplacesociety.com**

Our Place Society has outreach staff that can begin the process of assisting vulnerable individuals in finding secure housing.

**Pacifica Housing**

827 Fisgard St

**250-220-8064**

8:30AM to 12:00PM / 1:00PM to 4:30PM (Most Weekdays)

1:00PM to 4:30PM (Wednesday)

Working with clients already on the BC Housing Registry (see above), Pacifica is a bridge connecting vulnerable individuals with housing.

**Salvation Army ARC**

525 Johnson Street

**250-384-3396**

9:00AM to 4:00PM (Monday to Friday)

**victoriaarc.org**

Transitional housing for men 19 and older.

**Shelter Aid for Elderly Renters (SAFER)**

201-3440 Douglas Street

**1-800-257-7756**

9:00AM to 4:00PM (Monday to Friday)

**bchousing.org**

A BC Housing initiative to support BC seniors of low to moderate incomes with rental subsidies.

**Victoria Native Friendship Centre**

231 Regina Ave

**250-384-3211**

1:00PM to 4:00PM (Monday to Friday)

[reception@vnfc.ca](mailto:reception@vnfc.ca)

Outreach for indigenous housing referrals.

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**INDIGENOUS SUPPORT SERVICES**

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**Aboriginal Coalition to End Homelessness (ACEH)**

101-2860 Quadra St.

**778-432-2234**

9:00AM to 4:00PM (Monday to Friday)

**acehsociety.com**

The ACEH offers a variety of programs throughout the year, all centered on the identified needs of the Indigenous Street Community, such as monthly Building Community events, weekly Indigenous Women's Circles, and quarterly healing & reconciliation events with the Victoria Police Department.

**ACEH Indigenous Women's Circle*****Learning Circle*****acehsociety.com**

932 Balmoral Road (First Met United Church Room 119)

10:30AM to 1:00PM (See Notes)

On the first and second Friday of each month, the ACEH Indigenous Women's Circle hosts learning circles at the First Met United Church. These include lunches.

***Cooking Classes*****acehsociety.com**

1802 Quadra Street

5:30PM to 7:30PM (See Notes)

On the second and last Wednesday of each month, the ACEH Indigenous Women's Circle hosts cooking classes. These events include dinner.

***Building Community Events*****acehsociety.com**

755 Pandora Ave

5:30PM to 7:30PM (See Notes)

For indigenous individuals experiencing homelessness, ACEH offers a cultural activity and dinner every second Tuesday of each month.

**KUU-US Crisis Line**

For Indigenous Adults

**250-723-4050**

For Indigenous Youth

**250-723-2040**

A 24/7 crisis line offering immediate support for indigenous youth and adults.

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**INDIGENOUS SUPPORT SERVICES (Cont.)**

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**M'akola Housing Societies**

18-554 Goldstream Ave

9:00AM to 4:00PM (Tuesday to Thursday)

**250-384-1423****makola.bc.ca**

Family housing for indigenous individuals. Fill out application online prior to accessing services.

**Métis Nation of Greater Victoria**

231 Regina Ave

9:00AM to 2:00PM (Monday to Tuesday)

**250-380-6070****mngv.ca**

Resources and support for Métis peoples in Greater Victoria.

**Our Place Society**

919 Pandora Street

8:30AM to 4:30PM

**Cell: 250-208-5872**

An on-site aboriginal housing support worker focused on finding and maintaining housing for the Aboriginal community.

**Society of Living Illicit Drug Users (SOLID)**

1056 North Park Street

3:00PM to 4:00PM (Tuesday)

**250-298-9497****solidvictoria.org**

The Indigenous Women's Action Group is focused on immediate needs like status cards, advocacy for cultural safety, fair medical treatment, knowledge exchange and resources.

**Surrounded by Cedar**

211-1497 Admirals Road

9:00AM to 4:00PM (Weekdays)

**250-383-2990****1-855-383-2990****surroundedbycedar.com**

Youth and family services offered for indigenous families.

**Victoria Native Friendship Centre**

231 Regina Ave

1:00PM to 4:00PM (Monday to Friday)

**250-384-3211**[reception@vnfc.ca](mailto:reception@vnfc.ca)

Youth support workers, youth addictions and youth and family counsellors available. Call to access.

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**INDIGENOUS SUPPORT SERVICES (Cont.)**

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**Our Place Society**

919 Pandora Street

**Cell: 250-208-5872**

8:30AM to 4:30PM

Support for finding and maintaining housing for the Aboriginal community.

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**LGBTQIA2S+ SUPPORT SERVICES**

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**Cool Aid Society**

101-749 Pandora Ave

**250-383-5957**

9:00AM to 4:00PM (Tuesday to Thursday)

**coolaid.org**

9:00AM to 3:00PM (Friday)

Provides affordable housing, emergency shelters, primary health & dental care, nutritious meals, wellness programs, employment, and volunteer opportunities.

**PEERS**

1-744 Fairview Road

**250-388-5325**

11:00AM to 2:30PM (Drop-in, Monday to Thursday)

PEERS offers resources and support for current and former sex workers.

**Rainbow Health**

231 Regina Ave

**1-888-241-9992**

Hours Vary

BC's largest trans, Two-Spirit, nonbinary community organization. Educational and support services.

**Vancouver Island Persons Living with HIV/AIDS**

205-1120 Yates St.

**250-382-7927**

10:00AM to 4:00PM (Monday to Thursday)

Peer navigation, support and treatment information for (and by) people living with HIV/AIDS and HepC.

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**LEGAL SUPPORT**

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**Action Committee for People with Disability Centre  
(ACPD)**

948 View Street

10:00AM to 4:00PM (Monday to Friday)

**250-383-4105**

Assistance with applications, appeals and advocacy for Persons with Disabilities.

**Justice Access Centre**

225-850 Burdett Ave

Hours Vary

**250-356-7012****Toll Free: 1-800-663-7867**

Counselors specializing in Family Law. Information, mediation, children and spousal support resources.

**The Law Centre**

225-850 Burdett Ave

8:00AM to 12:00PM / 1:00PM to 4:00PM

**250-356-7012****thelawcentre.ca**

Free legal advice concerning small cases, criminal, civil and family law.

**Our Place Society**

919 Pandora Street

4:00PM to 6:00PM

**Cell: 250-208-5872**

Outreach workers on staff to facilitate referrals to legal resources.

**Quadra Village Community Centre**

901 Kings Road

9:00AM to 4:00PM (Monday to Thursday)

9:00AM to 2:00PM (Friday)

**250-388-7696**[ses@quadravillagecc.com](mailto:ses@quadravillagecc.com)

Case workers can connect vulnerable individuals to legal consultations.

**Together Against Poverty Society (TAPS)**

828 View Street

Hours Vary

**tapsbc.ca**

TAPS assists individuals with Employment Standards complaints, Income Assistance issues, tenancy and employment advocacy.

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**SENIOR SUPPORT SERVICES**

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**Community Virtual Care – Chronic Disease Management Program (Island Health)**[islandhealth.ca/cvc](http://islandhealth.ca/cvc)**250-388-2273**

Hours Vary

Virtual support and education program for individuals diagnosed with Chronic Kidney Disease, COPD, Diabetes, Heart Failure or Hypertension. Self-referrals accepted, no doctor or nurse referral needed. Phone required to access services.

**Island Deaf & Hard of Hearing Centre**

130-1555 McKenzie Ave

**250-592-8144**

Hours Vary

Testing and hearing aids services for deaf and hard of hearing seniors.

**James Bay New Horizons****250-386-3035**

234 Menzies Street

**Senior Reassurance: 250-386-4432****9:00AM to 4:00PM (Monday to Friday)**

Provides accessible programs, services and volunteer opportunities to our senior members and local residents.

**Our Place Society (55+ Club)**

919 Pandora Street (Spiritual Care Centre)

**250-940-5092**

12:00PM to 1:00PM (Monday)

[kirstys@ourplacesociety.com](mailto:kirstys@ourplacesociety.com)

Provides social and recreational programming, educational events, peer mentorship, volunteer opportunities, outings, and ways to celebrate special days and traditions together.

**Quadra Village Community Centre*****Senior Entitlement Service*****250-388-7696 (Ext. 230)**

901 Kings Road

[ses@quadravillagecc.com](mailto:ses@quadravillagecc.com)

9:00AM to 3:00PM (Monday)

Tuesday to Thursday by Appointment

Provides assistance for seniors in system navigation, filling out paperwork, referrals, information, application assistance and more.

**Silver Threads**

1911 Quadra Street

**250-388-4268**

9:00AM to 3:30PM (Monday to Friday)

9:00AM to 1:00PM (Café Hours)

Programs and services to address the social, health, activity, intellectual, and information needs of seniors while providing essential connections.



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**SEASONAL SHELTERS**

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Extreme weather response in effect between November 1 and March 31. Check [victoriahomelessness.ca/extreme-weather-response](http://victoriahomelessness.ca/extreme-weather-response) for current availability.

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**SHELTERS**

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**The Arbutus**

2916 Douglas Street (Around Back)

**250-360-0093**

Open All Hours

Co-ed and women's only shelter. Trans inclusive. Pets allowed.

**The Cridge Transition House**

Open All Hours

**250-479-3963**

A safe place for self-identified women with or without children who are escaping abuse in their homes.

**Kiwanis Emergency Youth Shelter**

2117 Vancouver Street

**250-386-8282**

All Hours

**[vyes.ca](http://vyes.ca)**

No Intake 9:00AM to 1:00PM

For youth 13-18. Counsellors, meals, laundry and hygiene supplies. Youth and family mediation available.

**Out of the Rain Youth Shelter**

1450 Elford St. (Location Varies)

**250-415-3856**

9:00PM to 8:00AM

**[outoftherainvictoria.ca](http://outoftherainvictoria.ca)**

October 15 to April 15

For youth 15-25. Pets allowed. Please refer to schedule to confirm.

**Rock Bay Landing**

535 Ellice Street

**250-383-1951**

7:00AM (Bed Signup Starts)

1:00PM (Beds Assigned)

Shelter curfew between 2:00AM and 5:00AM. 19+, pets are okay.

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**SHELTERS (Cont.)**


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**Sandy Merriman House (VCAS)**

809 Burdette Ave

**250-480-1408**

7:30AM (Bed Signup Starts)

2:00PM (Beds Assigned)

For women experiencing or at risk of homelessness (including trans women, gender fluid and non-binary). 19+.

**Salvation Army ARC**

525 Johnson Street

**250-384-3396**

All Hours

**victoriaarc.org**

Men only, 21 free emergency beds. Daily rate for transition beds, or \$550 a month includes meals.

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**SUBSTANCE USE SUPPORT SERVICES**


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**AIDS Vancouver Island (AVI)**

713 Johnson Street (3rd Floor)

**250-889-0268**

In reach: 3:00PM to 10:00PM (Daily)

**avi.org**

Mobile Care: 12:00PM to 4:00PM (Wednesday to Friday)

Supplies, overdose prevention, peer support, nursing care, harm reduction counselling and referrals.

**Alcoholics Anonymous Central Office**

8-2020 Douglas Street

**250-383-0415**

9:30AM to 4:00PM (Monday to Friday)

**24 Hour Hotline: 250-383-7744**

Office Closes Earlier Some Days

**aavictoria.ca**

Peer support resources for people that suspect they may have a problem with alcohol.

**Cool Aid Society (Drug & Alcohol Counselor)**

713 Johnson Street

**250-385-1466**

Hours Vary

**coolaid.org**

Cool Aid Society In-house Drug & Alcohol counsellor. Call to book appointment.

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**SUBSTANCE USE SUPPORT SERVICES (Cont.)**


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**Daily Dose Society**

820 Cormorant Street

**250-800-0569**

9:00AM to 5:00PM (Sunday to Friday)

Supplies, substitution drug therapies, support, outreach and harm reduction education.  
Transportation to important appointments.

**Island Health Victoria (CARES)****islandhealth.ca****250-519-3485*****Addictions Outpatient Treatment Clinic***

1250 Quadra Street (Second Floor)

**250-213-4444*****Rapid Access Addiction Clinic***

1119 Pembroke Street

9:30AM to 11:30AM (Monday to Friday)

**250-519-3485**

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

***Recovery Addictions Support (RAS)***

2334 Trent Street (EMP, 5th Floor)

**250-519-7708**

Daily program for clients new to recovery. Psychoeducational groups and a detox/stabilization unit are available. Call or by community referral.

***Sobering and Assessment Centre***

1125 Pembroke Street

**250-519-3485**

Inebriated assessment and shelter. Open all hours.

***Substance Use Services***

1250 Quadra Street (Second Floor)

**250-213-4444*****Narcotics Anonymous (SVINA)***

24 Hour Hotline

**250-383-3553*****PEERS Drop-In Centre***

1-744 Fairview Road

11:00AM to 2:30PM (Monday to Thursday)

**250-388-5325*****PEERS Night Outreach***

Government at Discovery Street and Rock Bay Ave

7:00PM to 11:00PM (Nightly)

**250-744-0171**

PEERS offers resources and support for current and former sex workers.

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**SUBSTANCE USE SUPPORT SERVICES (Cont.)**

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**Salvation Army ARC Rehabilitation Centre**

525 Johnson Street

**250-384-3396**

8:30AM to 4:30PM (Monday to Friday Intake)

**victoriaarc.org**

7:30PM AA Meeting (Friday to Saturday)

6:30PM NA Meeting (Friday)

SMART Recovery

[smartrecoveryvictoria@shaw.ca](mailto:smartrecoveryvictoria@shaw.ca)**Umbrella Society**

8-415 Dunedin Street

**250-380-0595**

8:30AM to 4:30PM (Monday to Friday)

**umbrellasociety.ca**

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**SUPERVISED CONSUMPTION SITES**

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**The Harbour**

941 Pandora Ave

**islandhealth.ca**

8:00AM to 8:00PM (Daily)

**Rock Bay Landing**

535 Ellice Street

6:30AM to 8:00PM (Hours Vary on Staffing)

**Safe Inhalation Site**

926 Pandora Ave

8:00AM to 6:30PM (Daily)

Sites offer consumption booths, post-use areas, counselling, medical assistance, naloxone kits, education and support.

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**VETERAN SUPPORTS (CAF / RCMP)**

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**Veterans Housing Supports – John Howard Society**

637 Bay St

**250-386-3428**

8:30AM to 4:00PM (Monday to Friday)

**veterans@jhsvic.ca**

A specialized program offered by former Canadian forces members intended to assist veterans of the CAF / RCMP at risk of homelessness. One-on-one assistance with securing housing, rental expenses, setup and community integration.

## NOTES

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## REFERENCE GUIDE

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### TO APPLY FOR INCOME ASSISTANCE

Connect with a CSW at either Rock Bay Landing (250-383-1951) or Our Place (250-388-7122). They can help you prepare and submit the necessary paperwork to apply for Federal or Provincial financial assistance.

### TO APPLY FOR DISABILITY OR PPMB DESIGNATION

TAPS (250-361-3521), REES (250-595-8619), ACPD (250-383-4105) and the VDRC (250-595-0044) can all assist you in navigating the applications and appeals process of applying for recognized disability status.



### PWD / DISABILITY ENTITLEMENTS

Individuals with formal disability status are entitled to province-wide bus passes, discounted ferry rates, dental, medical, camping and fishing licenses and more. Call 1-866-866-0800 to inquire further.

### FILE CURRENT OR PREVIOUS YEARS TAXES

Taxes are a component that services use to determine eligibility for access. For assistance with filing your taxes, contact TAPS (250-361-3521) or St. Vincent de Paul SCO (250-382-0712) for assistance in submitting your taxes.

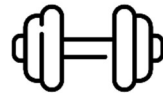


### GET A LIBRARY CARD

Library cards are free of charge and can connect you to a wealth of resources. Apply in person at the GVPL (250-940-4875) for a library card during opening hours.

### STAY ACTIVE

A Life Pass entitles low-income individual to access to recreational facilities in the Greater Victoria area. Contact Our Place (250-388-7112) for assistance in applying for one.



### ID REPLACEMENT

If you have lost your ID, Rock Bay Landing CSWs can help navigate you through the process. They can be reached at 250-383-1951.

### SUBSTANCE DETOX, STABILIZATION AND TREATMENT

CSWs at Our Place (250-388-7112), Cool Aid Clinic (250-383-5957), Salvation Army ARC (250-384-3396), Sandy Merriman (250-480-1408), PEERS (250-388-5325), Rock Bay Landing (250-383-1951) and Addiction Outpatient Treatment Clinic (250-213-4444) can all assist you with navigating your immediate symptoms and longer-term recovery. They are experienced, compassionate and knowledgeable.



**To become a sponsor of the Garden City Resource Guide, or to inform us of information updates:**

**[contact@shvdes.ca](mailto:contact@shvdes.ca)**