

Community Services

Note: Most of this information comes from Kayla from QVCC's **Pandemic Community Resources doc.**

For the most up-to-date information, be sure to check there or **the Active Community Resources site.**



Health & Safety

Organization	Service/Time	Contact Info	Location/Website
310Mental Health Support	emotional support, information and resources	310-6789	310Mental Health Support
Alcohol and Drug Information Referral Service	"24-hr multilingual phone line for anyone concerned about substance misuse and addiction. Confidential support, information about and referral to recovery resources across the province."	1.800.663.1441	HealthLinkBC
BC Bereavement Helpline	Grief support services: Monday - Friday 9am - 5pm	604-738-9950 Toll free 1-877-779-2223 or email contact@bcbh.ca	bcbh.ca
BC Chronic Pain Support Line	Chronic pain management support: M-Th: 9am-12pm & 1-4pm	1-844-880-PAIN or supportline@painbc.ca	painbc.ca
BC Nurse Line 8-1-1	24/7 health information and advice, and coronavirus information	811	HealthLinkBC
Caregiver Support Line	M-F: 8:30am-4pm	1-877-520-3267	Caregiver Support Line
CMHA and BC Partners Mental Health Information & Referral Services	Mental health information, referral and support	leave a message at 1-800-555-8222 or by email at help@cmha.bc.ca	cmha.bc.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	250-385-1466 (If you are already a client, call & leave message to have phone apt with doctor, nurse, or pharmacist)	713 Johnson St., Victoria
Cool Aid Dental Clinic	Apr. 3 update: Closed until further notice. Receptionist available from 9am-1pm M-F to answer and direct calls. Dentists on-call and available for emergent and urgent calls only.	(250) 383-5957	

COVID-19 Call Centre (Langford)	<p>"Help us understand the COVID-19 health status of our community by completing the online COVID-19 screening test, or calling in. All residents of Langford, please complete the screening test, even if you don't have symptoms.</p> <p>We are doing testing and in-home assessments to Langford residents and surrounding municipalities."</p>	778-600-0240	covidlangford.com
Crisis Intervention and Suicide Prevention Centre of BC	<p>24/7 Distress phone services. confidential, non-judgmental, free emotional support for people experiencing feelings of distress or despair. Interpreters available in over 140 languages.</p>	1-800-784-2433	crisiscentre.bc.ca
Doctors of the World	<p>Nurses will do outreach on foot to assist community partners with distribution of wellness supplies & provide health information.</p> <p>Apr 13 update: Schedule this week: Tues, Apr 14: 11 AM-1 PM Topaz Park; Weds, Apr 15: 11 AM-1 PM at Mustard Seed & 1:30-2:30PM Elford St (youth); Thurs, Apr 16: 11AM-1PM at Pandora 900 block.</p>	tina.price@doctorsoftheworld.ca	https://www.doctorsoftheworld.ca/mobile-clinic-victoria/
Foundry Victoria Youth Clinic	<p>M-F phones answered at 10:30am working to best service youth and young adults during this time period. Limiting in-person interactions as much as possible and moving towards telehealth and phone communication Services: Doctor/Nurse/Counselling/Peer Support/ Outreach</p>	250 383 3552	818 Douglas Street
Island Health Facilities	<p>Only essential visits, including: critical illness, end-of-life care. Eligible visitors must pass screening criteria. Can't have cough, runny nose, fever, sore throat, shortness of breath; can't have travelled outside of Canada in past 14 days.</p>	250-370-8699 Or info@viha.ca	viha.ca

Island Sexual Health	M-F from 9-4pm: offering phone/ video access to dr's/nurses & sexual health services including emergency contraception, birth/bleed control, STI testing and treatment, sexual health symptom management, and free safer sex and bleed control supplies to all. Call ahead to set up appt.	250-592-3479 or text 250-812-9374 line for sexual health Q&A	101-3960 Quadra Street
Kids Help Phone	professional counsellors and trained Crisis Responders 24/7	Call 1-800-668-6868 (counsellors)	Kids Help Phone
Men's Therapy Centre	One-on-one counselling for men over the age of 16. Counselors specialize in trauma, and are working remotely either by phone or Zoom, to provide services to clients. Accepting new clients; phones are checked once a day or by email. Physical location is currently closed.	250-381-6367 Or info@menstherapycentre.ca	847 Fisgard St.
Need2 Suicide Prevention Education and Support (Youth Space)	Offers support and crisis response for youth (up to 30 years of age), through live chat, text, discussion forums, and through Youth Talk Email Counselling. Chat hours are between 6PM-Midnight daily.	250-386-6328 Or Youth Space Chat Forum	youthspace.ca
Pandora Clinic & Pharmacy	Open to current patients only who don't have access to telehealth option. Open to patients from 10am-3pm and phones answered 9am-5 pm.	(250) 294-6714	922 Pandora Ave., Victoria
Rock Bay Landing (open for hygiene hours only)	Waiting lists for showers being taken. Showers available 9-11am & 1-3pm daily.	250-383-1951 + press "1" for front desk	535 Ellice St., Victoria
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.	250-383-3232 or access@vsac.ca	vsac.ca/sart
Soap for Hope Canada	"Providing soap and hygiene products to organizations and communities at no cost."	Contact Anne or Kara at victoria@soapforhopecanada.ca or call 250-590-1462	
Trans Care BC	2SLGBTQIA+ support	1-866-999-1514 (toll-free) or email Transcareteam@phsa.ca	phsa.ca
Vancouver Island Crisis Line	24/7 crisis intervention (please direct coronavirus inquiries to 811)	1-888-494-3888	viccrisis.ca

VictimLINK	24-hr multilingual phone line for victims of any crime. Offers crisis support and referrals, information on the justice system, resources, victim services.	1-800-563-0808	VictimLINK
Victoria Disability Resource Centre	"Questions or concerns about disability-related supports and programs in our community. Peer groups are meeting via Zoom! Zoom is an online platform that can be used on computers and smart devices to join in on virtual meetings and workshops. For more information on joining our peer groups, please email peersupport@drcvictoria.com "	250-595-0044 (ext. 101) (leave a message. you will be called back) or mailto:information@drcvictoria.com	drcvictoria.com
Victoria Youth Clinic (age 12-24)	From Victoria Youth Clinic: "To access our clinic please call starting at 10:30am. We will support you the best way we can over the phone. There is no need to line up outside. Subject to short notice change, please check back daily."	250 383 3552 Or Victoria Youth Clinic	victoriayouthclinic.ca
Wellness Together Canada	<i>Wellness Together Canada</i> provides free online resources, tools, apps and connections to trained volunteers and qualified mental health professionals when needed.	If you are in crisis or require support right away: <ul style="list-style-type: none">Youth: Text WELLNESS to 686868Adults: Text WELLNESS to 741741	https://ca.portal.gs/?lang=en-ca
Youth Space (youth under 25)	6pm-midnight	https://youthspace.ca/ or text 778 783 0177	youthspace.ca



Food Distribution

Organization	Service/Time	Location	Contact Info
9-10 Club (The Soup Kitchen)	Takeaway breakfast only, usual hours (Mon-Fri 8:30-10AM).	740 View St., Victoria	(250) 388-5571
Food Not Bombs	Still serving as usual on Sundays at 4pm	Centennial Square	Food Not Bombs
Living Edge	Food Distribution, Monday 5:30-6:30pm	Central Baptist Church, 833 Pandora Ave., Victoria	Livingedge.ngo or 250-383-8915
Living Edge	Food Distribution, Tuesday 5-6pm	Gateway Baptist Church, 898 Royal Oak Ave., Victoria	Livingedge.ngo or 250-383-8915
Living Edge	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
Living Edge	Food Distribution, Thursday 5-6pm	Saanich Baptist Church, 7577 Wallace Dr., Victoria	Livingedge.ngo or 250-383-8915
Living Edge	Food Distribution, Friday 12-1pm	679 Goldstream Ave., Langford	Livingedge.ngo or 250-383-8915

Mustard Seed	<p>MONDAY - FRIDAY 9am: First coffee from lobby doors 10am: The Market opens for hampers (No ID required) 12pm: Bag lunch from Chapel doors (roughly 100 bags) 1pm: The Market closes 2pm: Last coffee</p> <p>FRIDAY EVENING 5pm: Coffee from lobby doors 6pm: Street Cafe: a hot contained meal and paper bag from Chapel door 7pm: Mug Up at lobby doors 8pm: Last coffee</p> <p>SATURDAY 9am: First coffee from the lobby doors 12pm: Simple lunch (soup and sandwich) from chapel doors 6pm: Agape dinner: a hot contained meal and paper bag from chapel door 7pm: Mug Up at lobby doors 8pm: Last coffee</p> <p>SUNDAY 9am: First coffee from lobby doors Noon: Simple lunch (soup and sandwich) from chapel doors 2pm: Last coffee</p> <p>Note: Upon request we have emergency clothing and bedding available. This schedule may change as we learn more and adapt in ways.</p>	625 Queens Avenue	Call (250) 953-1575 Or Mustard Seed
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Out of the Rain (youth up to & including 25 years old)	<p>“Take away meals, hygiene supplies, socks and drop off laundry. All supplies are only available during meal times.</p> <p>Breakfast and bag lunch available from 9am-12pm.</p> <p>Dinner available from 4pm-7pm.</p> <p>NO WASHROOMS available.</p> <p>Please do not come to see us outside of mealtimes as we will not be available to assist you. We would love to see you so please do come by during the designated hours!”</p>	1450 Elford St., Victoria	(250) 415-3856 Or Out of the Rain
Rainbow Kitchen	Lunch to go 11am-1pm; drop-in closed.	#1315-1277 Lyllall St., Victoria	(250) 384-2069
Salvation Army ARC (open to all)	Warm Lunch (pre-packaged) M/W/F 11:45am-12:15pm	525 Johnson St., Victoria	250-384-3396
Shelbourne Community Kitchen	<p>"Food will be brought out to a table at the main entrance.</p> <p>We will continue to offer food distribution through the Pantry program during office hours Tuesday to Friday 10am–2pm until further notice. (See Pantry Program)"</p>	3541 Shelbourne St.	250-590-0980
St. John The Divine	<p>Food Bank open Tues & Fri from 10am - 12 noon</p> <p>Closed: the Fri & Tues following Wednesday welfare cheque distribution; stat holidays (Apr. 10 & Apr. 14)</p>	1611 Quadra St.	250-383-7169
St Vincent de Paul	<p>Currently not scheduling any donation pick ups; have cancelled all scheduled pick-up.</p> <p>The Social Concern office will be open from 11-2:30, providing limited essential services. The food bank is open for pick-up only.</p>	835 Yates St, Victoria	(250) 382-0712
Stan Hagen Centre (open to all)	Emergency food hampers available. Open M-F from 9am-12pm and 1pm-4:15 pm.	2695 Quadra St., Victoria	250-386-8521

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Shelter, Hygiene, & Housing

Organization	Service/Time	Contact Info	Location/Website
BC Housing	<p>From website:</p> <p>“Initial actions include: Ban on evictions for non-payment of rent in BC Housing-funded buildings.</p> <p>Development of distinct protocols and identification of sites to support isolation for vulnerable people experiencing homelessness – sheltered or unsheltered – and those in private single room occupancy (SROs) and social housing buildings.</p> <p>Sustaining service providers through continued payments to ensure they can pay their staff and operating costs.</p> <p>Centralized procurement for critical supplies needed by frontline providers.”</p>	1-800-257-7756	https://www.bchousing.org/contact
BC211	24hr line designed to assist people who are affected by homelessness	Shelter and Street Help Line: 211	bc211.ca

<p>Emergency Shelter plan</p>	<p>Up-to-date information here.</p> <p>Currently only ONE location that is a city-designated site: the southwest corner of Topaz Park (Topaz & Blanshard).</p> <p>Apr 5 update:</p> <ul style="list-style-type: none">• 2 regular Topaz Park bathrooms now open 24/7; not consistently supplied with soap/toilet paper• 4 porta potties have been removed• There is a tap with running water• Breakfast and dinner• No showers or laundry access at this time.• Tents can stay up 24/7 (i.e., bylaw preventing daytime sheltering will not be enforced) as long as they comply with City's plan (grid set out) <p>Apr 8 update: Two security guards are on patrol 24/7 On Apr. 8 six police were on site to forcibly move people sheltering in areas of the park not in the City's grid</p> <p>Plans for a second site at Beacon Hill Park have been discontinued.</p> <p>Apr 8 update: announced plans for another site at Royal Athletic Park have been discontinued</p> <p>Apr 13 update From Street Survival in COVID Times): "There is now on-site "outreach" at the city-sanctioned site at Topaz Park, in charge of doling out tents and providing harm reduction supplies (from what we understand not really outreach, more like fixed-site supply provision, but not 100% sure). Hours, location, and details not yet confirmed, we have contacted them and are awaiting details."</p>	<p>Southwest corner of Topaz Park (Topaz & Blanshard)</p>
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First Met Shelter	Apr. 15 update from <u>Street Survival in COVID Times</u>): “Taking new people again, still reduced mats for physical distancing.	(250) 388-7112	919 Pandora Ave., Victoria
KEYS Kiwanis Emergency Youth Shelter (ages 13-18)	Sign up directly by using intercom at 919 Pandora, or if you have a worker they can sign you up by calling Our Place front desk 250-388-7112 (will need to give your first and last name). If there are any mats not already signed up for, you can show up at 8:45 PM and try to get in.”	250-386-8282	2117 Vancouver St., Victoria
Pacifica Housing	Cormorant St. office closed. Supportive Housing and Fairfield Hotel staff on site with increased measures to avoid direct contact.	250-385-2131	827 Fisgard St
The Cridge Transition House for Women	24 hr emergency number	250.479.3963	https://cridge.org/cthw/
Victoria Women’s Transition House	"Shelter for women, with or without children, who have experienced physical, verbal, financial, emotional or sexual abuse in their intimate relationship. Includes individual and group counseling and on-site support, children's programs, housing and legal referrals. Also offers a Safe Home program for older women in transition."	250.385.6611 (24 hr crisis line)	https://www.transitionhouse.net/vwths-response-to-covid-19/



Indigenous Support

Organization	Service/Time	Location	Contact
Aboriginal Coalition to End Homelessness	Delivering food to individuals in need or isolated. Contact Coalition for more information		778-432-2234 or mailto:operations@acehsociety.com
Beecher Bay Nation	Providing essential health services to nationonly.All other services and programs are closed or cancelled. Looking into providing food packages for members.	4901 Sooke Rd, Beecher Bay	(250) 478-3535
Esquimalt Nation	Programming closed. Offering health, counseling, and outreach services by phone and online. Produce and dairy available for pick-up on Wednesdays. Call to confirm timing.	1189 Kosapsum Crescent, Victoria	(250) 381-7861
Indigenous Harm Reduction Team	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.	https://www.facebook.com/pg/Indigenous-Harm-Reduction-Team-2268634883463900/	https://www.facebook.com/pg/Indigenous-Harm-Reduction-Team-2268634883463900/posts
KUU-US 24Hour Crisis Line for Adults/ Elders & Youth	24/7 Crisis Support	https://www.kuu-uscrisisline.ca/	Adults/Elders (250-723-4050) Child/Youth (250-723-2040) Toll Free Line (18005888717)

Songhees Nation	Will provide food delivery to nation members 1-2 times per week. Programs and services are closed.	1100 Admirals Rd, Victoria	(250) 386-1043
Tsartlip Nation	Programs are closed. Delivering food to the community.	1 Boat Ramp Rd, Brentwood Bay	(250) 652-3988
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



Resource Services

Organization	Contact Info	Service/Time	Location/Website
Aboriginal Coalition to End Homelessness	operations@ACEHsociety.com	Closed; staff working from home. Email with general questions/needs.	101-2860 Quadra St., Victoria
Anawim House	250-382-0283	Closed for drop in services. Will still pick up & receive donations M-F from 9-5.	
BC Child Care Support	1-888-338-6622 (option 4)	"Parents who can should care for their children at home, <u>fees will not be charged</u> " <ul style="list-style-type: none"> <u>Essential services workers can be matched with temporary emergency child care in their community</u> <u>Temporary emergency funding is available for child care centres"</u> 	BC Government
BC211 (Expanded Help for Seniors)	211	Help for Seniors (24hr)	bc211.ca
Burnside Gorge Community Centre	250-388-5251 or info@burnsidegorge.ca	Only providing essential services (food security programs and limited child care). Staff onsite to take phone calls and deal with emergency walk-ins in relation to family homelessness; financial crisis, youth and families in crisis. *Asking that community members do not visit centre unless they have an appointment	471 Cecilia Rd., Victoria
Family Support Institute of BC	604-540-8374 or toll free at 1-800-441-5403	Support for families via phone, email, and Zoom. Responses within 72 hours.	familysupportbc.com
Fernwood NRG	250-381-1552	Closed to public. Family and Seniors programs cancelled until further notice. Exploring having Seniors' lunch and Community Dinner continue as "window service". The Good Food Box cancelled until further notice (updates to follow).	1240 Gladstone Ave., Victoria

Our Place	250-388-7112	Closed: drop-in space, computer lab, courtyard, hygiene, clothing area. Open: washroom facilities, 3 meals per day served on the street in front of 919 Pandora Avenue (8am-9am, 12pm-1pm, 5pm-6pm).	919 Pandora Ave., Victoria
PEERS	Call or text 250-744-0171 to request delivery of supplies Peers blog Night Outreach: 250-744-0171 Answered M, W, F 11-1:30 Harm Reduction: 250-217-0410 Answered M-Th; text anytime Men's Program: 250-217-1386 Answered M-Th 10-4; text anytime Housing: 250-415-1874 Answered M-Th 10-4; text anytime Prevention: 250-217-5937 T-Th 12-4; text anytime	Apr. 6 update: Night outreach will be starting Mon, Apr 6, M/W/F at usual time (around 7:30 PM) with food and harm reduction supplies. As of Apr. 4, PEERS will be delivering hot food, food hampers, and harm reduction supplies to clients M/W/F starting around 3 PM; call to request delivery.	#1-744 Fairview Rd., Victoria

Quadra Village Community Centre (QVCC)	250-388-7696 or info@quadravillagecc.com	Staff will be available on an ongoing basis to provide emergency and virtual support via phone, text, email, and social media. Rotation of core staff on site each day providing essential services and ensure cleanliness. Other staff will work remotely. 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.	901 Kings Rd., Victoria
QVCC Senior's Entitlement Services	250-388-7696 ext. 230 or emailses@quadravillagecc.com	Apr. 15 update: Volunteer advocates supporting seniors, 55+, including: guidance, information, system navigation (financial, housing, healthcare, legal), support to address elder abuse and unexpected hardships.	quadravillagecc.com
Senior Community Outreach Project (for seniors only)	(250) 889-4430	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.	silverthreads.ca
TAPS	250-361-3521	Closed until further notice. New and existing clients encouraged to reach out.	
Victoria Women in Need Community Cooperative	250-480-4006 or email: programs@womeninneed.ca	Currently offering the Crisis and Referral Program which provides resources, advocacy, some financial resources for women and their families in crisis.	womeninneed.ca

Victoria Youth Empowerment Society (YES; for youth 13-19)	250-383-3514 or yves.ca	All counsellors available by email and phone to support clients. Taking new referrals, however currently w no face to face appointments happening. If youth/families need support all program emails are listed on website and staff will reach out. Alliance Club drop in currently open M-Th from 1-6pm to offer to go meals as well as to go hygiene products. Given the social distancing concerns, youth are not able to hang out in the space. 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.	533 Yates St., Victoria
Youth Online Drop-in hosted by Project Respect:	Youth Drop-in Registration	Friday's online 4:30pm onward. Complete the registration to be sent the link.	Project Respect



Harm Reduction

Organization	Service/Time	Location	Contact
AVI	All groups cancelled. Daytime harm reduction open as usual with SD measures. PWP - drop-in space closed with packaged meals to go and by delivery; phone and email support; some limited in person support with SD available at the office Developing outreach support for PWP clients as staffing allows.	713 Johnson St., Victoria	(250) 384-2366
Detox, Stabilization, and Sobering and Assessment Centre	<p>Apr. 15 update: Down to 4 female beds, 8 male beds and 4 single rooms. Harm reduction supplies available for pickup.</p> <p>Detox currently at 11 bed capacity 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>	1125 Pembroke St, Victoria	(250) 213-4444
Drug Checking (Substance UVic)	Mar 31 update: Still happening but no in-person services. Drop-off of drugs /pick-up of results through SOLID Outreach, 1056 North Park, 10am-4pm M-i. May take 1-2 business days for results to be ready. Can't return any leftover sample; it will be destroyed after the check.		https://substance.uvic.ca/
Rock Bay Landing Overdose Prevention Unit	Limited to 2 consumption booths. (Open 7am-9pm)	535 Ellice St., Victoria	(250) 383-1951
Sobering Centre (Island Health)	As of Mar. 21 supplies available for pick-up.	1125 Pembroke St.	250-213-4444
The Harbour	Apr. 3 update: Currently closed. Street outreach is being provided.		(250) 519-5303
SOLID	Apr 15 update: Harm reduction outreach team at 900 block Pandora from 12:30 AM - 7:30 PM daily.	900 block Pandora / Centennial Square	Fred: 250-686-6776 (for supplies downtown) Mark: 250-891-9299 (for residence/SRO/ supportive housing unit that needs supplies in Victoria, Esquimalt, Gorge area)



Financial Support

Organization	Information	Contact
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> <p>Online with My Self Serve Toll-free with 1-866-866-0800</p>	1-866-866-0800
B.C. Income Assistance	<p>From government of B.C. website:</p> <p>“Use My Self Serve 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 • If you are getting or waiting for Employment Insurance (EI) or Worker’s Compensation benefits (WCB) • If you have any outstanding warrants • If a family member sponsored you into Canada <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. Workers laid off due to the business ceasing operation will still need to wait one week to apply for EI.</p>	1-866-866-0800
B.C. Student Loans	Starting March 30, 2020: B.C. student loan payments are automatically frozen for six months.	1-800-561-1818 (9am-4pm)
BC Hydro	BC Hydro will make bill payment plans or allow bills to be deferred during this time with no penalty. Contact: 1 800 224 9376	1 800 224 9376
Canada Child Benefit	<p>From Government of Canada website (April 6, 2020):</p> <p>“We are providing up to an extra \$300 per child through the Canada Child Benefit (CCB) for 2019-20. This will mean approximately \$550 more for the average family. This benefit will be delivered as part of the scheduled CCB payment in May. Those who already receive the CCB do not need to re-apply.”</p> <p>Apply for CCB: Apply - Canada child benefit (CCB)</p>	1-800-387-1193

Canada Emergency Response Benefit (CERB)	<p>Apr. 15 update from Government of Canada website: Canada Emergency Response Benefit</p> <p>“If you have stopped working because of COVID-19, the Canada Emergency Response Benefit (CERB) may provide you with temporary income support. It is a taxable benefit of \$2,000 every 4 weeks for up to 16 weeks to eligible workers who have lost their income due to COVID-19.</p> <p>The CERB is available to workers who meet all of the following conditions:</p> <ul style="list-style-type: none">• live in Canada and are at least 15 years old• stopped working because of COVID-19 or are eligible for EI regular or sickness benefits• have not voluntarily quit their job• had income of at least \$5,000 in 2019 or in the 12 months prior to the date of their application. <p>On April 15, we announced changes to the eligibility rules to:</p> <ul style="list-style-type: none">• Allow people to earn up to \$1,000 per month while collecting the CERB.• Extend the CERB to seasonal workers who have exhausted their EI regular benefits and are unable to undertake their regular seasonal work because of COVID-19.• Extend the CERB to workers who have recently exhausted their EI regular benefits and are unable to find a job because of COVID-19. <p>An online questionnaire will help us direct you to the service option that best fits your situation (i.e. eligibility for Employment Insurance benefits or not).</p> <p>Do not apply for the CERB if you have already applied for EI.”</p>	<p>Apply: Canada Emergency Response Benefit or by calling 1-800-959-2019 or 1-800-959-2041</p>
Climate Action Tax Credit	<p>“A one-time enhancement to the climate action tax credit will be paid in July 2020 for moderate to low-income families:</p> <ul style="list-style-type: none">• An adult will receive up to \$218.00 (increased from \$43.50)• A child will receive \$64.00 (increased from \$12.75)”	<p>1-877-387-3332 ITBTaxQuestions@gov.bc.ca</p>

Federal Financial Support for Indigenous Peoples	<p>From Government of Canada Website (April 6, 2020):</p> <p>“\$305 million for a new distinctions-based Indigenous Community Support Fund to address immediate needs in First Nations, Inuit, and Métis Nation communities.</p> <p>These funds could be used for measures including, but not limited to:</p> <ul style="list-style-type: none">• support for Elders and vulnerable community members,• measures to address food insecurity,• educational and other support for children,• mental health assistance and emergency response services,• preparedness measures to prevent the spread of COVID-19.” <p>More information & how to apply (deadline is April 13, 2020): Indigenous Community Support Fund</p> <p>“\$100 million to support a range of federal health measures, including support for preparedness in First Nation and Inuit communities. These funds will:</p> <ul style="list-style-type: none">• respond to identified needs to update and activate pandemic plans• support an effective allocation of public health and primary health care capacity to respond to the COVID-19 outbreak• align response efforts with scientific evidence as determined by a medical officer of health• address immediate needs in the short term” <p>More information & how to submit request: COVID-19: First Nations Community Guide on Accessing Additional Supports</p>	
Federal Financial Support for Seniors	<p>From Government of Canada website (April 6, 2020):</p> <p>“We reduced the required minimum withdrawals from Registered Retirement Income Funds (RRIFs) by 25 per cent for 2020.”</p> <p>More information: Registered Retirement Income Fund (RRIF)</p>	1-800-277-9914
Fortis BC	<p>Fortis BC (from website): 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</p>	1-866-436-7847 for electricity and 1-888-224-2710 for natural gas

GST Tax Credit	<p>From Government of Canada website (April 6, 2020): “We are providing a one-time special payment starting April 9 through the Goods and Services Tax credit for low- and modest-income families and individuals. The average additional benefit will be close to \$400 for single individuals and close to \$600 for couples. There is no need to apply for this payment. If you are eligible, you will get it automatically. Link: Canada's COVID Economic Response Plan</p> <p>From Street Survival in COVID Times (April 6, 2020):</p> <p>Increases to tax rebates (GST & Climate Action)</p> <p>“If you usually get these payments (about \$100 in Jan/Apr/Jul/Oct), you will get your usual amount on April 3 and then another amount on April 9, as a special early top-up of the GST rebate. You don't have to file your 2019 taxes to get the April amount, but to keep getting GST rebate after that will need to file your 2019 taxes.</p>	1-800-387-1193
ICBC	Customers on a monthly payment plan who are facing financial challenges due to COVID-19 may defer their payment for up to 90 days with no penalty.	1-800-665-6442
Ministry of Social Development and Poverty Reduction	<p>Restricting number of people allowed into the building; phone if possible. 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>	1.866.866.0800

People Getting Income Assistance or PWD	<p>From Street Survival in COVID Times (April 6, 2020):</p> <p>“\$300 top up for everyone: April, May, and June cheques will be automatically topped up by \$300 (starting on Apr 22). No application is needed for this COVID-19 crisis supplement. Low-income seniors who get the BC Seniors Supplement and people in care who get a “comfort allowance” will also get their usual \$49/month topped up to \$300 for April, May, and June.</p> <p>\$52 top up for people on PWD who get BC Bus Pass: If you are on Disability Assistance (PWD) and getting the BC Bus Pass, your April cheque will be automatically topped up with \$52 Transportation Supplement and this will continue every month as long as BC Transit is suspending bus fares.</p> <ul style="list-style-type: none"> Your bus pass is still good, it’s not cancelled and you won’t need to reapply for the pass again after things go back to normal with buses. People who already opted for the Transportation Supplement and don’t have the BC Bus Pass won’t get this top-up” 	1-866-866-0800
Support Fund for Former Youth in Care	<p>From Street Survival in COVID Times (April 9, 2020):</p> <p>“Up to \$1,000 for youth age 18-29 who are financially strained as a result of the COVID-19 crisis. Can be used for:</p> <ul style="list-style-type: none"> Emergency needs including rent, food, household supplies, counseling, technology support, etc. Must have been in care of Ministry of Children and Family Development/Delegated Aboriginal Agency, or on a youth agreement as of your 19th birthday, or eligible for the Agreement with Young Adults Program. We are trying to find out if any agencies in town can help with application. First-come, first-served.” <p>Apply: Online application process</p> <p>Free smartphone & plan for former youth-in-care: Telus is offering free smartphone + 2 year free phone plan for youth now age 19-26 who were in care of Ministry of Children and Family Development / Delegated Aboriginal Agency, or on a youth agreement as of your 19th birthday, or eligible for the Agreement with Young Adults Program. Online application process including requirement for a letter from a worker that you were a youth in care plus ID, plus a place phone can be mailed to. We are trying to find out if any agencies in town can help with application. For more info see www.telus.com/mobilityforgood</p>	+14169230924
Taxes	<p>The income tax filing deadline has been extended until June 1, 2020.</p>	1 877 387-3332



Transit & Delivery

Organization	Contact Info	Service/Time	Location/Website
BC Ferries	1-888-223-3779	"At this time, we are advising customers to avoid any non-essential travel. Crews have been taking, and will continue to take, extra measures to ensure the safe transport of critical goods and supplies to coastal BC communities. These extra measures include cleaning and disinfecting all touch points. Touch point cleaning focusses on common areas and locations that are touched frequently by people throughout the day. They include hard surfaces such as tables, handrails, payment pin pads, door handles, and elevator buttons. We have also stepped up our cleaning protocols in all washroom facilities. In addition to these efforts, customers can now remain in their vehicle on any deck, access open air decks and spread themselves out on board to support physical distancing."	bcferries.com
Better Meals (food delivery for seniors)	604-299-1877 or Toll Free number 1-888-838-1888	Prepared meals and delivery for seniors (M-F: 8:30am-3pm)	bettermeals.ca
Canada Post	1-866-607-6301 (M-F: 7am-11pm, S-S: 9am-9pm)	Ongoing changes to delivery and pick-up. Visit their website for more info.	Canada Post
Quadra Village Drug Mart (prescription delivery)	250-383-1188	Free prescription delivery	quadravillagepharmacy.com
The Super Plumber (grocery pick-up)	1(833) 333-1190	"We have a full time van currently dedicated to picking up groceries for those in need of an extra hand. If you cannot make it to the store due to self isolating measures or restrictions due to ongoing health concerns, please call 1(833) 333-1190 and we will make arrangements for one of our plumbers to take care of this for you."	The Super Plumber
UPS	1-800-742-5877	No service disruptions currently. See website for latest information.	UPS
Victoria Pedicab Company (grocery/pharmacy delivery)	778 746-1248 or vpc.deliveries@gmail.com	Grocery/pharmacy runs (suggested donation of \$10 to \$20)	Victoria Pedicabs

Victoria Transit	250-382-6161 or transitinfo@bctransit.com	Transit is offering free bus rides for regular and handy-dart buses until April 30, 2020.	bctransit.com
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Case Management

Organization	Service/Time	Contact Info	Location
DACT	Reducing to essential services only; please attempt to call first. Clients triaged to be seen in person.	(250) 519-5180	941 Pandora St., Victoria
ICMT	NO LONGER transporting clients in ANY circumstance. Only providing essential care support, medication delivery and support, overdose risk mitigation and support, mental health support, access to essential needs and service such as food, pharmacy and primary care.	(250) 882-0816	
PACT	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.	(250) 519-5181	941 Pandora St., Victoria
SOACT	Still connecting with clients in community for essential services such as meds.	(250) 519-3528	941 Pandora St., Victoria
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	

Legal Support

Organization	Service/Time	Contact Info	Location
Victoria Probation	All phone reporting. Core programs cancelled.	(250) 387- 6321	N/A
Victoria Parole	Office will remain open (essential service – public safety) Preference for PO to meet in the community. Clients encouraged to call PO and confirm appts and location. If clients are feeling sick they are to call to rebook appointment.	(250) 363-3267	#1-1230 Government St., Victoria
Victoria Courthouse	The Court will suspend regular court operations as of March 25 (urgent matters will proceed in "hub" courts). No in-person registry services during the suspension period.	(250) 356-1478	850 Burdett Ave., Victoria

Active Sources & Related Links:

- [Mayor's COVID-19 Updates \(M-F 2:30pm\)](#)
- [Kayla's Pandemic Community Resources Doc](#)
- [Indigenous Harm Reduction Street Survival Doc](#)
- [Active Community Resources Greater Victoria, Lukwungen and Wsanec Areas](#)
- [What's open? Who is delivering?](#)
- [CHEK News: closures, cancellations, business changes](#)
- [Map of closures, cancellations and business changes](#)
- [Businesses closed due to COVID-19 Megathread](#)
- [FSI Compiled COVID-19 Info](#)

 Made with care by a community member in self-isolation.

Please feel free to distribute this document.

