

GREATER VICTORIA

STREET SURVIVAL GUIDE

2013



greater victoria
coalition to end
homelessness

hope has found a home

IN CASE OF AN EMERGENCY CALL 911

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EMERGENCY SHELTERS

Rock Bay Landing

250-383-1951

Salvation Army

250-384-3396

Sandy Merriman House

250-480-1408

Victoria Women's Transition House

Crisis Line: 250-385-6611

Cridge Transition House

Crisis Line: 250-479-3963

Youth Emergency Shelter Information on page 13

WHERE TO CALL FOR HELP

Women's Sexual Assault Centre

Crisis Line: 250-383-3232

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

Burnside Gorge Community

Association, Family Services
250-388-3514

Victoria Youth Empowerment Society

250-383-3514

Nurse Line

811

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GOVERNMENT PHONE NUMBERS

Income Assistance (including Gateway)

1-866-866-0800

Service BC: Income Assistance,
Persons with Disabilities

250-387-6121

Service Canada: Revenue
Canada, Canada Pension Plan,
Records of Employment, HST/GST etc.
1-800-622-6232

Residential Tenancy Branch

250-387-1602

BC Ombudsperson

250-387-5855

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

QUICK FINDER



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FOOD



Rainbow Kitchen

500 Admirals Rd

Lunch: Mon-Fri 12-1pm

Bread and produce based on availability.

Our Place

919 Pandora Ave

Breakfast: 7-8am

Lunch: 11:30-12:30pm

Dinner: 4-5pm

Lunch only Sat & Sun.

The Soup Kitchen

740 View St

Breakfast: Mon-Fri 8-10am

Bread and produce Tues-Thur based on availability.

Mustard Seed

625 Queens Ave

Lunch: Sat noon

Dinner: Fri & Sat 7pm.

Anawim House

973 Caledonia Ave

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

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

For people abstinent from substances.

Max 20 people for lunch and dinner.

Rock Bay Landing

535 Ellice St

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

Salvation Army

525 Johnson St

Lunch: Mon, Wed, Fri,

Sun 11:45-12:30pm

Coffee and Donuts:

Tues 10:30-11:30am,

Thur 1:30-2:30pm.

Paid Breakfast, Lunch,

Dinner Mon-Fri.

Sandy Merriman

809 Burdett Ave

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

AVI Street Skool

713 Johnson St, 3rd Floor

Tues, tickets at 4pm

for people who use illicit drugs.

Every 3rd Tues Women only.

Living Edge

950 Kings Rd

Dinner: Sun 4:30pm.

STORAGE



Our Place

915 Pandora Ave

Day Lockers, Mon-Fri 9-3pm, Sun 1-3:30pm.

Rock Bay Landing

535 Ellice St

Day Lockers, 6am-midnight.

City Centre Storage

Suite 203 - 824 Johnson St

Rates vary. No deposit necessary.

Mon-Fri 9-4:30pm.

250-384-4233

SHELTERS



Rock Bay Landing

535 Ellice St

Bed sign-up until 2:45pm

250-383-1951

19 years and older, pets ok.

Salvation Army

525 Johnson St

Meet with a case worker at 8am.

250-384-3396.

Men Only. 19 and older.

Free emergency beds for 10 day stay.

\$21/day dorm beds, or \$525/month, includes meals.

Sandy Merriman

809 Burdett Ave

Bed sign up 11:30am.

250-480-1408.

Women and women identified.

19 and older.

Extreme Weather Protocol

Call 250-896-4012 to find out if activated.

Nov - March 31.

www.vewp.net

Notice of Activation:

Our Place

Rock Bay Landing

Salvation Army

Mustard Seed

St John the Divine Mat Program

1611 Quadra St

10pm-6am. Nov - March 31.

Call 250-383-1951 for questions. Pets ok.

Youth Emergency Shelter Information on page 13

GROCERIES & FOOD HAMPERS



Mustard Seed

625 Queens Ave

Mon, Tues, Thur, Fri 9-2pm.

Closed the week after IA cheque issue.

Salvation Army

2695 Quadra St

Stan Hagen Centre.

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

3x per year.

St Vincent De Paul

828 View St

Mon-Fri 8:30-4pm.

Closed from noon-1pm.

St John the Divine

1611 Quadra St

Tues & Fri 10-noon.

Closed the week after IA cheque issue.

Blanshard Community Centre

901 Kings Rd

Run by Living Edge.

Tues, Thur, Fri* & Sat* 11-3pm.

*depends on food availability

24 HR WASHROOMS



Centennial Square
Between Pandora,
Fisgard & Government

Bastion Square
On Langley St,
between Yates St & Fort St

Rock Bay Landing
535 Ellice St

SHOWERS



Our Place
919 Pandora Ave
Mon-Fri 9-3pm, Sun 1-3:30pm

Anawim House
973 Caledonia Ave
Mon-Fri 10-3pm. Sat 10-2pm.
For people abstinent from substances.

Rock Bay Hygiene Area
535 Ellice St
Daily, variable hours.

Sandy Merriman
809 Burdett Ave
7 Days, 11:30-4:30pm.
Women and women identified only.

LAUNDRY



Rock Bay Landing
535 Ellice St
7 days, 6am-midnight.
Call to sign up at 250-383-1951.

Sandy Merriman
809 Burdett Ave
7 days, 11:30-4pm.
Women and women identified.

Anawim House
973 Caledonia Ave
Mon-Fri 10am-3pm. Sat 10-2pm.
For people abstinent from substances.

FREE INTERNET



Our Place Computer Room

919 Pandora Ave

Mon-Fri 7-4pm, Sun 12:30-4pm.

Greater Victoria Public Library

735 Broughton St,

1231 Esquimalt Rd,

3110 Tillicum Rd

Mon, Fri, Sat 9-6pm. Tues-Thur 9-9pm. Sun 1-5pm Oct-May.

REES

1509 Douglas St

Mon-Fri 9-3:30pm.

Victoria Disability Resource Centre

817A Fort St

Mon-Fri 9-4pm.

Downtown Community Centre

755 Pandora Ave

Mon & Tues 9-3pm. Wed & Thur 9-9pm.

Fri 9-7pm. Sat 9-noon.

250-383-0076

Rock Bay Computer Room

535 Ellice St

Daily, variable hours.

Work BC Employment Service Centres - GT Hiring

201-1483 Douglas St,

102-415 Gorge Rd East

Mon-Wed 8:30-5pm.

Closes at 3pm Thur and 4:30pm Fri.

250-388-0858

FREE PHONE



Rock Bay

535 Ellice St

24/7 front desk.

Pacifica DOS Office

826 Cormorant St

Tues, Thur, Fri 9-12pm & 1-4pm.

Wed 1-4pm.

REES

1509 Douglas St

Mon-Fri 9-3:30pm.

Sandy Merriman

809 Burdett Ave

11:30-4pm.

Women and women identified only

Bay Centre

Lower floor

25 cents.

Downtown Community Centre

755 Pandora Ave

\$6 monthly voicemail service.

250-383-0076

MEDICAL & DENTAL

Please call to confirm hours.



Cool Aid Community Health Clinic

713 Johnson St

Mon-Fri 9-10am drop-in line-up.
250-385-1466

Cool Aid Dental Clinic

713 Johnson St

Mon-Fri 9-4pm. Closed 1-2pm.
Call 250-383-5957 to make appointment.

Yates St Walk-In Clinic

105-911 Yates St

Mon-Thur 8:30-8pm. Fri 8:30-7pm.
Sat 9-5pm. Sun 10-4pm.

Westside Integrated Health Clinic

130-180 Wilson St

Mon-Fri 8:30-8pm, Sat-Sun 9-3pm.
250-418-8878

Pandora Dental Group

1035 Pandora Ave

250-385-0311. Call to make appointment.

Rock Bay Landing

535 Ellice St

Nurses: Wed 2:30-4pm,
Fri 12:30-2:30pm.
Dr. Stel: Thur 9-2pm.

Mustard Seed

625 Queens St

Nurses: Mon - Wed 9-2pm.

STI Clinic

1947 Cook St

Free STI testing.
Mon 10-2pm. Tues & Thur 1-4pm.
250-388-2225
Call to make an appointment.

VIHA Street Nurse Clinic

941 Pandora Ave

Mon-Fri 10-12pm, 1:30-4pm.

Burnside Walk-In Clinic

101 Burnside Rd

Mon-Fri 7:30-9pm. Sat-Sun 9-6pm.
250-381-4353

FOOT CARE



Our Place Hygiene Area

919 Pandora Ave

Mon & Weds 9-1pm. Seasonal.
250-388-7112
Phone for availability.

Glad Tidings

1800 Quadra St

3rd Sat of each month.
8:30am
First come first served.

HAIR CUTS



Our Place

919 Pandora Ave
Tues and Thur 9-noon.

Mustard Seed

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

CLOTHING & HOUSEHOLD ITEMS



Mustard Seed

625 Queens Ave
Mon-Fri 9-2pm.

Our Place

919 Pandora Ave
Mon-Fri 9-3pm, Sun 1-3:30pm.

Blanshard Community Centre

901 Kings Rd
Clothing Room.
Mon, Weds, Fri 9-3:30pm,
closed from 10:30-11:30am.
Tues 9-1:30pm.
Thur 12-1:15pm.

Rock Bay Clothing Room

535 Ellice St
Daily, variable hours.

St Vincent de Paul

828 View St
Mon-Fri 8:30-4pm,
closed from noon-1pm.
Voucher twice per year.

Salvation Army Stan Hagen Centre

2695 Quadra St
Mon-Fri 9-11:45am, 1-4pm.
Voucher once per year.

LITERACY VICTORIA FREE BOOK EXCHANGE

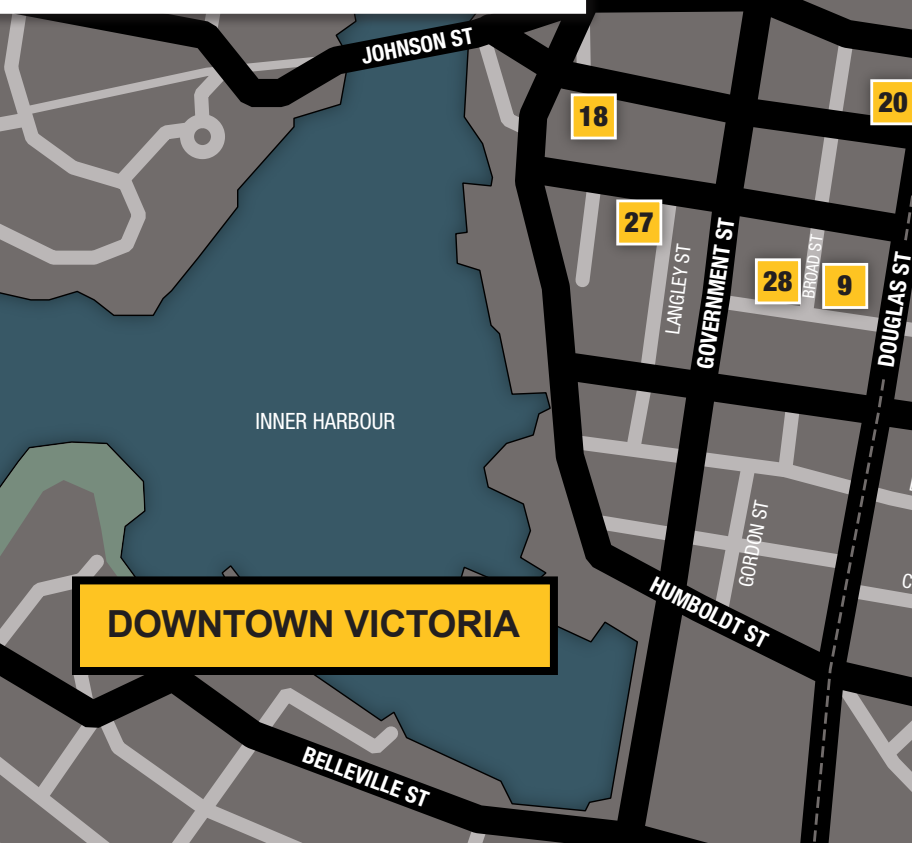
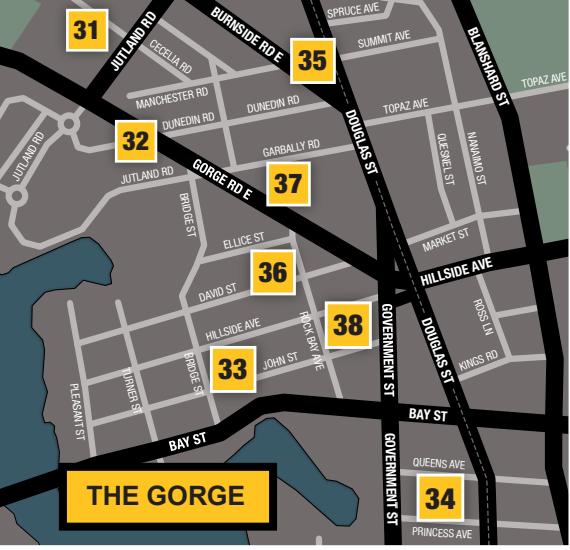
Literacy Victoria

930A Yates St
Literacy services available.
Mon -Thur 9-4pm.

Salvation Army

525 Johnson St
Chapel.
24 hours, 7 days.

Free books also available at:
Mustard Seed, Our Place and Rock Bay Landing.





ON THE MAP



Downtown Victoria

- 1 The Soup Kitchen**
740 View St
- 2 Action Committee for People with Disabilities**
948 View St
- 3 Anawim House**
973 Caledonia Ave
- 4 Bridges for Women Society**
320-1175 Cook St
- 5 Cool Aid Clinic, Dental, AVI Office**
713 Johnson St
- 6 Downtown Community Centre**
755 Pandora Ave
- 7 Work BC - GT Hiring**
201-1483 Douglas St
- 8 Labour Unlimited**
1732 Douglas St
- 9 The Law Centre**
1221 Broad St
- 10 Legal Aid BC**
218-852 Fort St
- 11 Library Main Branch**
735 Broughton St
- 12 Literacy Victoria**
930A Yates St
- 13 Men's Trauma Centre**
102-1022 Pandora Ave
- 14 Our Place**
919 Pandora Ave
- 15 Pacifica DOS Office**
826 Cormorant St
- 16 Pandora Dental Group**
1035 Pandora Ave
- 17 REES**
1509 Douglas St
- 18 Salvation Army**
525 Johnson St
- 19 Sandy Merriman House**
809 Burdett Ave
- 20 Service Canada**
1401 Douglas St
- 21 SOLID**
857 Caledonia Ave
- 22 STI Clinic**
1947 Cook St
- 23 St John the Divine**
1611 Quadra St
- 24 St Vincent De Paul Social Concerns Office**
828 View St
- 25 TAPS**
302-895 Fort St
- 26 Victoria Disability Resource Centre**
817A Fort St
- 27 Victoria Youth Empowerment Society** 533 Yates St
- 28 Volunteer Victoria**
306-620 View St
- 29 Yates St Integrated Health Clinic**
105-911 Yates St
- 30 YMCA**
851 Broughton St

The Gorge

- 31 Burnside Gorge Community Assoc.**
471 Cecelia Rd
- 32 Work BC - GT Hiring**
102-415 Gorge Rd East
- 33 John Howard**
2675 Bridge St
- 34 Mustard Seed**
625 Queens Ave
- 35 Rhino Labour**
110-2950 Douglas St
- 36 Rock Bay Landing**
535 Ellice St
- 37 Single Parent Resource Centre**
602 Gorge Rd East
- 38 TLC Temp Labour**
5-625 Hillside Ave

EMPLOYMENT



Work BC Employment Services Centres - GT Hiring

**201-1483 Douglas St,
102-415 Gorge Rd East**
Mon-Wed 8:30-5pm. Closes at 3pm
Thur and 4:30pm Fri.
250-388-0858

Rhino Labour

110 - 2950 Douglas St
Show up at or before 6am for work.
Need photo ID, proof of SIN number.
Fill out application day before.

Trades Labour Corporation

5-625 Hillside Ave
Show up from 5:30-6am for work.
Fill out application day
before and bring ID.

REES – Community Casual Labour Pool

1509 Douglas St
Mon-Fri 9-3:30pm.
250-388-9296

Labour Unlimited

1732 Douglas St
Show up at or before 6am for work

Bridges

320-1175 Cook St
For women leaving abusive relationships.
250-385-7410

Victoria Native Friendship Centre, CEER Program

231 Regina Ave
250-384-3211

Volunteer Victoria

306-620 View St
For volunteer work.
Mon-Fri 8:30-4:30pm.
250-386-2269

Victoria Disability Resource Centre

817A Fort St
Mon-Fri 9-4pm.
250-382-3012

HARM REDUCTION RESOURCES



VARCS Mobile X

Call 250-888-4487
to set up meet.

AVI SOS

Mon-Fri 3-5pm, 7-10pm.
Sat 8:30-12:45pm, 5:30-9pm. Sun 5:30-9pm.
Call 250-896-2849
for mobile exchange.
Also at AVI office Mon-Thur
9-5pm, Fri 9-1pm.

Cool Aid Pharmacy

713 Johnson St
Mon-Fri 9am-noon, 1-4pm.
Fridays until 3pm.

PEERS Outreach

**At Government and
Discovery, and
Rock Bay Ave**
Tues-Sun 5-9pm.
Call for more info
250-744-0171

SOLID

On foot outreach
downtown: Every morning
7:30-9:30am. Tues, Thur,
and Sat 5:30-7:30pm.

Sobering and Assessment Centre

1125 Pembroke St
Open 24/7.

WHERE CAN I CALL FOR HELP?



COUNSELLING AND SUPPORT

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Women's Sexual Assault Centre

511 - 620 View St
Mon-Fri 9:30-4:45pm.
Crisis Line: 250-383-3232

PEERS

744 Fairview Rd
For former and current sex workers.
Mon-Fri 9-3pm.
250-388-5325

Men's Trauma Centre

102-1022 Pandora Ave
For men suffering from the effects of trauma.
Mon, Tues, Thur 8:30-4pm. Wed noon-6pm.
Fri 8:30-2pm.
250-381-6367

Society of Living Illicit Drug Users (SOLID)

857 Caledonia Ave
250-298-9497
(Call for hours)

Victim's Services

850 Caledonia Ave
Inside police headquarters.
Mon-Fri 9-5pm.
250-995-7351

Citizens Counseling

941 Kings Rd
Sliding scale fee.
250-384-9934

BC Schizophrenia Society, Victoria

941 Kings Rd
Client and Family Services.
Mon-Fri 9-4pm.
250-384-4225

Victoria Disability Resource Centre

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

Capital Mental Health Association

125 Skinner St
Support & Employment Services.
Mon-Fri 8:30-4:30pm.
250-389-1211

La Soci  t   francophone

200-535 rue Yates
Lun-Jeud 8:30    17,
Ven 8:30    16.
250-388-7350

LEGAL SUPPORT AND ADVOCACY

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TAPS

302-895 Fort St
Income Assistance, Disability, Tenancy & Employment Advocacy.
Mon & Fri 1-4pm,
Tues-Thur 9:30-noon, 1-4:30pm.
250-361-3521

Law Centre

1221 Broad St
Free legal advice. Small cases, criminal, civil, and family law.
Mon-Fri 9:30-noon, and 1:15-3:30pm.
250-385-1221

Legal Aid

218-852 Fort St
Family, criminal and immigration cases only. Intake also at courthouse.
250-388-4516

SENIORS

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Silver Threads

1728 Douglas St
Seniors activities and advocacy.
Mon-Fri 9-4pm.
250-388-4268

James Bay New Horizons

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

Seniors Serving Seniors

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

Blanshard Community Centre

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

WHERE CAN I CALL FOR HELP? (YOUTH)



Out of the Rain Emergency Youth Shelter

Changing locations.

Youth 15-25.

Oct 15 to Apr 15.

Pets allowed some days.

250-415-3856

www.outoftherainvictoria.ca

Victoria Youth Empowerment Society

533 Yates St

Youth 13-19

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

Daytime drop-in 9-5pm

250-383-3514

Sanctuary Youth Drop-In

767 Humboldt St

19 or under.

Tues-Sat 3-5pm, Tues-Thur 5-7pm.

Meals Fri 4-4:45pm & Sat 3-5pm

Victoria Youth Clinic

533 Yates St

Mon 3-7pm, Tues-Wed 11-3pm, Thur 3-7pm.

Youth 12-24. No CareCard needed.

Threshold Youth Housing

Youth 16-21.

250-383-8830

Kiwanis Emergency Youth Shelter

2117 Vancouver St

Youth 13-18.

250-386-8282

Boys and Girls Club

1240 Yates St

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

250-384-9133

Victoria Native Friendship Centre

231 Regina Ave

Youth Drop-In. Tues-Fri 4-9pm.

250-384-3211

Burnside Gorge Community Association

471 Cecelia Rd

Youth Drop In.

Wed 5:30-8pm. Thur 4:30-8pm. Fri 4-9pm.

250-388-5251

Beacon of Hope House

Operated by Salvation Army ARC.

Male youth aged 13-18.

90 day addiction recovery program.

250-381-9474 for referrals.

THRIFT STORES



Value Village

1810 Store St

WIN Store

795 Pandora Ave

Salvation Army

525 Johnson St,
2-990 Hillside Ave

Beacon Community Services

2676 Quadra St
715 Pandora Ave

Bibles for Missions

2520 Government St

St Vincent De Paul

833 Yates St

WHERE CAN I CALL FOR HELP? (FAMILIES)



Victoria Native Friendship Centre

231 Regina Ave

Family Programs.

Intakes Mon-Fri 9-10:45am
and 2:30-3:45pm.

Family lunch on Fri 12-1pm

250-384-3211

Burnside Gorge Community Association

471 Cecelia Rd

Mon-Fri 7:30am-9pm.

Sat 9:30-12:30pm.

Family Dinners on Thur 5pm.

250-388-5251

Single Parent Resource Centre

602 Gorge Rd East

Mon-Fri 9-4pm.

250-385-1114

BC Families in Transition

899 Fort St

Families dealing with divorce or separation.

250-386-4331.

Cridge Centre for the Family

Transition House.

Available by phone 24/7

Crisis Line 250-479-3963

Surrounded by Cedar

303-3995 Quadra St

Aboriginal Youth and Family Services.

250-383-2990

Young Parent Support Network

2541 Empire St

Call first to see if they are on site.

250-384-0552

Salvation Army Stan Hagan Centre for the Family

2695 Quadra St

Mon-Fri 9-11:45, 1-4pm.

250-386-8521

Blanshard Community Association

901 Kings Rd

Mon, Wed-Fri 9-4pm.

Tues 9-1:30pm, 3-4pm.

250-388-7696

Victoria Women's Transition House

Women fleeing abusive relationships.

Phone: 250-592-2927 for more info.

Crisis Line: 250-385-6611

Greater Victoria Housing Society

1-772 Bay St

Housing for low income working families.

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

250-384-3434

Esquimalt Teen Centre

527 Fraser St

In the blue house on Fraser St

beside Esquimalt Rec.

Free After-School Drop-In (Grades 6-8)

Tues & Thur 3-5pm.

Wed 2:15-5pm.

Her Way Home Program

547 Michigan St

For pregnant women with substance use issues.

Drop-in Centre Tues & Fri 12-3pm

Thur 3-6pm.

250-388-5550

ADDICTIONS SERVICES AND SUPPORT



Narcotics Anonymous

24 Hr Helpline: 250-383-3553

www.svina.ca

Alcoholics Anonymous Central Office

24 Hr Hotline: 250-383-7744

www.aavictoria.ca

LifeRing

250-920-2095

www.liferingcanada.org

Umbrella Society

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

250-380-0595

Detox

Short-term for acute medical withdrawal, 10 days. Withdrawal Management Services Intake 250-213-4441, or by community referral.

Addiction As an Ally

919 Pandora Ave

Our Place Chapel

Mon 4:30-6pm,

Rock Bay, 535 Ellice St,

Thur 5:30-7pm.

Abstinence not required.

Stabilization

Longer term 7-30 days.

Withdrawal Management Services Intake 250-213-4441, by or community referral.

Drug and Alcohol Counselor at Cool Aid Clinic

713 Johnson St

Call 250-385-1466 to make appointment.

Addictions Outpatient Treatment

2nd floor-1250 Quadra St

Intake for newcomers

Tues & Thur 1:30-2:30.

250-519-3544

Salvation Army Addictions Rehabilitation Centre

525 Johnson St

In house treatment program.

Referrals from on site case managers.

Referrals to Detox, Stabilization and Treatment available at Our Place, Cool Aid Clinic, Mustard Seed, AVI and Rock Bay Landing.

HOW TO:



ID REPLACEMENT

Rock Bay Landing CSWs

535 Ellice St

Mon-Sat 8am-7pm.

Drop-in service, sign up and wait.

Service Canada

1401 Douglas St

For replacement SIN card or proof of SIN number while waiting for ID.

Mon-Fri 8:30-4pm

Salvation Army Case Workers

525 Johnson St

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

HOW TO: (CONTINUED)



APPLY FOR INCOME ASSISTANCE

Rock Bay CSWs

535 Ellice St

Mon-Sat 8-7pm.

For online application.

Our Place Outreach Staff

919 Pandora Ave

Mon-Fri 8-5pm.

APPLY FOR DISABILITY OR PPMB DESIGNATION

TAPS

302 – 895 Fort St

Mon, Fri 1-4pm.

Tues-Thur 9:30-12pm, 1-4:30pm.

250-361-3521

REES

1509 Douglas St

Mon-Fri 9-3:30pm.

250-388-9296

Action Committee for People with Disabilities

948 View St

Mon to Fri 9-4pm.

250-383-4105

Victoria Disability Resource Centre

817A Fort St

Mon-Fri 9-4pm.

250-595-0044

PWD/DISABILITY ENTITLEMENTS

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

Bus Pass Program: 1-866-866-0800, press 4, then press 3.

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

GET A LIBRARY CARD

Central Library

735 Broughton St

Mon, Fri, Sat 9-6pm. Tues-Thur 9-9pm.

Sun 1-5pm Oct-May.

Bring ID, proof of address or state address of a shelter or Our Place.

GET A LIFE PASS APPLICATION

(FOR ANY REGIONAL REC CENTRE)

Rock Bay Landing front desk

535 Ellice St

Our Place Outreach

919 Pandora Ave

Mon-Fri 8-5pm

GT Hiring

201-1483 Douglas St,

102-415 Gorge Rd East

Mon-Wed 8:30-5pm.

Closed at 3pm Thur and 4:30pm Friday.

TAPS

302 – 895 Fort St

Mon & Fri 1-4pm.

Tues-Thur 9:30-12pm, 1-4:30pm.

250-361-3521

GET A YMCA PASS

YMCA-YWCA of Greater Victoria

851 Broughton St

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

JOIN A RUN CLUB

Every Step Counts Running & Walking Group

755 Pandora Ave

Tues & Thur 3-4:30pm,

Wed & Fri 3:30-5pm.

HOW TO: ACCESS HOUSING



Pacifica Housing DOS Office

826 Cormorant St

Tues, Thur, Fri 9-noon,
1-4pm, Wed 1-4pm.

Rock Bay Landing

535 Ellice St

Client Service Workers.
Mon-Sat 8-7pm.

Our Place Outreach Staff

919 Pandora Ave

Mon-Fri 8-5pm.

BC Housing Registry

201-3440 Douglas St

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

SAFER

BC Housing seniors rental subsidy for
private market housing.
1-800-257-7756

RAP

BC Housing Subsidy for working
poor families.
1-800-257-7756

Victoria Native Friendship Centre

231 Regina Ave

Housing Outreach for aboriginal
homeless youth, singles and families, housing
referrals.
250-384-3211

Capital Mental Health Assoc. Housing Programs

125 Skinner St

For more information:
250-389-1211 ext 236

Greater Victoria Housing Society

1-772 Bay St

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

Threshold Youth Housing

Youth 16-21.

Call 250-383-8830 for more information.

Burnside Gorge

Community Association

471 Cecelia Rd

Housing Outreach for Families.
Mon-Fri 7:30am-9pm.
Sat 9:30-12:30pm.
250-388-5251

M'akola Housing Societies

Aboriginal Family Housing.

Application available online:

www.makola.bc.ca.

Phone: 250-384-1423

Fax: 250-381-1438

Fill out application prior to
accessing services.

Centralized Access to Supportive Housing (CASH) referrals avail at: Pacifica
DOS, Rock Bay, Friendship Centre, Salvation Army, AVI, REES, and through some VIHA facilities.

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

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

If you have a tenancy issue go
to **TAPS** for Tenant Advocacy:

302 – 895 Fort St

Mon & Fri 1-4pm.

Tues-Thur 9:30-12pm, 1-4:30pm.

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

BYLAWS THAT AFFECT YOU



Streets and Traffic Bylaw

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

Parks Regulation Bylaw

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

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

MY RIGHTS

PRODUCED BY PIVOT LEGAL SOCIETY

PIVOT
equality lifts everyone

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

STREET SURVIVAL GUIDE

2013

For more information go to:

www.victoriahomelessness.ca

FUNDED BY:



United Way
Greater Victoria

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

Created by a group of volunteers with street-life experience, this guide is to help those experiencing homelessness and extreme poverty access resources to meet their needs. The most up to date information can be found at: www.victoriahomelessness.ca

PUBLISHED BY:



greater victoria
coalition to end
homelessness
hope has found a home