



Hardship Assistance Resource Package

During this time of uncertainty, we realize that lots of our families are looking for support to get them through as they have been caught up in the economic mess that this outbreak has caused. Below, you will find various resources focused on financial assistance for families who have been impacted due to loss of work or income during the current COVID-19 pandemic.

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Financial Support for Individuals and Families

Extra time to file income tax returns

We are deferring the filing due date for the 2019 tax returns of individuals.

For individuals (other than trusts), the return filing due date will be deferred until June 1, 2020. We will also allow any new income tax balances due, or instalments, to be deferred until after August 31, 2020, without incurring interest or penalties.

Increasing the Canada Child Benefit

We are providing 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 Canada Child Benefit do not need to re-apply

Apply: [Canada Child Benefit](#)

Special Goods and Services Tax credit payment

"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.

"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.

Support for Income & Disability Insurance

Income & Disability Assistance

"If you are not receiving federal Employment Insurance (EI) or the Canada Emergency Response Benefit (CERB) and are on:

- Income Assistance
- Disability Assistance
- Comforts Allowance
- BC Senior's Supplement

You will automatically receive a \$300 supplement on your cheques issued in April, May, and June. No action is required on your part.



If you are receiving federal EI or the CERB and receiving

- Income Assistance (IA)
- Disability Assistance (DA)

You will not be eligible for the \$300 supplement

CERB & EI are temporarily exempt, meaning they will have no effect on your regular IA or DA”

BC Bus Pass Program

“If you are on Disability Assistance and receiving the BC Bus Pass:

- There is a current province-wide suspension of BC Transit and Translink bus fares
- You will automatically receive the \$52 Transportation Supplement on your cheque starting in April
- This will continue for as long as BC Transit and Translink are suspending fares
- No action is required on your part. Your bus pass will not be cancelled and will remain active for use on Sky Train and Sea Bus services. You will not need to re-apply once fares are re-instated
- For people already receiving the Transportation Supplement of \$52, there is no change, and no action is required on your part

COVID-19 Youth Support Fund

Children’s Aid Foundation of Canada is providing grants of up to \$1000 to help support you through this, intended to cover short-term needs while you explore government or other supports.

Funds can be used to cover expenses such as housing costs like rent, food, household supplies, mental health counselling, technology support, and other emergency needs.

Young people who were in the permanent or temporary care of Ministry of Children and Family Development/Delegated Aboriginal Agency or on a youth agreement as of their 19th birthday **OR** eligible for the Agreement with Young Adults Program **AND**

- Experiencing financial strain as a result of the COVID-19 crisis
- Aged 18 to 29 (inclusive) at the time of application
 - o Requests will be considered on a case by case basis if you are otherwise eligible and are 30 or over **OR** are turning 18 by 31 August 2020

Apply: [COVID-19 Youth Support Fund](#)



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Indigenous Community Support Fund

This fund helps Indigenous communities prevent, prepare and respond to COVID-19. Communities identified jointly by Indigenous Services Canada, the National Indigenous Organizations and other Indigenous leaders, based on emergency needs, do not need to apply.

On-reserve and self-governing First Nations communities will receive funding directly from ISC. The amount provided to each community will consider a base amount of \$50,000 per community, the total population residing in community (based on 2016 Census population) and will be adjusted for remoteness and Community Wellbeing Index scores.

Métis will receive funding through existing mechanisms to facilitate the speed at which funding can be received. A standard distribution model was applied to decide how much each region will receive.

The New Canada Emergency Response Benefit (CERB)

This is also a support for people who are sick, quarantined or directed to self-isolate and people who are unable to work

We will provide a taxable benefit of \$2,000 a month for up to 4 months to those:

- Residing in Canada, who are at least 15 years old
- Have stopped working because of COVID-19 and have not voluntarily quit their job or are eligible for EI regular or sickness benefits
- Who had an income of at least \$5000 in 2019 or in the 12 months prior to the date of their application
- Are or expect to be without employment or self-employment income for at least 14 consecutive days in the initial four-week period. For subsequent benefits periods, they expect to have no employment or self-employment income.

Apply: [Canada Emergency Response Benefit](#)

Apply for Employment Insurance

“If you have stopped working because of COVID-19, you should apply for the Canada Emergency Response Benefit, whether or not are eligible for Employment Insurance. The Benefit is available for the period from March 15, 2020, to October 3, 2020.

If you applied for EI regular or sickness benefits on March 15, 2020, or later, your claim will be automatically processed through the Canada Emergency Response Benefit. Starting now, there will be a single portal to assist you with the application process.”



Reduced minimum withdrawals for Registered Retirement Income Funds *for Seniors

We are reducing the required minimum withdrawals from Registered Retirement Income Funds (RRIFs) by 25% for 2020.

A moratorium on the repayment of Canada Student Loans

Effective March 30, we are placing a six-month interest-free moratorium on the repayment of Canada Student Loans for all student loan borrowers. No payment will be required, and interest will not accrue during this time.

Students do not need to apply for the repayment pause.

BC Emergency Benefit for Workers

- The BC Emergency Benefit for Workers will provide a one-time \$1,000 payment to people who lost income because of COVID-19.
- B.C. residents who receive federal Employment Insurance, or the new federal Canada Emergency Response Benefit are eligible
- Applications for the one-time payment will open soon
- The one-time payment will be paid in May 2020

Climate Action Tax Credit

A one-time enhancement to the climate action tax credit will be paid in July 2020 for moderate to low-income families:

- An adult will receive up to \$218.00 (increased from \$43.50)
- A child will receive \$64.00 (increased from \$12.75)

Monthly Payments (Utilities, Wireless, Auto, Rent)

Utilities

BC Hydro:

BC Hydro has introduced a COVID-19 Customer Assistance Program to defer bill payments or arrange for flexible payment plans with no penalty. Call BC Hydro's customer team at 1-800-224-9376 to discuss bill payment options.

Those facing temporary financial hardship and possible disconnection of their service due to job loss, illness, or loss of a family member may also be eligible for BC Hydro's Customer Crisis Fund, which provides access to grants of up to \$600 to pay their bills.

To reduce exposure and face-to-face interactions, it has temporarily closed its walk-in customer service desks and indefinitely suspended all non-essential business travel, public meetings and site tours. If you need support, please call their customer service team at the number mentioned above.



Fortis BC COVID-19 Customer Recovery Fund

The Customer Recovery Fund addresses the billing concerns of residential and small business customers during the COVID-19 outbreak. Customers who are unable to work or have lost their livelihood, and small businesses that have experienced income loss or been forced to close as a result of the COVID-19 outbreak, can receive assistance from FortisBC.

If you're a residential customer in the program, you will have your bills automatically deferred, from April 1 to June 30, 2020. When you enter the program, we'll work with you to create an interest-free repayment schedule. When you apply to the program, you will automatically be entered into a repayment plan that will be spread out over the next 12 months to help lessen the immediate financial impacts to you during this time

If you're a small business owner in the program, you have the option to:

- receive support in the form of bill credits to help offset the charges on your account while you're unable to operate your business.
- defer your bill payments from April 1 to June 30, 2020. When you apply to the program, you will automatically be entered into a repayment plan that will be spread out over the next 12 months to help lessen the immediate financial impacts to you during this time.

The following criteria is required for enrolment:

- Residential customers must acknowledge loss of employment, livelihood or being forced to take a voluntary leave due to the COVID-19 outbreak.
- Small businesses must acknowledge that they have had income loss or were forced to close due to the COVID-19 outbreak, including the date of the business closure.
- All customers must provide their FortisBC account number(s) confirming they're a residential or small business customer.
- All customers must agree to enter a payment arrangement for their deferred balance.

Apply: [Customer Recovery Fund](#)

Wireless Providers

Shaw:

Shaw has removed data caps on home internet plans for all customers. Shaw has opened access to Shaw Go Wi-Fi hotspots whether or not you are a Shaw customer. No login or Shaw ID required.

If you have any concerns paying your monthly Shaw Internet bill due to hardships resulting from the COVID-19 situation, Shaw will work with you to find a flexible payment arrangement that considers your financial and connectivity needs. Please call **1-844-330-7429**.

All retail locations closed but can contact via Facebook Messenger, Twitter, MyShaw app, or phone.

Telus:

Telus will be waiving home internet overage charges for customers who are not on unlimited data plans until April 30th. Telus is also waiving roaming fees for customers travelling or trying to find their way home to Canada



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Telus is offering flexible payment options for consumers and small business customers who have been financially affected by the crisis.

In addition to financial support during this crisis, Telus is also offering free channel previews on Optik TV, free educational activities encouraging families to “Learn Do Share’ with Microsoft, and Babylon by TELUS Health. Babylon is a free app that allows you to receive virtual health care from your phone without leaving the house. Download from Google Play store or the Apple Store.

For repairs or installations – Telus will only do home visits for emergencies, other than that they are offering apps and remote technician-assisted support where a trained technician will leave you appropriate tools and talk you through the repair using a number of different chat/video conferencing tools.

Free Smartphone & Plan for Former Youth-in-Care

Telus is offering free smartphone & a 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

A ministry/agency representative must fill out a letter of eligibility on your behalf

You will need an address that the phone can be mailed to

Apply: [Mobility for Good](#)

Bell:

Bell is waiving extra usage fees for all residential Internet customers. They are also providing consumers and small business customers with Turbo Hubs, Turbo Sticks and MiFi devices an extra 10GB of domestic usage and a \$10 credit on your existing plan for each of their current and next billing cycles. Bell will also waive roaming fees for all destinations and mobile customers between March 18th-April 30th - this applies automatically to your bill and requiring no action on your part.

Bell’s statement on financial relief: We understand customers could be facing financial challenges during the COVID-19 situation. We can help. If it happens that you can’t pay your bill on time, you can set up a flexible payment option in our self-serve tools.

Bell is also offering several channels currently on free preview so Canadians can stay informed and entertained: visit bell.ca/freepreviews for the full list. Includes news, entertainment, and family and lifestyle changes

Rogers:

Rogers and Fido are ensuring that services will not be suspended or disconnected for any customers experiencing financial difficulties over the next 90 days. They will support customers facing financial uncertainty because of COVID-19 with more flexible payment options.

They will also be waiving long distance voice calling fees across the country to help Canadians stay connected during this uncertain time, until April 30th. Additionally, until May 31, Rogers and Fido have temporarily removed data usage caps for customers on limited home internet plans



AutoPlan Payment

In-person insurance services are no longer available. However, if the individual's insurance is about to expire, they can call their auto-plan broker, and most transactions can be done through phone or email.

If an individual is facing financial challenges because of Covid-19, and they are on a monthly auto payment plan, they have the option to defer payment for up to 90 days with no penalty. Here is an online tool to apply for deferrals.

<https://onlinebusiness.icbc.com/eforms/dotcom/jsp/ACG398.jsp> Additionally, individuals can call the customer support team at 604-661-2723 or 1-800-665-6442 to discuss your payment options.

Renters (rental assistance, restrictions and eviction prevention)

BC Temporary Rental Supplement Program

As part of the province's \$5 billion action plan, the BC Temporary Rental Supplement Program gives tenants and landlords temporary support towards rent payments for renters impacted by COVID-19. Payments are made directly to the landlords of eligible households.

This new program will provide a temporary rental supplement for April, May and June 2020. It will cover part of the rent for low- and moderate-income renters who have lost income as a result of COVID-19. Applicants will only have to apply once. If they apply in April, they will get payments for all three months. If they apply in May, they will get payments for the two remaining months. It is expected that the first payments will be provided before the end of April.

The program gives \$300 per month for eligible households with no dependents, and \$500 per month for eligible households with dependents.

Households need to meet each of the following criteria to qualify for the BC Temporary Rental Supplement:

- 1. Have a 2019 household income of less than:**
 - \$74,150 for singles and couples without dependents
 - \$113,040 for households with dependents
- 2. As a result of COVID-19:**
 - Be receiving or eligible for Employment Insurance; or
 - Be receiving or eligible for the Canada Emergency Response Benefit offered by the federal government; or
 - Have experienced, and be able to provide evidence of, a drop of 25% or more in monthly household employment income
- 3. Be paying more than 30% of current household income towards rent**

Tenants must be renting a primary residence in British Columbia.

Tenants are not eligible if their rent is subsidized by any other government program. Other government programs include subsidized housing; rent supplements such as Shelter Aid for Elderly Renters (SAFER) or the Rental Assistance Program (RAP); Income Assistance; and Disability Assistance.



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Members of housing co-ops can get the benefit if they meet all other eligibility criteria. These criteria include paying the full market housing charge, and the co-op cannot be getting any ongoing operating funding from the government.

Apply: [BC-TRS](#)

Mortgage Payments

COVID-19: Understanding Mortgage Payment Deferral

The COVID-19, or coronavirus crisis has left many homeowners in Canada without a job or with reduced hours and wondering how to pay their mortgage. Homeowners facing financial stress may be eligible for a mortgage payment deferral up to 6 months to help ease the financial burden. The COVID-19 Mortgage Payment Deferral program will be ongoing. You can apply at any time during this outbreak

What is mortgage payment deferral?

Mortgage payment deferrals can help you during times of financial hardship — like unemployment or reduced employment due to the Coronavirus (COVID-19) outbreak.

The deferral is an agreement between you and your lender. Typically, the agreement indicates that you and your lender have agreed to pause or suspend your mortgage payments for a certain amount of time. It's also known as a mortgage payment deferral agreement or mortgage forbearance agreement and it's a temporary measure.

After the agreement ends, your mortgage payments return to normal and the missed payments — including principal and accumulated interest - repaid.

How mortgage payment deferrals can help you?

A mortgage deferral helps you when you're struggling to make your payments by allowing you to skip your mortgage payment for a specified amount of time.

Are the deferred payments erased or cancelled?

The mortgage deferral agreement does not cancel, erase or eliminate the amount owed on your mortgage. At the end of the agreement, you will have to resume payment according to your regular payment schedule.

NOTE: The interest that hasn't been paid during the deferral period continues to be added to the outstanding principal of your mortgage. This can affect the total amount you owe in accordance with the original payment schedule.

Do I need to repay the deferred amounts?

Yes, you'll need to repay the amounts of the skipped payments, including both principal and interest.



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How do I repay the deferred amounts?

Details of the repayment will vary according to the specific lender and situation.

The interest on your mortgage that hasn't been paid during the deferral period continues to be added to the outstanding principal of your mortgage. When your payments start again, your mortgage payment might be based on the total amount you then owe to pay off your mortgage in accordance with the original payment schedule.

IMPORTANT: Mortgage payment deferrals focus solely on your mortgage. It won't affect other payments regularly withdrawn, like property taxes and life/disability insurance.

How do I know if I am eligible for a mortgage payment deferral?

Your lender — your bank or your mortgage professional — can tell you if you are eligible for a mortgage payment deferral.

Is CMHC helping with mortgage deferrals?

Yes, with the COVID-19 outbreak, we are allowing lenders to offer deferred payments for insured mortgages.

All mortgage insurers offer a number of tools to lenders that can help you when you're in financial difficulty and are struggling to meet your mortgage obligations.

What if my mortgage isn't CMHC-insured?

Any borrower facing financial difficulty should contact their lender — your bank or mortgage professional — to learn what options are available.

Crisis & Help Phone Lines

Vancouver Island Crisis Line ◦ 1.888.494.3888

Crisis Intervention & Suicide Prevention Centre of BC ◦ 1.800.784.2433

24/7 Distress phone services. Confidential, non-judgmental, free emotional support for people experiencing feelings of distress or despair. Interpreters are available in over 140 languages.



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Sexual Assault Response Team ◦ 1.888.494.3888

The SART team provides:

- Provides immediate emotional support and information to people of all genders who have been sexually assaulted within the past week and is age 13+
- Facilitates accompaniment to hospital and medical and police involvement as requested by survivor.
- SART is a collaborative response between the Victoria Sexual Assault Centre, Forensic Nurse Examiners, Island Health, RCMP and the police.
- **To access this service**, call the Vancouver Island Crisis Line (1-888-494-3888) and request to speak to a VSAC Sexual Assault Support Worker, or attend at Victoria General Hospital

VictimLinkBC ◦ VictimLinkBC@bc211.ca ◦ 1.800.563.0808

24-hour multilingual phone line for victims of any crime.

Offers crisis support and referrals, information on the justice system, resources, victim services

Kids Help Phone

As of April 14, 2020 ◦ 1.800.668.6868 ◦ [Kids Help Phone](https://www.kidshelpphone.ca)

We offer professional counselling, information, referrals, volunteer-led, text-based support to young people in both English and French

Through phone, text, or mobile app

- Text CONNECT to 686868, you will be connected to a volunteer Crisis Responder

Completely confidential, share as much or little as you want (don't have to share your name)

Hope for Wellness Helpline

As of April 14, 2020 ◦ 1.855.242.3310 ◦ [Hope for Wellness](https://www.hopewellness.ca)

24 hours a day, 7 days a week

We offer immediate mental health counselling and crisis intervention to all Indigenous peoples across Canada

Phone and chat counselling available in English, French, Cree, Ojibway, and Inuktitut



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Youthspace.ca

As of April 14, 2020 ◦ 778.783.0177 ◦ [Youthspace.ca](https://youthspace.ca)

Offers emotional support and crisis response to youth under 30

Online 6 pm until midnight, every night

LGBT Youthline

As of March 17, 2020 ◦ 647.694.4275 ◦ [LGBT Youthline](https://lgbtyouthline.ca)

We will continue to be open **Sunday-Friday 4 pm-9:30 pm EST**; however, our services will only be available via chat, text, and email not over phone calls. Our wait times may also be longer

Trans Lifeline

As of March 19, 2020 ◦ 877.330.6366

Our lines remain open throughout the pandemic

All of our operators are trans, and they're trained to offer peer support and can help you access the many emergency funds and mutual aid resources arising locally and nationally

Foodbanks & Other Supplies

The Salvation Army Victoria ARC

As of April 9, 2020 ◦ 525 Johnson St, Victoria ◦ 250.384.3396

Due to the **COVID-19 pandemic**, the Victoria ARC has adjusted service provision for the safety of staff and residents.

- We **continue** to serve the public by providing community meals in take-out containers on **Mondays, Wednesdays, and Fridays at 11:45 am**.
- We have **increased** our foodservice and community commitment by delivering meals to local tent cities and emergency shelters during the week.
- For the health, safety and well-being of the men in our care, we have had to **close our facility to the public** for the time being. This means that only staff and residents may enter our facility.
- Our community **programming**: Alcoholics Anonymous, Brain Injury Support group and SMART Recovery meetings are all temporarily on hold.
- We are only accepting **new clients** from Vancouver Island Health Authority.



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The Salvation Army – Stan Hagen Centre for Families

As of April 9, 2020 ◦ 2695 Quadra Street, Victoria ◦ 250.386.8521

Pre-packaged produce daily starting at 1 pm

Emergency food available

Living Edge Community

As of April 9, 2020 ◦ 250.383.8915

“Keeping our markets open (where possible) will be a great benefit to the families we support BUT the safety of our guests and volunteers is our highest concern

- PLEASE WASH your hands with soap and water OFTEN
- PLEASE COVER your cough or sneeze with your arm or a tissue
- PLEASE STAY HOME if you feel unwell, consider sending someone to the market on your behalf. Remember, no I.D. or registration is required
- PLEASE DO NOT handle the food. Instead, let our volunteers serve you
- PLEASE DRESS for the weather as your market may be held outdoors (even if its usually outdoors)
- PLEASE WASH your fruits and vegetables well before consuming
- PLEASE FORGIVE us if quantities are low (more people are buying from grocery stores)

Markets may close with little or no warning. Please check our website or Facebook page for updates.”

Victoria Food Not Bombs

As of April 9, 2020 ◦ 250-383-5144 and enter box # 1940

Every **Sunday at 4:00 pm** at Centennial/Spirit Square

St. John the Divine Food Bank

As of April 9, 2020 ◦ 1611 Quadra St, Victoria ◦ 250.383.7169

The Food Bank is open **Tuesdays and Fridays (10:00 am to 12:00 pm)**

EXCEPTIONS: Closed Friday and Tuesday following Wednesday welfare cheque distribution & Closed the day following a statutory holiday.



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Mustard Seed

As of April 9, 2020 • 625 Queens Ave, Victoria • 250.953.1575

Bagged Food Hampers will be distributed in our parking lot at 625 Queens Ave from **10 AM until 1 PM**.

If you are sick or have any symptoms related to COVID-19 (shortness of breath, cough, fever, sore throat) please don't come. If possible, arrange for someone to come in your place.

We are not requiring ID currently and stopping our once a month rule for getting a hamper.

Shelbourne Community Kitchen

As of April 9, 2020 • 3541 Shelbourne St, Victoria • 250.590.0980

Our team's primary focus is to help prevent the spread of COVID-19 and minimize the risk to our members while offering valuable food distribution through our Pantry Program to our participants for as long as it is reasonable to do so.

- ❑ **As of March 15th, all cooking programs, events and workshops have been cancelled until further notice.**
- ❑ **Participants, donors and visitors are no longer allowed in the building.**

Our Pantry program, a food support program vital in distributing nutritious food to those who need it, is in full gear, and we are working hard to meet the increasing demand by:

- Distributing food to people twice a month instead of once a month
- Increasing the amount of staple foods that we provide per visit
- Offering healthy drink and snack packs for people experiencing homelessness
- Expanding our home delivery system to support our most vulnerable members who cannot leave their homes, many of whom are seniors or individuals with chronic illness.
- Distributing important information about program updates, government subsidies and emerging community resources via email, social media and in print.

To Register as a Member and begin accessing the Pantry Program: call (250) 590-0980 Tuesday to Friday 10 am-2 pm

Goldstream Food Bank

As of April 9, 2020 • 761 Station Ave, Langford • 250.474.4443

Goldstream Food Bank will be providing hampers to eligible people **April 7, 8, 14,15, 21,22 from 9:30-2:30**.

Hampers will be pre-packaged according to the number of people in a family, and we will not be able to make substitutions at this time.



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All operations have been moved to an outside staging area to maintain Health Authority safe distancing practices. We ask for patience, understanding and compliance to help us minimize the risk of sharing the Covid-19 virus. If you are sick, feeling unwell or have been exposed to someone who may have Covid-19 please stay home. You can send a family member or neighbour instead by calling the food bank at 250-474-4443 to pick up your hamper. Currently, the food bank does not have a delivery service.

Also, there will be no seating area, so please come prepared to stand in line or bring your own portable seating and wear clothing appropriate for the weather.

If you are an existing or new client to the food bank, please bring your ID. For new clients, please bring photo ID for yourself and Care cards for each family member who are dependants plus a utility bill that has been mailed to your home address and bears your name.

We provide hampers for Westshore residents in the following municipalities only: Langford, Colwood, View Royal, Metchosin, East Sooke and Highlands.

Society of St. Vincent de Paul

As of April 11, 2020 ◦ 853 Yates St ◦ 250.382.0712

Foodbank is open for pick up only

Youth Empowerment Society – Alliance Club

As of April 2, 2020 ◦ 250.361.3923 ◦ allianceclub@vyes.ca ◦ 533 Yates St

Shortened its hours to **1 pm-6 pm Monday through Thursday and closed on Fridays**. The club is serving meals to go and has bags made up of toiletry supplies for youth to take

Limiting the amount of youth and the length of time youth can be in the space

Out of the Rain Youth Shelter

As of March 24, 2020 ◦ 1450 Elford St ◦ 250.415.3856

We will be available for takeaway meals, hygiene supplies, socks, and drop of laundry for youth up to and including 25 years old only. All supplies are only available during mealtimes

Breakfast and bag lunch are available between **9 am-12 pm** & Dinner is available between **4 pm-7 pm**

We will have NO WASHROOMS

Please do not come outside of mealtimes; we will not be able to assist you



Shelters

Emergency Shelter Plan

As of April 8, 2020

Currently, only ONE location that is a city-designated site: the southwest corner of Topaz Park (Topaz & Blanshard)

- 2 regular Topaz Park bathrooms are open 24/7; not consistently supplied with soap & toilet paper
- 4 porta-potties have been removed
- There is a tap with running water
- Breakfast & dinner
- No showers or laundry access at this time
- Tents can stay up 24/7) as long as they comply with the grid that has been set up, Bylaw preventing daytime sheltering will not be enforced
- 2 security guards are on patrol 24/7

BC Housing has secured 115 motel and hotel rooms for unhoused **people who have no COVID symptoms** and fit other specific criteria, for temporary stay: to qualify people have to apply using a set process and only through designated agencies

Sheltering with medical monitoring, five rooms have been secured for unhoused people who do not need to be hospitalized but test positive for COVID or are symptomatic, but test results are not back yet. On April 16th, 32 more rooms will be available

Cool Aid Shelters

All permanent Cool Aid shelters remain **open**. The **CATS temporary shelter** at the Downtown Community Centre is closed.

We have made the difficult decision to stop admitting clients into shelter beds and mats

Drop-in at Rock Bay Landing will be closed except for **hygiene hours from 9 am-11 am and 1 pm-3 pm**. Waiting lists for showers will be taken.

We are limiting the number of individuals in the **Overdose Prevention Unit** at any given time to meet physical distancing guidelines.

Some common rooms have been **closed**, including the computer room, while others remain open but reconfigured to help us keep physical distance from one another.



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Special programs have been cancelled, such as community meals, arts programs, outings and drop-ins.

Client Service Workers are not accompanying clients offsite.

Community meetings are temporarily suspended, including Narcotics Anonymous, PEERS and St. John Ambulance.

Visitors are no longer allowed at Next Steps.

The Cool Aid Temporary Shelter CATS has reduced capacity with 30 mats, in order to provide enough space between people.

Do you have questions? Please call us rather than visiting:

Rock Bay Landing and CATS – 250-383-1951 press “1” for front desk

Sandy Merriman House – 250-480-1408

Next Steps Transitional Shelter – 250-381-2159

Youth Empowerment Society – Kiwanis Emergency Youth Shelter

As of April 2, 2020 ◦ 250.386.8282 ◦ keys@vyes.ca

Limited the number of youths in the shelter to 4

The referral process will now include talking to a referral agent about the set up of the shelter and staff will go through the CDC self-assessment tool and follow the steps laid out if the youth are presenting symptoms

Youth can stay in the shelter all day and do not have to leave. They are encouraged to stay in to help slow the spread

Our Place

As of March 23, 2020 ◦ 919 Pandora Ave ◦ 250.388.7112

Our place is stopping access to its drop-in spaces, computer lab, courtyard, hygiene and clothing areas

They are continuing to operate their washroom facilities, transitional housing, shelter spaces, and providing three meals a day, **served on the street in front of 919 Pandora Avenue (8 am-9 am, 12 pm-1 pm, 5 pm-6 pm).**



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Transportation

BC Transit

As of April 11, 2020 ◦ 250.382.6161

Transit is offering free bus rides for regular and handy-dart buses until **April 30**

Enter through rear doors unless ramp or lowering is needed.

Schedules are changing day-to-day, changes can be confirmed by calling, checking the website, or checking NextRide

Health & Wellbeing

Pandora Clinic

As of April 3, 2020 ◦ 922 Pandora Ave ◦ 250.294.6714

Open to current patients only who don't have access to telehealth option.

Open to patients from 10 am-3 pm and phones answered 9 am-5 pm

STS Pain Pharmacy

As of April 11, 2020 ◦ 820 Cormorant St ◦ 778.433.7246

Still operating but restricting the number of people inside.

[More Information](#)

Men's Trauma Centre

As of April 1, 2020 ◦ 847 Fisgard St ◦ 250.381.6367

We continue to work via phone and online conferencing to provide support and services to survivors of childhood abuse, adult sexual assault and trauma.

Please know that we are still taking referrals, our response time will be a bit slower, but we are checking phone messages every day (250-381-6367), and you can refer by email info@menstherapycentre.ca.

Our staff will respond to you once we receive your message and contact you by phone or email to set up a first appointment (intake appointment) by phone.



Cool Aid Services

As of April 9, 2020 ◦ 713 Johnson St

Community Health Centre

New health centre and pharmacy hours:

- 9 am-4:30 pm Monday to Thursday** until further notice
- No change for **Fridays: 9 am-3 pm**
- No change for **Saturdays: 10 am-2 pm**

While the risk of infection remains low at present, we are strongly encouraging our clients to **connect with us via telephone** to address their concerns where possible. We feel this is a good first step to start reducing crowding and reduce the risk of transmission in the community. If you are a health clinic client, you will be able to speak with a doctor, nurse or pharmacy team member and they will address your medical concern via telephone at **250-385-1466**.

Leave a message: We will be busy! When you phone the health clinic, and if you have to leave a message, please leave a phone number where we can contact you and an email address if you would like us to communicate with you via email.

For COVID questions, please contact 1-833-707-2792.

Dental Clinic

The Cool Aid Dental Clinic is **closed until further notice**.

There will be a **receptionist available from 9 am to 1 pm**, Monday to Friday, to answer and direct your calls, who may be reached at **250-383-5957**.

The dentists are on an on-call basis and will be available for emergent and urgent calls only which will be facilitated over the phone

Mobile Health Clinic

As of March 25, 2020 ◦ 250.812.4414

Due to the COVID-19 pandemic, the mobile clinic services are suspended until further notice to leave room for **targeted interventions** by our nurses. While practicing Public Health measures of maintaining the physical distance of 2 metres (6 feet), the outreach nurses will be giving supplies, helping with on the street wellness checks, and sharing pertinent health and resource information.

Our community partners—who are usually sites that the Mobile Health Clinic visits—will be offered **prevention and promotion activities** against COVID-19, as well as a referral when necessary.



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You can reach the Doctors of the World nurse coordinator **Monday to Friday from 9:00 am to 5:00 pm** by phone at **(250) 812-4414**.

Island Sexual Health

As of April 11, 2020 • 101 3960 Quadra St • 250.592.3479

Monday-Friday from 9 am-4 pm: offering phone/video access to doctors/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 an appointment.

Our confidential text line is still available 250.812.9374 for any sexual health questions. This line is for general sexuality questions not medical advice.

Foundry Victoria Youth Clinic

As of April 14, 2020 • 818 Douglas Street • 250.383.3552 To access the clinic, call 250.383.3552 starting at 10:30 am

Services: health care, sexual health, peer support, mental health support, substance use support, counselling, harm reduction, gender affirmation care, navigation support, family support, art therapy, wellness programs, employment services

Youth Empowerment Society – Individual Counselling

As of April 2, 2020 • 250.383.3514 • programs_manager@vyes.ca

This includes Life skills, Supported Independent Living, Outreach and Youth and Family Support Services

Staff continue to connect with clients, families, services providers, and community supports as much as possible via text, messenger, phone, or email

Quadra Village Community Centre – Youth Programs

As of April 14, 2020 • 250.891.4083

Daily virtual emotional support and outreach via text, phone, facetime, messenger, Instagram, and zoom

Thursday & Friday Instagram takeover stories

Thursday Virtual Drop-In: tara@quadravillagecc.com for the log-in information

- 5-6 pm 8-12 years old
- 6-7 pm 13-22 years old

Wednesday crafting videos posted on YouTube, tara@quadravillagecc.com for the link



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Substance Use, Harm Reduction Supplies, & Support

PEERS Victoria Resource Society

As of April 3, 2020 ◦ 1 744 Fairview Rd

Services at the drop-in centre will be by appointment or door service, Monday, Wednesday, Friday from 11-1. We will have food, harm reduction supplies, and bus tickets.

We will not be taking out the van, but night outreach staff will help with supply delivery. The night outreach phone will be checked Monday, Wednesday, and Friday morning.

Staff can be reached by phone during their usual hours, and we will provide phone support and arranging drop off harm reduction, food, and other essentials

There will be NO GROUPS

Carin is still available for counselling over the phone only. Session are booked by emailing carinfreimond@protonmail.com. Usual hours are Monday-Thursday 11 am-3 pm, but the session can be booked outside of these.

Phone numbers:

- Housing: 250.415.1874 Answered Monday to Thursday 10-4; text anytime
- Harm Reduction: 250.217.0410 Answered Monday to Thursday 10-4; text anytime
- Prevention: 250.217.5937 Tuesday to Thursday 12-4; text anytime
- Men's Program 250.217.1386 Answered Monday to Thursday 10-4, text anytime
- Phone: Night Outreach 250.744.0171 Answered Monday, Wednesday and Friday 11-1:30

SOLID

As of April 3, 2020 ◦ 1056 N Park St

Harm Reduction outreach team at **900 Pandora 9 am-10:30 am** daily & at **Centennial Square 5:30 pm – 7 pm** daily

All health education groups are cancelled, drop-in space is for supplies and CSP pickup only. Supplies pickup at outreach office **9 am – 4 pm, Monday to Saturday**

Fred: 250.686.6776 (for harm reduction supplies downtown)

Mark: 250.891.9299 (for resident/SRO/supportive housing unit that needs supplies in Victoria, Esquimalt, Gorge)



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Vancouver Island Drug Checking Project

As of April 11, 2020

Offering a drop-off/pick-up service through SOLID Outreach at **1056 North Park** between the hours of **10 am-4 pm, Monday to Friday**

Sobering Centre

As of April 3, 2020 • 1125 Pembroke St • 250.213.4444

Down to 4 female beds, 8 male beds, and 4 single rooms. Harm reduction supplies available for pickup

Detox currently at 11-bed capacity prioritizing those with medically complex withdrawal (alcohol, those not on OAT) and those with lined up treatment dates or high vulnerability (pregnancy, fleeing abuse)

Stabilization is at 10-bed capacity and is taking clients direct from detox. Ability to come and go has been limited

Indigenous Harm Reduction Team

Doing night outreach to places where people are sheltering. Distributing supplies as available, getting information to people about survival services, and checking about peoples needs and impacts of service closures

Youth Empowerment Society – Specialized Youth Detox

As of April 2, 2020 • 250.383. 3514 • syd@vyes.ca

Limiting the number of youths to 1

They will be medically screening out community referrals from out of town as to lessen transportation volume as well as the fact that there are multiple concerns with potential discharge plans. If youth have a home, they will be encouraged to detox there. Youth detoxing from alcohol and Xanax and/or who are homeless will be considered for a medical screen and thereby intake and will be further screened with the COVID-19 self-assessment

Childcare

Burnside Gorge Community Centre

As of March 20, 2020 • 471 Cecelia Rd • 250.388.5251

Currently, BGCA is only operating essential social services and childcare programs. We ask that community members refrain from visiting the Centre without an appointment.



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Please call us if you are in need of service and/or support from one of our outreach team (housing, family or youth outreach) or if you are in need of resources for your family to manage during these difficult times. We will assist you as best we can while maintaining safe distances.

Quadra Village Community Centre

As of April 11, 2020 • 901 Kings Rd • 250.388.7696

Except for School-Aged Childcare, **Quadra Village Community Centre's building will be closed effective 4 pm Wednesday, March 18th, 2020.**

Our staff will be available on an ongoing basis throughout the Pandemic and will be using tools like telephone, texting, messaging services, letters and other creative ways of connecting with people. If you wish to be contacted by our staff on a regular check-in basis through COVID-19, please call or email info@quadravillagecc.com and leave your e-mail and phone number.