



Health Resource and Information for Aboriginal People on Southern Vancouver Island

Aboriginal Health Program and Services



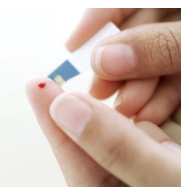
Community Nutrition

The community nutritionist provides services to the nine First Nations communities and the urban Aboriginal population in southern Vancouver Island. The nutritionist can:

- provide nutrition information with a strong focus on food security; support communities as they improve access to health, traditional and modern foods; link community with VIHA health services; and provide diabetes prevention and education workshops.

For more information call **250.370.8258**.

Diabetes Nurse Educator



The diabetes nurse educator (DNE) provides outreach services to the South Island Aboriginal communities. The diabetes nurse can:

- teach you and your family about diabetes prevention; support people on how to stay healthy with diabetes; and provide education around diabetes management (how to stay healthy with diabetes, blood sugar, monitoring medication and insulin management).

For information call **250.370.8111 Ext. 13773**

Aboriginal Liaison Nurses (ALN)

The aboriginal liaison nurse (ALN) provides support to aboriginal people who are in hospital. (Victoria General or Royal Jubilee Hospitals). The ALN can:

- contribute to the delivery of culturally safe care for Aboriginal patients and their families;
- clarify patient and family expectations and act as a patient advocate;
- work with Non-Insured Health Benefits (NIHB), Nuu-Chah-Nulth Tribal Council (NTC) and Inter-Tribal Health Authority (ITHA) as needed;
- connect people with community services; explain health care issues;
- refer patients with Pastoral Care if requested.
- assist with discharge planning;

To speak to an ALN call:

250.370.8847 or 250.519.1905

All Nations' Healing Room (ANHR)

Royal Jubilee / Patient Care Centre

This room was created to provide a space for aboriginal people to perform traditional healing and/or ceremonies while in hospital.

Cultural ceremonies may include: smudging and cleansing, singing - using roots, cedar boughs, grasses, water, drums, rattles, or feathers, etc.

Administrative Support Clerk

Aboriginal Health has a full time administrative



support staff who assists First Nations, Métis or Inuit community members and VIHA staff in finding information or resources about health care. For more information about aboriginal health and our services please call **250.370.8914**

or visit our website:

http://www.viha.ca/aboriginal_health/

Aboriginal Health Director

Ian Knipe

Aboriginal Health Managers

Penelope Cooper, South Island

Mary Guimont, Central Island

Laurie Dokis, North Island

Medical Health Director for Aboriginal and Rural Health

Dr. Ron Hiebert

VIHA Medical Health Officers

Dr. Richard Stanwick - Chief MHO

Dr. Murray Fyfe - SI MHO

Dr. See Hoyano - SI MHO

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Community Outreach Services "Cool-Aid" and "Victoria Native Friendship Centre"

Cool-Aid Community Health Centre "Access Health Centre"

The **Access Health Centre** endeavors to create an environment of trust and mutual respect between the staff and the clients it serves. This centre is the new home for Cool Aid's Community Health Centre, Dental Clinic and Pharmacy. This centre is located at **713 Johnson St.**

Cool Aid's Community Health Centre strives to remove barriers to health, dental and pharmacy care services for the 'at-risk' population. This Centre also houses counselors from the Victoria Native Friendship Centre (VNFC) and home support services of the Vancouver Island Health Authority.

Cool-Aid also has an '**outreach component**' that takes the service to where the people are located - whether on the streets, in other social agencies, in the drop-in centre, shelters or their homes. By creating partnerships - Cool Aid has been able to provide physician and nurse practitioner outreach services through the Victoria Native Friendship Centre (VNFC).

Medical Clinic - 250.385.1466

Monday - Tuesday 9:00am - 6:00pm
Wednesday - Thursday 9am - 8pm
Friday 9:00am - 3:00pm
Saturday 10:00am - 2:00pm

Dental Clinic - 250.383.5957

Monday - Friday
9am - 1pm and 2 pm - 4pm
Emergency Walk-ins are 9am - 1pm

Pharmacy Services - 250.385.1466

Monday - Thursday
9:00am - 12:00pm and 1:00am - 4:00pm
Friday's 9:00am - 12:00pm
1:00pm - 3:00pm

The Family Practice Doctor
and Nurse Practitioner services
are **FREE** and
CONFIDENTIAL.

Victoria Native Friendship Centre (VNFC)

Phone: 250.384.3211

Family Practice Doctor (Dr.)

You can see the doctor (male) or nurse practitioner (female) at the VNFC at **231 Regina Street** by appointment. To book an appointment at **VNFC** please call **250.384.3211**.

The clinic doctor can provide specific advice on all health concerns including:

- prenatal and maternal health, HIV/AIDS and Hep C, Diabetes, diabetic medication, mental health and wellness, Addictions, Arthritis

Dr. Clinic Days and Service Area

VNFC - Wednesday 10:00am - 4:30pm

Beecher Bay (Scia'new) (Beecher Bay)

2nd/4th Thursday 1:00pm - 4:30pm

Pacheedaht First Nation/Port Renfrew

1st/3rd Thursday 10:00am - 2:30pm

Nurse Practitioner (NP) (Female)

The Nurse Practitioner can provide specific advice on health concerns including:

- women's general health issues,
- youth general health issues, and
- mental health and wellness.

NP Clinic Days at VNFC

Regular Clinic **Tuesday** 10:00am - 4:00pm
Youth Clinic **Tuesday** 4:00pm - 5:00pm
Regular Clinic **Friday** 9:00am - 12:00pm

NP Beecher Bay Scia'new (Beecher Bay)

1st/3rd Thursday 10:00am - 1:00pm

NP Pacheedaht First Nation

Port Renfrew

2nd/4th Thursday 11:00am - 3:00pm

Aboriginal Health Outreach Workers (at VNFC)

Can help you access health services; assist the hospital liaison nurse (ALN) to advocate on your behalf; access federal non-insurance health benefits (FNIHB) for services, equipment and medications; help you arrange transportation to appointments for those with mobility issues; and share information and education on health issues and concerns.

Addictions Counsellor and Elder

This position provides the following assistance Monday - Friday 8:30am - 4:00pm:

- one on one counseling for addictions issues.
- support and referral services
- extensive knowledge of the twelve step program by a 'Namgis elder.
- knowledge of the impact of the effect of Residential School.
- provide a minimum of six visits prior to referral to a Residential Treatment Centre

Half-Time Addictions Counsellor

Offers ongoing support in all stages of change; one on one counseling for addiction issues; and assists with setting up appropriate referrals.

Mental Health Liaison

This position provides the following assistance Monday - Friday from 8:30am - 4:30pm in the areas below:

- community awareness on mental health; materials for education on mental health; referrals to appropriate care providers; support for you and your family; advocacy in dealing with representatives in the mental health system.

Please call **250.384.3211** to access the above services through Victoria Native Friendship Centre. For more information about VNFC visit their website at: www.vnfc.ca

Métis Nation Services

Métis Nation of Greater Victoria (MNGV)

(The services provided by the MNGV are all ***VOLUNTARY SERVICES***.)

The MNGV office is located inside the Victoria Native Friendship Centre. The MNGV is recognized by the Métis Nation of BC as the local for the Capital Regional District. This local covers the Gulf Islands, West Shore Communities and Port Renfrew to Saanich Peninsula.

The purpose of the MNGV is to do all things necessary to represent the interests of the Métis people in the territory of the Metis Nation of Greater Victoria, including but not limited to:

- Re-establishing and strengthening family and community ties;
- Working toward the elimination of barriers to freedom of travel and commerce
- Providing a forum for an expression of Metis consciousness in the territory
- Promoting public and governmental awareness of the goals and aspirations of the Metis people.

Métis Nation of Greater Victoria (MNGV)

231 Regina Street

Victoria, BC V8Z-1J6

Phone: 250.380.6070 Fax: 250.380.6075

Email: mngv@telus.net

Office Hours:

Monday 11am - 2pm

Wednesday 11am - 2pm

Please call the office first to ensure it is open.

Métis Fire Keepers' Program 345 Wale Road (QU Building)

VIHA's Aboriginal Health's Aboriginal Health Initiative Program (AHIP) funded health promotion program for Metis seniors (age 55+). The program runs from April 2011 to March 31, 2012. This program is held on the first and third Saturday of the month. For more information please contact our MNGV office at **250.380.6070**

Monthly Métis Potlucks (at VNFC)

These monthly potlucks are usually held on the third Wednesday of the month at the Victoria Native Friendship Centre starting at 5:30pm and finishing at 8:00pm in the VNFC gym. Use the side entrance near the sports field and if using the parking lot - please park on the side next to the sports field ONLY. There is also street parking. This event is open to family, friends and allies.

Métis Nation of British Columbia (MNBC)

Regional Ministry Contact

Lissa Smith is the Regional Director for Vancouver Island and is responsible for Veterans and Health for the BC Métis Nation. Lissa can be reached at her home office **778.430.7712** or via email lsmith@mNBC.ca

Residents of Vancouver Island, Lower Mainland, Kootenays - please forward your application to:

West Coast Registry Clerk,
Angela Ahmadzai-Fisher

#201-10114 King George Hwy.

Surrey, BC V3T-2W4

Phone: **604.582.5434**

Direct Line: **778.879.8589**

Fax: **604.582.5446**

Email: afisher@mNBCregistry.ca

Métis Nation of British Columbia (MNBC)

Health Information

In May 2006 Métis Nation of British Columbia signed the historic Metis Nation Relationship Accord with the Province of British Columbia. The Accord committed both the Métis Nation BC and the Province of BC to close the gap between Métis Citizens in this province and other British Columbians in six key areas:

- Health (Community, Family, and Individual)
- Housing
- Education (Lifelong Learning)
- Economic Opportunities
- Collaborative Renewal of the Tripartite Processes
- Metis Identification and Data Collection

In response to the Accord the Métis nation of BC established a planning process to address how the Métis nation itself was going to make the Accord meaningful for Métis Citizens. As part of the process it was determined that the collection of data from Metis Citizens to provide baseline information for our objectives was necessary.

MNBC website

<http://www.mNBC.ca/>

Primary Care and Chronic Disease Management

Royal Jubilee Hospital (RJH) Diabetes Education Centre (DEC)

The Diabetes Education Centre provides education and support to adults (age 18+) who have Diabetes or Prediabetes. Education is offered in the form of groups and individual appointments for:

- people with newly diagnosed Diabetes or Prediabetes,
- those who need ongoing support and follow-up.

Initial entry to the program is by referral from physician or health care professional. The family physician remains responsible for medical care of the patient.

Adult Diabetes Education Centre (RJH)
250.370.8322

Judith Atkin, Aboriginal Health Diabetes Nurse Educator **250.370.8111 Ext. 13773**
(See Pg. 1 for more information about Diabetes Nurse Educator)

Victoria General Hospital (VGH) Pediatric Diabetes Services and Gestational Diabetes Services Phone: 250.727.4266

The program provides education and nutrition counseling to women with glucose intolerance in pregnancy, gestational diabetes or pregnant women with Type 1 or 2 diabetes. Services include nutritional counseling,

- a meter loaner program and prompt initiation of insulin on an outpatient basis (when needed).
- Diabetes education for children (up to their 18th birthday) and their families: Refer on VIHA Inpatient/Outpatient Referral.

Pain Clinic Royal Jubilee Hospital Memorial Pavilion - 2nd Floor Phone: 250.519.1836

The pain program recognizes that pain affects people in many different ways, and we attempt to approach their treatment from many perspectives. Pain not only causes physical discomfort, but it can also interfere with a person's ability to carry out normal activities such as;

- Housework, recreation, physical exercise, and maintaining employment.
- Depression, anxiety, anger, helplessness, isolation and/or hopelessness.
- This clinic is accessible through referral.

**Royal Jubilee Hospital Pain Clinic
(New Patients - South Island)**
250.370-8111 Ext. 13815
Drop In Orientation
Tuesday 4:00 - 5:00pm

Nanaimo Pain Clinic
250.739.5978

Royal Jubilee Hospital Kidney Care Clinic (KCC)

The kidney care clinic provides management and support for clients who require education for self care of kidney disease and dialysis. If dialysis is required you will be referred to the Dialysis Unit. Referrals to the KCC can be made by: Physicians, Diabetes Education Centre and for early education - you can self-refer.

- For one to one dietary advice - Family doctor referral
- For anything more complicated - a specialist must refer patient to KCC

For more information and to 'self-register' please call:

Victoria Kidney Care Clinic
250.370.8224 or 1.800.370.8224
Nanaimo Kidney Care Clinic
250.739.5828

Canadian Arthritis Society

The Arthritis Society provides support for the different types of Arthritis. They can be contacted at:

BC and Yukon Division: 250.519.4000

[The Arthritis Society—Website](#)

Saanich First Nation Adult Care Society (SFNACS)

SFNACS - is a non-profit organization that has been serving First Nations people since 1995. SFNACS provides home nursing and home support to the first nations communities on the Saanich Peninsula.

Home Care Nursing:

- health assessments, palliative hospice care, support for patient and family; health education,
- personal care,
- home supports,
- acupuncture

Referrals can be made by: self, family or health professionals.

Please call **250.544.1627** for more information or for an assessment.

**HEATLHLINK BC - 811
(Nurse, Pharmacy, and
Nutrition hotline)**

INFORMATION - 411

EMERGENCY - 911

Home and Community Care (HCC)

Central Intake line at 250.388.2273 or 1.888.533.2273



Home Care Nursing

Nurses help manage your care at home by providing:

- Assessments, education, counseling and medical / surgical care.

You may be referred to a nursing clinic at your local Home Health office. Clinic services include:

- Skin and wound care, end-of-life/palliative care, medication management, cardiac health, post-surgical/hospital care, pain management, intravenous care, chronic disease management, and ostomy care.

Home Support

This program provides assistance to people who have chronic and progressive illnesses so that they can continue to live safely in their own homes.

The community health workers can assist with: bathing, dressing; and personal care.

When you need more help, the Home and Community Care Case Managers can talk to you about what options are available.

To find out more about HCC please call the General Inquiries line above.

Residential Care

All clients approved for residential care (24 hr care in a facility) are charged a monthly rate based on 80% of after tax income.

Palliative Care

This program provides end of life care for patients, while also helping to support the

emotional needs of their family members.

Services include:

- professional medical care for people in their own homes, on and off the reserve (this includes care from doctors, nurses, counselors, home support workers and the Victoria Hospice 24-hour crisis team);
- pain and symptom control, emotional and spiritual support; and
- arrangements and support for in-hospital care at Saanich Peninsula Hospital or at the Victoria Hospice Unit at the Royal Jubilee Hospital.

Community Rehabilitation

The community rehabilitation team provides occupational and physical therapy services to people in their own homes or community settings.

The team can:

- help with safe bathing techniques and equipment;
- assess needs for walking aids such as walkers and canes;
- recommend and prescribe wheelchairs;
- r e c o m m e n d home renovations for health and safety reasons to Band Councils; and
- assess needs for kitchen and dressing aids and physical therapy i.e. education and exercise.



Hearing Services

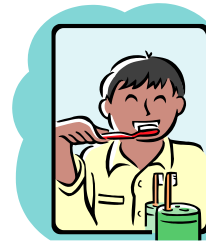
This program provides the following free hearing services to children and eligible adults:

- hearing tests, fitting and repair of hearing aids; screening programs for babies and young children; support and special equipment for children with hearing loss; and support groups for families of children with hearing loss.

Please contact the Victoria Health Unit at **250.519-3490**.

Dental Services

VIHA provides free dental services for children and for persons with developmental disabilities. These services include:



- checking young children for tooth decay;
- teaching some preschool, kindergarten and new parent groups about

dental hygiene;

- helping parents and caregivers find dentists and funding for dental care for persons with developmental disabilities; and
- teaching people with developmental disabilities and their caregivers about daily mouth care.

For more information, call the Saanich Health Unit at **250.744.5100**

Home Care Dietitian

South Island clients who are homebound can access this service.

This may include:

- Malnutrition, swallowing impairment, tube feeding, wound healing, palliative care, gastro-intestinal disorders, and chronic health conditions.

For those who are having home care services a dietitian is available through central intake at **250.388.2273**

Public Health (Nurse, Nutrition, Dental, Hearing and Speech)

Public Health Nurses

Public health nurses offer the following services to assist individuals, families, groups and communities.

- prenatal teaching and support;
- follow-up with new moms, their babies and families;
- support for moms who are breast-feeding;
- parenting skills; school health programs for preschool and school aged children;
- immunizations for all ages
- nursing support for children with special needs (birth to 19 years);
- help with finding stop smoking programs for women who are pregnant or who have children.

Public nurses also provide some on-reserve services. Check with the Health Unit in your area.

Dental Services

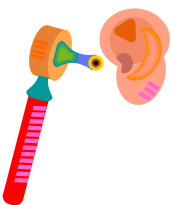
The Health Authority provides free preventative dental services for children and their families including children for persons with developmental disabilities. Services include:

- Screening teeth for obvious cavities
- Support for parents or caregivers on how to care for teeth.
- Help you find a Dentist

For more information, call the Saanich Health Unit at **250.519.5100**.

Hearing Services

This program provides the following free hearing services to children and to eligible adults:



- Hearing screening for all newborns and kindergarten students; hearing tests; fitting and repair of hearing aids; support for children with hearing loss; and sup-

port groups for families of children with hearing loss.

Please contact either of these Health Units:

Victoria Health Unit at **250.388.2200** or
West Shore health Unit at **250.519.3490**

Speech Services

Eligible individuals (IE. Children under 4 yrs, 8 months of age) can benefit from the VIHA Speech Services

Program. Services include:

- checking preschool children for speech and language problems;
- providing speech therapy to preschool children with speech and/or language delay or disorders; and
- educational workshops for parents about children's speech and language development.

Speech services are offered at the following community health clinics:

Victoria 250.388.2250

Esquimalt 250.519.5311

Peninsula 250.544.2400

West Shore 250.519.3490

Saanich 250.519.5100

Island Sexual Health

The Island Sexual Health Society, a community partner offers **sexual health clinics** and **sex education programs** for all genders, orientations, identities, and ages in Greater Victoria, BC. Please visit the online site for more information about sexual health.



www.islandsexualhealth.org

Please call **250.592.3479** for an appointment in the Greater Victoria area. A receptionist is on duty:

- Mon: 1:00pm – 4:00pm
 - Tues, Wed, Thurs: 2pm – 8pm
 - Fri: 1:15pm - 3:15pm (pill pick-up only)
- (Call to book an appointment)**

Public Health Units in Victoria

Esquimalt Health Unit

530 Fraser Street

Victoria, BC V9A-6H1

Phone: 250.519.5311

Peninsula Health Unit

2170 Mt. Newton X-Rd

Saanichton, BC V8M-2B2

Phone: 250.544.2400

Saanich Health Unit

3995 Quadra Street

Phone: 250.519.5100

Salt Spring Island Health Unit

1-137 Crofton Rd

Phone: 250.538.4880

Sooke Health Unit

104-2145 Townsend Rd

Phone: 250.642.5464

Westshore Health Unit

345 Wale Rd

Phone: 250.519.3490

Victoria Health Unit (VHU) (Immunization / Child Health)

1947 Cook Street

Phone: 250.388.2200

Communicable Disease Program (VHU) (STI/TB/Measles/Mumps)

(Call to book an appointment)

Monday 10 - 2pm

Tues/Thurs - 1pm - 4pm

Phone: 250.388.2225

Mental Health and Addictions Services

Mental Health and Addictions Services Intake

Provides screening, assessment, treatment recommendations, and referrals to both VIHA Mental Health and Addiction Services, and external program in the Victoria area. The intake team includes professionals with backgrounds in social work and psychology. Clients **do not** need a referral for Addictions Services.

Please call Lee Bowman, Mental and Addictions Liaison for Aboriginal clients and services providers, for more information about all Mental Health and Addictions Services and referrals.

Lee Bowman, Intake Clinician

Monday - Friday 8:30pm - 4:00pm

Phone: 250.519.3485 Ext. 32456

Cell: 250.888.4288

Fax: 250.381.3222

Assertive Community Treatment (ACT) Phone: 250.882.9420

The ACT teams are an established way of working with clients who have complex medical, psychiatric and social care needs who may have difficulty accessing community mental health and addictions services. Admission criteria include:

- Psychotic disorder or severe mood disorder or other issue (such as cognitive impairment, severe substance use disorder) requiring a coordinated treatment approach
- Inability to consistently perform the range of daily activities required for basic community functioning
- High use of hospital and emergency services
- Prolonged inability to meet basic survival needs - residing in substandard housing, homeless or at imminent risk of being homeless
- Residing in inpatient or supervised residence but able to live in more independent setting if intensive services are provided.
- Difficulty effectively utilizing traditional off-based out-patient services
- High medical needs?

Addictions Outpatient Treatment Services (AOT)

Clients can self-refer.

Drop in info sessions are:

Tuesday and Thursday from 1:00 - 2:00pm
1250 Quadra Street 2nd Floor Victoria, BC

Phone: 250.519.3544

Fax: 250.519.3545

Victoria Withdrawal Management Services

“The Sobering and Assessment Centre”

Is a 20 bed facility, offering shelter and assessment of inebriated clients for less than 24 hours. Access to this service is through the following methods:

- Police, hospital referral, or the client can walk-in to address below
- See website for more information

1125 Pembroke Street

Phone: 250.213.4441 Fax: 250.213.4445

Urgent Short Term

Assessment and Treatment (USTAT)

USTAT provides short-term individual psychotherapy for patients in high risk of harm. With this service, clients are assigned to a primary therapist who does an initial assessment and establishes treatment goals. A team of psychiatrists is available as needed for consultation and follow up. Referrals are made through Mental Health and Addictions Intake and can be faxed to: 250.381.3444.

Location: 1119 Pembroke Street

Phone: 250.213.4400

Psychiatric Emergency Services (PES)

PES (Archie Courtall Centre - RJH) provides specialized mental health and addiction services, including intensive assessment and crisis intervention for patients arriving in emergency at RJH with psychiatric disorders.

Phone: 250.519.1528 Fax: 250.519.1529

Discovery

Youth & Family Addictions Services

Assists youth and/or their families reduce the harms associated with substance use and mental health issues. The program offers counseling, service coordination, and group programming. This services is available to anyone in the community; youth, parents, friends or professionals.

Phone: 250.519.5313 Fax : 250.519.5314

Vancouver Island Crisis and Information Line

1.888.494.3888

Sooke Aboriginal Child and Youth Mental Health

2145 Townsend Rd South

Sooke, BC V9Z-0H3

Phone: 250.642.7748; fax: 250.642.7751

Victoria Aboriginal Child and Youth Mental Health

1195 Esquimalt Rd 1st Floor

Victoria, BC V9A-3N6

Phone: 250.952.4154 Fax: 250.952.4151

Alcoholics Anonymous (AA)

#8-2020 Douglas Street

AA Office # 250.383.0415

AA - 24/7 250.383.7744

www.aavictoria.ca

ALANON

250.383.4020

Narcotics Anonymous (NA)

250.383.3553

NARANON 250.704.2801

ALATEEN

Lenora @ 250.474.2885

No scheduled meetings from

Dual Recovery Anonymous

(Drug & Alcohol and Mental Health)

John @ 250.477.0488

LifeRing Secular Recovery

www.liferingcanada.org

Victoria Office: 250.920.2095

Umbrella Society

Phone: 250.383.0595

901 Kings Road

Victoria, BC V8T-1W5

Email: wecanhelp@umbrellasociety.ca

BC Centre for Elder Advocacy Support

<http://site.bcecas.ca/seniors-accessing-justice/sail/>

Helpful Numbers

Indian Residential School Support (Health Canada)

Many First Nations are eligible for extensive mental health supports under *Health Canada* for Residential School effects, settlement and for Secondary Residential school effects, (IE. if a person's parent attended Residential school.)

Health Canada has counselors throughout the province and often pays for transportation to appointments. For more information please call **1.800.317.7878**.

Truth and Reconciliation Commission of Canada (TRC)

When someone calls this 24 hour crisis line - **1.866.925.4419** a very friendly voice assists you. General Enquiries: info@trc.ca or **1 (888) 872-5554**. Counselors are available as well who are First Nations - both male and female are available to assist people.

[Truth and Reconciliation Commission of
Canada website](#)

Indian Residential School Crisis Line

A National Indian Residential School Crisis Line has been set up to provide support for former Residential School students. You can access emotional and crisis referral services by calling the **24-Hour National Crisis Line: 1-866-925-4419**

Indian Residential Schools Settlement Agreement Call Centres

“Common Experience Payment ” (CEP) 1-866-699-1742

CEP applicants may call for general inquiries, and for assistance in the completion of applications. This call centre will also answer specific enquiries about the status of an application.

Common Experience Payment (CEP) Response Centre 1-866-565-4526

CEP applicants may call the CEP Response Centre for general inquiries, and for assistance regarding their CEP application. This call centre will also answer specific enquiries about the status of an application for reconsideration.

Independent Assessment Process (IAP) Info Line 1-877-635-2648

The IAP Info Line is able to respond to a broad range of questions related to the IAP as well as provide claimants and counsel with status updates in regards to specific claims.

Alternative Dispute Resolution (ADR) Help Desk 1-877-635-2648

Provides callers with information about the ADR, Litigation, and the National Resolution Framework.

First Nations Inuit Health Branch (FNIHB) 1.800.317.7878

Inter-Tribal Health Authority (ITHA) 1.877.777.4842

Nuu-Chah-Nulth Community Health & Human Services 1.888.407.4888

First Nations Health Council (FNHC) (FNHC) 1.866.417.1139

Aboriginal Affairs and Northern Development Canada (AANDC)

(formerly INAC)

National Allegations and
Complaints Enquiries

Phone: (toll free) 1-800-567-9604

E-mail: CNAP-NACC@ainc-inac.gc.ca

The Salvation Army

Victoria Community and Family Services (Stan Hagen Centre for Families)

Phone: 250.386.8521

Gamblers Anonymous

1.888.795.6111

South Island Problem Gambling Services

Intake + 24 hour Problem Gambling

Help-Line 1.888.745.6111

Wheels for Wellness

250.338.0196

British Columbia Aboriginal Network on Disability Society (BCANDS)

Phone: 250.381.7303

(Case Manager Allison Davies)

Canadian Red Cross (CRC) Equipment Loan Programs

250.382.2043

The CRC offers loans of health equipment for short term use (3 months), typically during recovery from injury or surgery to clients who wish to maintain their independence at home. All CRC equipment must be referred by a health care professional (doctor, nurse, occupational therapist or physiotherapist). A second loan program offers loans on more advanced equipment. Please call for more information.

South Island First Nation Band Office / Health Centre

Esquimalt Nation

250.381.7861

Fax: 250.384.9309

Pacheedaht First Nation

250.647.5521

Fax: 250.647.5561

Pauquachin First Nation

250.656.0191

Fax: 250.656.6134

Pauquachin Health Centre

9010 W. Saanich Rd

Phone: 250.656.2743

Fax: 250.656.6134

Scia'new First Nation (Beecher Bay)

250.478.3535

Fax: 250.478.3585

Songhees Nation

250.386.1043

Fax: 250.386.4161

Tsartlip First Nation

250.652.3988

Fax: 250.652.3788

Tsartlip Health Centre

802 Tsartlip Drive

Phone: 250.652.4473

Fax: 250.652.4225

Tsawout First Nation

250.652.9101

Fax: 250.652.9114

Tsawout Health Centre

7728 Tetayut Rd

Phone: 250.652.1149

Tseycum First Nation

250.656.0858

Fax: 250.656.0868

T'Sou-ke First Nation

250.642.7808

Fax: 250.642.7808



Meal welcomes families, including children

Updated Dec 9, 2011

FOOD IN GREATER VICTORIA (free unless otherwise specified)

	MON	TUES	WED	THURS	FRI	SAT	SUN
BREAKFAST							
LUNCH							
DINNER							

Coffee and snacks available for drop-in at Our Place and Mustard Seed during regular business hours.

*Except July, Aug. and Dec. **Beacon Bus: every week unless the bus is called out for emergency services For changes and updates, please email administrator@solvehomelessness.ca



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Food Banks in Greater Victoria:

FOOD BANK	Requirements, Hours, Quantity, Availability
Mustard Seed 250-953-1575 625 Queens Ave.	Required: Picture ID for person collecting. ID for all members of family being collected for. Hours: Mon, Tues, Thurs, Fri. 9:00am-2:00pm. Closed on Wednesdays and the week after IA cheques issued. Quantity: Based on family size. Hampers also available for clients without cooking facilities. Availability: Once per month.
St. Vincent de Paul 250-382-0712 828 View St.	Required: ID for person collecting, and ID for all family members being collected for. Care Cards required for children. Hours: Monday-Friday. 8:30am-12:00pm, 1:00pm-4:15pm. Tuesdays are limited to women and children only. Quantity: Based on family size. Hampers also available for clients without cooking facilities. Availability: Once every 30 days.
St. John the Divine Emerg Food Service 250-383-7169 1611 Quadra St.	Required: No ID necessary, everyone welcome. Hours: Tues and Fri. 10:00am-12:00pm. Closed the week after IA cheques issued. Quantity: Single or family sized. Availability: Once per month.
Goldstream Food Bank 250-474-4443 761 Station Ave	Required: Picture ID for person collecting. ID for all family members being collected for. Care Cards required for children. Proof of residence in Western Communities (mail, utility bill etc.) Hours: Tues and Wed. 10:00-2:30pm. Open first 3 weeks of the calendar month. Quantity: Based on family size. Availability: Once per month.
Sidney Lions Food Bank 250-655-0679 9586 Fifth St.	Required: Picture ID for person collecting, ID for all family members being collected for. Proof of residence (any mail with Peninsula address). Cloth bags to carry food, if possible. Hours: Mon, Wed, Fri. 9:00am-12:00pm. Closed the last week of the month. Quantity: Based on family size. Availability: Once per month.
Sooke Food Bank 250-642-7666 2037 Shields Rd.	Required: ID required for person collecting, and ID for all family members being collected for. Care Cards required for children. Proof of residence in Sooke. Hours: First 3 Thursdays of each month. 9:30am-3:00pm. Quantity: Based on family size. Availability: Once per month.
Salt Spring Island Food Bank 250-537-9971 268 Fulford-Ganges	Required: No ID necessary, everyone welcome. Hours: Tuesdays. 10:30am-4:00pm. Quantity: Relative to need, preference and family size. Availability: Once per week and on an emergency basis

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Family Friendly Meals:

Below is a list of additional meals designed specifically with families in mind. These meals are also free unless otherwise specified. Families are welcome at all meals marked with an **F** on the chart on the reverse of this sheet.

Lunch	Burnside Gorge Community Centre (471 Cecilia Rd.)	Lunch @ 12:00, Monday only
	Blanshard Community Centre (901 Kings Rd.)	\$2 adult/\$1 child Lunch @ 12:00, Thursday only
Dinner	Burnside Gorge Community Centre (471 Cecilia Rd.)	\$3 adult/\$1 child Dinner @ 5:00, Thursday only Free or by donation
	Saanich Neighborhood Place (3100 Tillicum)	Dinner @ 6:00, 4 th Wednesday each month only. \$2/person or \$5/family Registration required, call 250-360-1148
	Mustard Seed (625 Queens St.)	Dinner @ 5 pm 2 nd and 3 rd Sunday of the month Registration required, call 250-953-1575

Meals on the Peninsula:

Sidney hosts a Soup Social Community Lunch at rotating venues throughout the community. Lunch is served from 11:30-1:00 pm free or by donation, and everyone is welcome.

Lunch	Tuesday	St. Elizabeth's (10030 Third St.)
	Wednesday	St. Andrew's (9691 Fourth St.)
	Thursday	St. Elizabeth's (10030 Third St.)
	Saturday	Peace Lutheran (2295 Weiler Ave.)

Salt Spring Island Community Services (268 Fulford-Ganges Rd.) Let's Do Brunch: Tuesdays, Brunch @ 9:30am-12:00pm. Free, everyone welcome.

Meals in Sooke: Meals listed below are free and everyone is welcome, except where noted.

Sooke Baptist Church (7110 West Coast Rd.)	Breakfast @ 7:30am-9am Mon and Wed.
Holy Trinity Anglican Church (1952 Murray Rd.)	Lunch @ 11:30-1pm. Fridays
Sooke Seniors (55+) Drop-in Centre (6689 Sooke Rd)	Low-cost Lunch for Seniors @ 11am. Mon, Tues, Thurs.

SHELTER BEDS

Updated November 22, 2011

For changes and updates, please email
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PERMANENT SHELTER	Number of beds	Opening hours	Services	Target audience
Rock Bay Landing (Cool Aid) 525 Ellice Street	84 shelter beds 2 family units (up to 5 people total) 23 transitional beds 40 mats Total: 152	Residents have 24-hr access Shelter open 24 hrs Lockers 24 hrs	3 meals/day for residents only; laundry, showers, computer access Pets OK	Men and women
Sandy Merriman House (Cool Aid) 809 Burdett Avenue	25 beds	24 hours	Lunch and dinner; drop in support, laundry, showers	Women only
Kiwanis Emergency Youth Shelter (Victoria Youth Empowerment Society) 2117 Vancouver Street	10 beds	24 hours Intake after 4pm; phone first: 250.386.8282	3 meals/day drop in support, laundry, showers No pets	Youth (13-18): 5 Female 5 Male
Salvation Army 525 Johnson Street	21 beds	Sign up at 6am Open 24 hours	3 meals per day; laundry, showers No pets	Men only
TOTAL YEAR-ROUND SHELTER SPACES	208			
OUT OF THE RAIN NIGHT YOUTH SHELTER	Oct 15-Apr 15			
St. John the Divine 1611 Quadra Street Entrance on Mason Street	30 mats	Monday 10pm-8am	Pets OK	Youth (15-25)
First Metropolitan United 932 Balmoral Avenue Entrance is double doors close to the road.	30 mats	Tuesday 10pm-8am	Pets OK	Youth (15-25)
St. Andrew's Presbyterian 680 Courtney Street	30 mats	Wednesday 10pm-8am	Pets OK	Youth (15-25)
Beacon Community Services CAP Building 1450 Elford Street Gym doors in the back.	30 mats	Thursday 10pm-8am	Pets OK	Youth (15-25)
Boys' and Girls' Clubs 1240 Yates Street Double gym doors up the driveway.	30 mats	Friday 10pm-8am Oct 15-Apr 15	Pets OK	Youth (15-25)
Congregation Emanu-El 1461 Blanshard Street	30 mats	Saturday 10pm-8am	No pets or outside food	Youth (15-25)
Downtown Community Activity Centre 755 Pandora Avenue	30 mats	Sunday 10pm-7am	No pets	Youth (15-25)
TOTAL OUT OF THE RAIN	30 per night			

SHELTER BEDS

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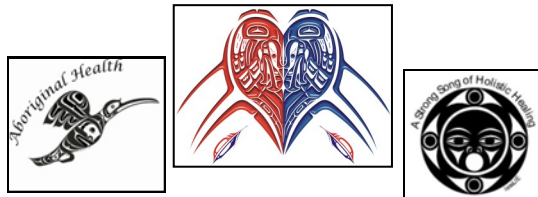
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EXTREME WEATHER PROTOCOL (EWP) SHELTER NOV 15/11 – MAR 31/12	<ul style="list-style-type: none"> announced daily temperature -2°C or below 	<ul style="list-style-type: none"> sleet/freezing rain snow accumulation 	<ul style="list-style-type: none"> sustained high winds 	<ul style="list-style-type: none"> temperature 0°C with rainfall that makes it difficult to remain dry
Victoria Native Friendship Centre 231 Regina Avenue	30 mats	9pm-7am	No pets	Men and women
St. John the Divine 1611 Quadra Street Entrance on Mason Street	40 mats	10pm-7am	Pets OK	Men and women
Salvation Army 525 Johnson Street	25 mats	9pm-7am	No pets	Men
Our Place Society 919 Pandora Avenue	50 mats	8pm-7am	Cart parking	Men and women
TOTAL EWP	145 max per night			

Salt Spring Island Shelter Beds

EXTREME WEATHER PROTOCOL (EWP) SHELTER NOV 1/10 – MAR 31/11	<ul style="list-style-type: none"> announced daily temperature -2°C or below 	<ul style="list-style-type: none"> sleet/freezing rain snow accumulation 	<ul style="list-style-type: none"> sustained high winds 	<ul style="list-style-type: none"> temperature 0°C with rainfall that makes it difficult to remain dry
In From the Cold Salt Spring Island Community Services 268 Fulford-Ganges Road, SSI	20 mats	6pm-8am	Dinner, breakfast, snack, shower, laundry Low barrier Pets OK	Men and women; sleep separately



Last edited: January 5, 2012

This document was produced by VIHA's Aboriginal Health Department with the sole purpose to increase health access and awareness; to inform Aboriginal, Metis and Inuit people of the health services available on southern Vancouver Island.

Please express your comments, concerns, or corrections via email to: christina.stauffer@viha.ca

Hy'chka, Kleco-Kleco, Chu, Gilakas'la, and Thank you