



Aboriginal Resources & Information on Southern Vancouver Island

Aboriginal Health Programs and Services

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Administrative Support

Aboriginal Health assists the First Nations, Inuit, Métis community members and Island Health staff in finding information and resources about health care. For more information please call 250-370-8914 or visit our website:

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

Aboriginal Health Director
Ian Knipe

Aboriginal Health Managers
Penny Cooper, South Island
Mary Knox, Central Island
Michelle McClain, North Island

Medical Director, Aboriginal Health
Dr. Ron Hiebert

Island Health Medical Health Officers
Dr. Richard Stanwick - Chief MHO
Dr. Murray Fyfe - SI MHO
Dr. Dee Hoyano - SI MHO

Aboriginal Liaison Nurses (ALN)

To speak to an ALN call:
250-812-1464 or 250-480-8333

The Aboriginal Liaison Nurse (ALN) provides support to Aboriginal people who are in hospital. (Royal Jubilee or Victoria General 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), First Nations Health Authority (FNHA) 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.

Aboriginal Health Dietitian

Phone: 250-370-8258

The Aboriginal Health Dietitian provides services to the nine First Nations communities and the urban Aboriginal population in Southern Vancouver Island. The Dietitian can:

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

Diabetes Nurse Educator

Phone: 250-370-8111 Ext. 13773

The Diabetes Nurse Educator 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).

All Nations' Healing Room (ANHR) Royal Jubilee - Patient Care Centre

The All Nations' Healing room was designed, based on input from Elders, to provide a culturally safe, quiet and peaceful space within the Patient Care Center that is welcoming and open to Aboriginal people. This room offers space where Aboriginal people can perform traditional healing practices or ceremonies while in hospital such as smudging, cleansing and singing. The doors and walls of the room display carvings designed by local Coast Salish artists Charles Elliott and Doug LaFortune, also a painting recently donated in SEP, 2012 by the late Métis artist Frank Lewis.

Aboriginal Child - Youth & Family Services

HerWay Home Children's Health Foundation (No referral needed)

Phone: 250-519-3681

Fax: 250-388-5814

Email: Herwayhome@viha.ca

Website: <http://childrenshealthvi.org/how-we-help/herway-home>

Located

the Family Resource Centre
James Bay Community Project
#211-547 Michigan Street
Victoria, BC V8V-1S5

Hours

Monday -Friday

Drop-in Hours:

Tue & Fri: 12-3 pm

Thu: 3-6 pm

Child Centred · Women Focused · Family Oriented

HerWay Home provides non-judgmental health care and social supports for pregnant and parenting women who have a history of substance use and may also be affected by mental health issues, violence and trauma.

Our Services

- Pregnancy and post-natal information
- Primary health care
- Drug and alcohol counselling
- Parenting support and advocacy
- Infant and child services (breastfeeding support, immunizations, development and dental hygiene)
- Support around current and past abuse and trauma
- Nutrition (meals provided at groups, nutrition information and prenatal vitamins)
- Information and advocacy around accessing housing, income assistance, legal advice, employment and training
- Outreach and accompaniments

General Information

- We work with women who are pregnant or whose babies are under 6 months old at time of intake
- Once connected, a woman can remain with the program until her youngest child reaches 3 years old
- There is no age limit for mothers to register
- Services are provided through groups at HerWay Home and through community outreach



Hulitan Family & Community Services Society

Phone: 250-384-9466

Fax: 250-384-9467

Website: www.hulitan.ca

Located

902-A Caledonia St
Victoria, BC
V8T-1E8

Hours

Monday -Friday

9:00 am - 5:00 pm

Closed for lunch

12 noon - 1:00 pm

Hulitan Family and Community Services Society provides social and emotional support through programs and services to Aboriginal children, Aboriginal youth, and Aboriginal families, that live within the urban communities of the greater Victoria area.



NIE/TU,O Child & Family Society

Phone: (250) 544-1400

Toll Free: 1-888-744-1422

Fax: (250) 544-1402

Website: <http://www.niltuo.ca/#>

Located

1-2475 Mt Newton X Road
Saanichton, BC
V8M-2B7

Mission Statement - NIE/TU,O's goals are to ensure the safety, protection, and well being of our children in today's society; working together to maintain the traditional values of the extended family. This means that each individual child's physical, spiritual, emotional, and psychological needs are met. While adults we are showing mutual: respect, love, patience, and nurturing for our children through involvement of the entire community.



Phone: 250-383-2990

Fax: 250-383-2509

Website:

<http://www.surroundedbycedar.com/>

Located

211-1497 Admirals Road
Victoria BC
V9A-2P8

Hours

Monday -Friday

8:30 am - 4:30 pm

Closed for lunch

12 noon - 1:00 pm

Vision

Our vision is of healthy children who will grow up connected to their families, communities and culture. We will work together toward the day all children and families have skills, knowledge, education and support to ensure their children and their children's children will not enter the child welfare or justice systems.

Mission Statement

Surrounded By Cedar Child and Family Services will provide child and family services rooted in cultural values and beliefs to restore and enhance the strength and resiliency in the urban Aboriginal community.

Community Outreach Services

Cool-Aid Community Health Centre "Access Health Centre"

713 Johnson St
Victoria, BC

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.

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 has counselors and home support services with Island Health.

Cool-Aid has a 'Community Centre Outreach Program' that takes the service to where the people are located - whether on the streets, in other social agencies, in the drop-in centre, at shelters or their homes.

Medical Clinic - 250-385-1466

Monday - Tuesday

9:00am - 6:00pm

Wednesday - Thursday

9:00am - 8:00pm

Friday

9:00am - 3:00pm

Saturday

10:00am - 2:00pm

Dental Clinic - 250-383-5957

Monday - Friday

9:00am - 4:00pm

Emergency Walk-ins

9:00am - 1:00pm

Pharmacy Services - 250-385-8469

Monday - Thursday

9:00am - 12:00pm

1:00am - 4:00pm

Fridays

9:00am - 12:00pm

1:00pm - 3:00pm

With continued client orientated care and by creating unique partnerships, Cool-Aid has been successful with providing both Physician and Nurse Practitioner services at the Victoria Native Friendship Centre.

Victoria Native Friendship Centre

231 Regina Street

Phone: 250-384-3211

Fax: 250-384-1586

VNFC website at: www.vnfc.ca

Family Doctor (Male)

You can see the doctor (male) at the VNFC by appointment. To book an appointment please call VNFC at 250-384-3211.

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

- Prenatal, Maternal Health, HIV/AIDS, Hepatitis C, Diabetes, diabetic medication, Mental Health and Wellness, Addictions and Arthritis.

Doctor Clinic Days and Service Area

Wednesday 9:20am - 4:30pm

Pacheedaht First Nation/Port Renfrew

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

Nurse Practitioner (NP) (Female)

To book an appointment at VNFC please call 250-384-3211.

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

- Women's general health issues
- Youth general health issues
- Mental Health and Wellness

Nurse Practitioner Clinic Days

Regular Clinic

Tuesday 10:00am - 4:30pm

Friday 9:00am - 12:00pm

Beecher Bay (Scla'new)

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

Pacheedaht & Port Renfrew

First Nation

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

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

Victoria Native Friendship Centre -continued

Aboriginal Health Outreach Workers

Can help you access health services, assist the Aboriginal Liaison Nurse (ALN) to advocate on your behalf, access Non-insurance Health Benefits (NIHB) 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

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

This person provides the following assistance:

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

Half-Time Addictions Counselor

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

Monday - Friday from 8:30am - 4:30pm

This person provides the following assistance:

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.

Home and Community Care (HCC) **Central Intake line at 250-388-2273 or 1-888-533-2273**

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.
- recommend home renovations for health and safety reasons to Band Councils.
- assess needs for kitchen, dressing aids and physical therapy i.e. education and exercise.

Dental Services

Island Health provides free dental services for children and for persons with developmental disabilities.

These services include:

- checking young children for tooth decay.
- teaching some pre-school, kindergarten and new parent groups about dental hygiene.
- helping parents and caregivers find dentists and funding for dental care for persons with developmental disabilities.
- teaching people with developmental disabilities and their caregivers about daily mouth care.

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 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 250-388-2200.

Home Care Dietitian

South Island clients who are housebound 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.

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 (HCC) can talk to you about what options are available.

To find out more about Home and Community Care please call the General Inquiries line at 250-388-2273.

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.
- arrangements and support for in-hospital care at the Saanich Peninsula Hospital, Victoria Hospice Unit or the Royal Jubilee Hospital.

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.

Mental Health and Addictions Services

Mental Health and Addictions Services Intake

Lee Bowman, Intake Liaison

Saturday-Wednesday

8:30pm - 4:00pm

Cell: 250-888-4288

Phone: 250-519-3485 Ext: 32456

Fax: 250-381-3222

Provides screening, assessment, treatment recommendations, and referrals to both Island Health, Mental Health and Addiction Services, and external programs in the Greater 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 Health and Addictions Liaison for Aboriginal clients and services providers.

Assertive Community Treatment (ACT)

Phone: 250-882-9420

The ACT teams work 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 issues 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)

1250 Quadra Street 2nd Floor Victoria, BC

Phone: 250-519-3544

Fax: 250-519-3545

Drop in information sessions are:

Tuesday and Thursday from 1:00 - 2:00pm

Clients can self-refer.

Discovery Youth & Family Addictions Services

Phone: 250-519-5313 Fax: 250-519-5314

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

Psychiatric Emergency Services (PES)

Phone: 250-519-1528 Fax: 250-519-1529

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

Urgent Short Term Assessment and Treatment (USTAT)

Location: 1119 Pembroke Street

Phone: 250-213-4400 Fax: 250-519-3545

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: 250-213-4401.

Victoria Withdrawal Management Services "The Sobering and Assessment Centre"

1125 Pembroke Street

Phone: 250-213-4441 Fax: 250-519-3613

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 the address above.
- See website for more information

Alcoholics Anonymous (AA)

#8-2020 Douglas Street

AA - 24/7: 250-383-7744

www.aavictoria.ca

Alanon

Phone: 250-383-4020

Alateen

Lenora at: 250-474-2885

BC Centre for Elder Advocacy Support

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

Phone: 1-866-437-1940

Integrated Mobile Crisis Response Team

Phone: 1-888-494-3888

Available 7 days per week between
Noon and Midnight

LifeRing Alcohol & Drug Peer Support Groups

www.liferingcanada.org

Phone: 250-920-2095

Narcotics Anonymous (NA)

Phone: 250-383-3553

Naranon

Phone: 250-704-2801

Sooke Aboriginal Child and Youth Mental Health

Suite 108 - 6672 Wadams Way

Sooke, BC V9Z-0H3

Phone: 250-642-7748

Fax: 250-642-7751

Umbrella Society

901 Kings Road

Victoria, BC V8T-1W5

Phone: 250-380-0595

Email: wecanhelp@umbrellasociety.ca

Vancouver Island Crisis Line

Phone: 1-888-494-3888

Victoria Aboriginal Child and Youth Mental Health

1195 Esquimalt Rd, 1st Floor

Victoria, BC V9A-3N6

Phone: 250-952-4041

Fax: 250-952-4151

Métis Nation Services

Métis Nation of Greater Victoria

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.

The services provided by the Métis Nation of Greater Victoria (MNGV) are all **VOLUNTARY SERVICES**.

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 the Saanich Peninsula.

The purpose of the MNGV is to do all things necessary to represent the interests of the Métis people in 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 Métis consciousness in the territory
- Promoting public and governmental awareness of the goals and aspirations of the Métis people

Monthly Métis Potlucks (at VNFC)

These monthly potlucks are usually held on the third Wednesday of the month at the Victoria Native Friendship Centre Gym from 5:30pm to 8:00pm. 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.

Island Metis Community Services

345 Wale Rd
Victoria, BC V9B-6X2
Phone: 250-391-9924

Métis Community Services' goal is to help families establish relationships of peer support and mutual aid as well as providing the time-limited services as part of our mandate. The dual and sometimes conflicting goals of family preservation and child safety/wellness are advanced through our cultural programming and the involvement of extended family networks. Family Group Conferencing and other family-finding ventures are used to broaden the caring circle around the child and to create more safety.

Métis Nation of British Columbia Health Information

Phone: 1-800-940-1150

Link: <http://www.mnbc.ca/about-mnbc>

In May, 2006 the Métis Nation of British Columbia signed a historic Métis 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 (Life-long Learning)
- Economic Opportunities
- Collaborative Renewal of the Tripartite Processes
- Métis 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 Métis Citizens to provide baseline information for our objectives was necessary.

Primary Care and Chronic Disease Management

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](#)

Adult Diabetes Education Centre (RJH)

250-370-8322

Aboriginal Health

Diabetes Nurse Educator - Judith Atkin

250-370-8111 Ext. 13773

(See Pg. 1 for more information about Diabetes Nurse Educator)

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

The Diabetes Education Centre provides education and support to adults (age 18+) who have Diabetes or Pre-diabetes.

Education is offered in the form of groups and individual appointments for:

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

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

Victoria General Hospital (VGH)

Pediatric Diabetes Services

Phone: 250-727-4385

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 Island Health 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)

Phone: 250-370-8111 Ext. 13815

Drop In Orientation
Tuesday 4:00 - 5:00pm

Nanaimo Pain Clinic

Phone: 250-739-5978

Comox Valley Nursing Centre, Community Pain Service Support

Phone: 250-331-8502

Kidney Care Clinic (KCC)

Royal Jubilee Hospital

Victoria Kidney Care Clinic

Phone: 250-370-8224 or 11800-370-8224

Nanaimo Kidney Care Clinic

Phone: 250-739-5828

The Kidney Care Clinic (KCC) 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-on-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 the above phone number.

Saanich First Nation Adult Care Society (SFNACS)

Phone: 250-544-1627

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 physician or health professionals.

HEALTHLINK BC - 811
Nurse, Pharmacy, Nutrition
hotline

INFORMATION - 411

EMERGENCY - 911

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

Dental Services

Island Health 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 support groups for families of children with hearing loss.

Please contact either of these Health Units:

Victoria Health Unit at 250-388-2200
West Shore Health Unit at 250-519-3490

Speech Services

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

Services include:

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

Speech services are offered at the following community health clinics:

Esquimalt 250-519-5311
Peninsula 250-544-2400
Saanich 250-519-5100
Victoria 250-388-2200
West Shore 250-519-3490

Island Sexual Health Society

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. 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.

Clinic Hours

Monday: 9 am -12:30 pm and 1-4 pm
Tuesday: 9 am -12:30 pm and 1-8 pm
Wednesday: 9 am -12:30 pm and 1-8 pm
Thursday: 9 am - 12:30 pm and 1-8 pm
Friday: 9 am - 12:30 pm and 1-4 pm
Saturday: 11 am-3 pm
Sunday and Statutory Holidays: CLOSED

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 pre-school 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.

Public Health Units Victoria, BC

Esquimalt Health Unit
530 Fraser Street
Victoria, BC
Phone: 250-519-5311

Peninsula Health Unit
2170 Mt. Newton X-Rd
Saanichton, BC
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 – 6672 Wadams Way
Phone: 250-642-5464

Victoria Health Unit (VHU)
(Immunization / Child Health)
1947 Cook Street
Phone: 250-388-2200

Westshore Health Unit
345 Wale Rd
Phone: 250-519-3490

Communicable Disease Program
(VHU)
(STI/TB/Measles/Mumps)
(Call to book an appointment)
Monday - Friday
8:30 am - 12 noon and 1:00 pm - 4:30 pm
Phone: 250-388-2225

Resources

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

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

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 inquiries 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.

Indian Residential School Crisis Line 24-Hour National Crisis Line

1-866-925-4419

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.

Indian Residential School 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 inquiries about the status of an application.

Indian Residential School Support FNHA

1-800-317-7878

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

Health Canada has counselors throughout the province and often pays for transportation to appointments.

Aboriginal Affairs and Northern Development Canada (AANDC) (formerly INAC)

National Allegations & Complaints Enquiries

Phone: 1-800-567-9604

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

British Columbia Aboriginal Network on Disability Society (BCANDS)

Phone: 1-888-815-5511

Fax: 250-381-7343

Canadian Red Cross (CRC) Equipment Loan Programs

Phone: 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.

First Nations Health Authority (FNHA)

Phone: 1-800-317-7878

Gamblers Anonymous

Phone: 1-888-795-6111

Inter-Tribal Health Authority (ITHA)

Phone: 1-877-777-4842

Nuu-Chah-Nulth Community Health & Human Services

Phone: 1-888-407-4888

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

Phone: 250-386-8521

Wheels for Wellness

Phone: 250-338-0196

South Island First Nations Band Offices & Health Centres

Beecher Bay (Scla'new) First Nation

Phone: 250-478-3535

Fax: 250-478-3585

Esquimalt Nation

Phone: 250-381-7861

Fax: 250-384-9309

Pacheedaht First Nation

Phone: 250-647-5521

Fax: 250-647-5561

Pauquachin First Nation

Phone: 250-656-0191

Fax: 250-656-6134

Songhees Nation

Phone: 250-386-1043

Fax: 250-386-4161

Tsartlip First Nation

Phone: 250-652-3988

Fax: 250-652-3788

Tsartlip Health Centre

Phone: 250-652-4473

Fax: 250-652-4525

Tsawout First Nation

Phone: 250-652-9101

Fax: 250-652-9114

Tsawout Health Department

Phone: 250-652-1149

Fax: 250-652-8886

Tseycum First Nation

Phone: 250-656-0858

Fax: 250-656-0868

T'Sou-ke First Nation

Phone: 250-642-3957

Fax: 250-642-7808



FOOD IN GREATER VICTORIA (free unless otherwise specified) **Update: 2016-July**

F = Family Friendly

Coffee/Snacks—check with each food provider directly as the times can change.

Monday	Tuesday	Wednesday	Thursday	Friday
Our Place 919 Pandora Ave Breakfast @ 7-8				
F The Soup Kitchen, Breakfast @ 8-10 , St Andrew's Cathedral, 740 View at Blanshard				
Salv'n Army ARC Lunch @ 11:45-12:030 F	Salv'n Army ARC Coffee/ Snacks @ 10:30-11:30	Salv'n Army ARC Lunch @ 11:45-12:030 F		Salv'n Army ARC Lunch @ 11:45-12:30 F
Living Edge Food Distribution Tues/Thurs: 10:30am , 901 Kings Rd				
Anawim House 973 Caledonia, 11AM sign-up, Lunch @ 12 max 20 people, 19+ only				
Our Place 919 Pandora Ave Lunch @ noon-1pm				
F Rainbow Kitchen 500 Admirals Rd Lunch @ noon —first come first served Note: when RK closed (Stat Hols) St. Peter/St. Paul Hall 1379 Esquimalt Rd has Community Meal at noon				
Sandy Merriman House 809 Burdett Ave Women & Women Identified age 19 + , Closed for renovations Summer 2016 Lunch @ 11:30 (to 1pm for non-residents)				
Peers, Mon-Thurs, #1, 744 Fairview Rd, Esquimalt, Lunch @ 12:30 , sex workers only				
Our Place 919 Pandora Ave Dinner @ 5-6pm				
Alliance Club (VYES) 533 Yates Youth (13-19) Dinner @ 5 pm ; snacks @ 7:30 pm				
Rock Bay Landing 535 Ellice St 50 meals for non-residents Tickets @ 3:30 Dinner @ 4		Anawim House 973 Caledonia 2PM sign up, max 20 people, 19+ only Dinner @ 5	Anawim House 973 Caledonia 2PM sign up, max 20 people, 19+ only Dinner @ 5	
F Fernwood Community Centre 1240 Gladstone Ave Dinner 5-7pm Suggest \$5 donation			Sanctuary Youth Centre Church of Our Lord, 767 Humboldt 3-6pm	Sanctuary Youth Centre Church of Our Lord, 767 Humboldt Dinner&drop-in @3-6pm
Every 2nd Monday @6 Gordon United, 935 Goldstream 4th Mon/Mo: Drive-By Cafe, Douglas/Yates 6-8pm			Burnside Gorge @ 5pm Families only. F	Mustard Seed 625 Queens Ave Dinner @ 7 By reservation only: 250-953-1575

Saturday	Sunday
Downtown Churches (location varies) Pancake Breakfast F Sat: St. Andrews Kirk Hall 680 Courtney St @ 8 2nd Sat: St. Andrews Kirk Hall 680 Courtney St @ 8:15 3rd Sat: Glad Tidings 1800 Quadra St @ 8:30 4th Sat: Central Baptist @ Our Place 919 Pandora Ave @ 8:30 5th Sat: St. Andrews Kirk Hall 680 Courtney St @ 8:15	
Brunch @ 11am-2pm, 2nd Sat of mo. Phone to confirm: 250 507-8271 Winners Chapel, 810 Comorant	F Salv'n Army ARC Brunch @ 9:30-10:30
Anawim House Saturday lunch: lunch @ 12 noon (sign in by 11am)	
Sandy Merriman House 809 Burdett Women 19+ Lunch @ 11:30	
Our Place Lunch noon-1pm	
3rd Sat: St. Peter's Church 3939 St. Peter Rd Lunch @ 11	
Rock Bay Landing 535 Ellice St 50 meals for non-residents Tickets @ 3:30 Dinner @ 4	CARTS 4-6pm Downtown Community Centre Courtyard, 755 Pandora
Sanctuary Youth Centre Sanctuary Youth Centre Church of Our Lord, 767 Humboldt Dinner&drop-in @3-6pm	Living Edge Dinner Service CDI Gym, 950 Kings Rd, Quadra Village Dinner @ 4:30
Our Place Dinner @ 5-6pm	

Meal offerings may change before the next update and for Stat Holidays—please check with provider first. Please send updates to: admin@victoriahomelessness.ca

FOOD IN GREATER VICTORIA

Family Friendly Meals:

Designed with families in mind, these meals are free unless otherwise specified. **F** = Family Friendly

Lunch	Quadra Village Community Centre 901 Kings Rd. F	Please contact 250 388-7696 for information.
	Burnside Gorge Community Centre 471 Cecilia Rd F	Dinner @ 5, Thursday only Free or by donation
Dinner	Saanich Neighborhood Place 3100 Tillicum F	Dinner @ 5:30 Wednesdays, Sept 30 onward

Meals on the Peninsula:

Sidney hosts a Soup Social Community Lunch at rotating venues. Lunch @ 11:30-1 free or by donation, and everyone is welcome.

Lunch	Tuesday *	St. Elizabeth's 10030 Third St; *closed June 28-Sept 1 Inclusive
	Wednesday	St. Andrew's 9691 Fourth St
	Thursday *	St. Elizabeth's 10030 Third St; *closed July 2-Sept. 3 Inclusive
	Friday *	St. Stephen's 7921 St. Stephen's Rd near Mt Newton X Rd * Closed June for the summer; open in Sept -date not settled
	Saturday	Peace Lutheran "Soup's On " 2295 Weller Ave

Meals on Salt Spring Island:

Salt Spring Island Community Services, 268 Fulford-Ganges Rd. Brunch @ 9:30-12, Tuesdays. Everyone welcome.

Meals in Sooke:

Everyone welcome, except where noted.

Big House Breakfast Sooke Baptist Church (7110 West Coast Rd.)	Breakfast @ 7:30-9 Closed during July 2015 Mon and Wed
Holy Trinity Anglican Church (1962 Murray Rd.)	Vital Vittles—closed Aug 1-22 Lunch @ 11:30-1. Fridays

Update: 2016-May



Food Banks in Greater Victoria:

FOOD BANK	REQUIREMENTS & HOURS:
Mustard Seed 250-953-1575 625 Queens Ave	Required: ID for person collecting. ID for all family members being collected for. Hours: Mon- Fri. 9am-2pm for appointment or walk-in. phone: 250-953-1988 before 2pm. *Hampers also available for clients without cooking facilities.
St. Vincent de Paul Social Concern Office 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: Mon-Fri. 8:30am-12pm, 1pm-4:00pm. *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. 10am-12pm. Closed Fri & Tues after IA cheques issued; open Fri the following week. Quantity: Single or family sized. Availability: Once per month.
Living Edge Food Distribution 901 Kings Rd Quadra Village Community Centre	When: Tuesday and Thursday Hours: 10:30am—11:30am
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. 9:30am-2:30pm. Open first 3 weeks of the calendar month.
Sidney Lions Food Bank 250-656-0679 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. 9am-12pm. Closed the last week of 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-3pm.
Salt Spring Island Food Bank 250- 537-9971 268 Fulford-Ganges	Required: No ID necessary, everyone welcome. Hours: Tues. 10:30am-4pm. Quantity: Relative to need, preference and family size. Availability: Once per week and on an emergency basis
Quantity: Based on family size (unless otherwise specified) Availability: Once per month (unless otherwise specified)	

This information is current as of the date shown at the top. Please check with the provider to be sure of today's offerings. Send updates to: admin@victoriahomelessness.ca

SHELTER BEDS

Updated May 19, 2016

For changes and updates, please email
admin@victoriahomelessness.ca

**Emergency Shelter beds available year round:**

Permanent Shelter	Number of beds	Opening hours	Services	Target audience
Rock Bay Landing (Cool Aid) 535 Ellice Street	84 shelter beds 20 mats Total: 104	Sign up until 2:45pm for a bed or mat, Shelter open 6am-10pm for drop-in, lockers from 6am-10pm	3 meals/day for residents only; laundry, showers, computer access. Pets OK	All genders
Sandy Merriman House (Cool Aid) 809 Burdett Avenue	25 beds	Sign up before 2pm	Breakfast, lunch and dinner (residents) drop in support includes lunch, laundry, showers (public)	Self-identified 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
VIHA - Sobering and Assessment Centre 1125 Pembroke Street	20 beds	Offering shelter and assessment of inebriated clients for less than 24 hours.		All genders
Salvation Army 525 Johnson Street	21 beds	Meet with a caseworker at 9am for a bed.	3 meals per day; laundry, showers. No pets. 10 day stay.	19+ Men only
TOTAL YEAR-ROUND EMERGENCY SHELTER SPACES	180			

Shelter Beds Listing – updated May 19, 2016

SHELTER BEDS
Updated May 19, 2016

For changes and updates, please email
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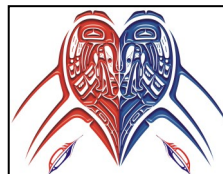


Seasonal Shelter beds:

Name and Location	Number of Mats	Dates and Hours	Services	Target Audience
Downtown Community Centre (Cool Aid) 755 Pandora Avenue	40 mats	10pm – 6:30am Nov 1 – March 31, nightly	Pets OK	Men and women
Out of the Rain Youth Shelter Beacon Community Services CAP Building 1450 Elford Street Gym doors in the back	30 mats	Oct 15 – May 31, nightly Monday-Sunday 9pm-8am	Pets OK	Youth (15-25)
My Place Transitional Home 1240 Yates Street 778-265-0161	40 spaces	Hrs: 24/7 Jan 5/16–Sept 30/16	Supports, showers, programs, housing support workers	All genders
Our Place Seasonal Shelter: First Metropolitan Church 932 Balmoral Avenue	55 mats + 5 for emergency	Oct – end of June, nightly Monday-Sunday 7:00pm-9pm movie at Our Place 9pm-6:30am	Pets OK	19+, all genders

Extreme Weather Protocol (EWP) Shelter	-announced daily -temperature -1°C or below	-sleet/freezing rain -snow accumulation	-sustained high winds	near 0°C with rainfall that makes it difficult to stay dry
Nov 1 – Mar 31				
Victoria Native Friendship Centre 231 Regina Avenue	Tier 1/Tier 2: 25 mats	9pm-7am	No pets	Men and women
Salvation Army 525 Johnson Street	Tier 1/Tier 2: 30 mats	10pm-7am	No pets	Men and women
Our Place Society 919 Pandora Ave	Tier 1: 30 mats Tier 2: additional 20 mats	9pm-7am	Pets OK	Men and women

Shelter Beds Listing – updated May 19, 2016



Last edited: SEP 21, 2016

This document was produced by VIHA’s Aboriginal Health Office with the sole purpose to inform Aboriginal, Inuit and Métis people of the health services available on Southern Vancouver Island.

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

Hy’chka, Kleco-Kleco, Gilakas’la, Thank you