



# Health Resources & Information for Aboriginal People on Southern Vancouver Island

## Aboriginal Health Programs and Services



### Aboriginal Liaison Nurses (ALN)

The Aboriginal Liaison Nurse (ALN) provides support to Aboriginal people who are in hospital. (Royal Jubilee or Victoria General or 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.

**To speak to an ALN call:**  
250.370.8847 or 250.519.1905



### Community Dietitian

The Community 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.

**For more information call:**  
250.370.8258



### Diabetes Nurse Educator

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).

**For information call:**  
250.370.8111 Ext. 13773

### 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 Elliot and Doug LaFortune, also a painting recently donated in SEP, 2012 by Metis artist Frank Lewis.

### Administrative Support

Aboriginal Health has a full-time Administrative Support staff member who assists the First Nations, Inuit and 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/](http://www.viha.ca/aboriginal_health/)

### Aboriginal Health Director

Ian Knipe

### Aboriginal Health Managers

Penny Cooper, South Island

Mary Knox, Central Island

Michelle Tochacek, North Island

### Medical Health Director for Aboriginal and Rural Health

Dr. Ron Hiebert

### Island Health Medical Health Officers

Dr. Richard Stanwick - Chief MHO

Dr. Murray Fyfe - SI MHO

Dr. See Hoyano - SI MHO

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

### **Cool-Aid Community Health Centre "Access Health Centre"**

**Located at:** 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 the Island Health.

Cool-Aid also 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 are 9:00am - 1:00pm

#### **Pharmacy Services - 250.385.1466**

##### **Monday - Thursday**

9:00am - 12:00pm and 1:00pm - 4:00pm

##### **Fridays**

9:00am - 12:00pm and 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 (VNFC).

### **Victoria Native Friendship Centre (VNFC)**

**Located at:** 231 Regina Street  
**Phone:** 250.384.3211 **Fax:** 250.384.1586

#### **Family Doctor (Dr.) (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.

#### **Dr. Clinic Days and Service Area**

**Victoria Native Friendship Center**  
**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, and
- mental health and wellness.

#### **Nurse Practitioner Clinic Days at VNFC**

##### **Regular Clinic**

**Tuesday 10:00am - 4:30pm**

**Friday 9:00am - 12:00pm**

##### **Beecher Bay (Scia'new)**

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

**Pacheedaht First Nation**  
**Port Renfrew**

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

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

### **Aboriginal Health Outreach Workers (VNFC)**

Can help you access health services, assist the Aboriginal 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 (VNFC)**

**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 by a 'Namgis elder.
- 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 (VNFC)**

**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.

Please call the Victoria Native Friendship Centre at 250.384.3211 to access services. For more information about **VNFC** visit their website at:  
[www.vnfc.ca](http://www.vnfc.ca)

## Métis Nation Services

### Métis Nation of Greater Victoria (MNGV)

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

The Métis Nation of Greater Victoria (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 the 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 Métis 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 Métis consciousness in the territory.
- Promoting public and governmental awareness of the goals and aspirations of the Métis 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](mailto:mngv@telus.net)

#### Office Hours:

Monday 11am - 2pm

Wednesday 11am - 2pm

Please call the office first to ensure it is open.

### 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.

### 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.

Phone: 778.430.7712

Email: [lsmith@mnbcb.ca](mailto:lsmith@mnbcb.ca)

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

#### West Coast Registry Clerk

Angel Ahmadzai-Fisher

30691 Simpson Rd

Abbotsford, BC V2T-6C7

Phone: 604.557-5851

Fax: 604.557.2024

Email: [afisher@mnbcbregistry.ca](mailto:afisher@mnbcbregistry.ca)

### Island Metis Community Services

345 Wale Rd

Victoria, BC

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 (MNBC) Health Information

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.

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 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.

**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)

**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 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

**Royal Jubilee Hospital  
Kidney Care Clinic (KCC)**

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 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**  
Phone: 250.370.8224 or 1.800.370.8224  
**Nanaimo Kidney Care Clinic**  
Phone: 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)**  
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, 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 (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.

#### 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:

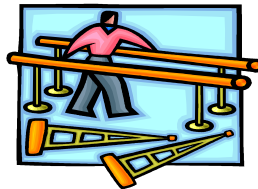
- professional medical care for people in their own homes, on and off the reserve (this includes care from doctors, nurses, counselors, home support workers and the Victoria Hospice 24-hour crisis team)
- pain and symptom control, emotional and spiritual support.
- arrangements and support for in-hospital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



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.

#### 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

#### 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

#### Hearing Services

## 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 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.

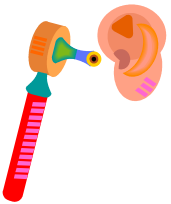
### Dental Services

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 or  
**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:

**Victoria** 250.388.2200

**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. Please visit the online site for more information about sexual health.

[www.islandsexualhealth.org](http://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)



### Public Health Units Victoria, BC

#### 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

## Aboriginal Child - Youth & Family Services

### Children's Health Foundation Her Way Home (No referral needed)

Phone: (250) 388-5550

Fax: (250) 388-5814

Email: [Herwayhome@viha.ca](mailto:Herwayhome@viha.ca)

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

#### Hours

Monday -Friday

#### Drop-in Hours:

Tue & Fri: 12-3 pm

Thu: 3-6 pm

#### Located

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

**Her Way Home** is a child-focused, women-centred, and family-oriented clinic that will initially offer a wide range of health and social services to expecting and new mothers with substance use issues, with the eventual expansion into housing services.

The program will improve the short and long term outcomes of both mothers and babies. Children's Health Foundation of Vancouver Island has pledged \$3.3 million to this important project, which fits in very well with our mission to provide children with every possible opportunity to thrive on Vancouver Island.

Island Health is the operator in partnership with the Ministry of Children and Family Development (MCFD). We are pleased to be working with Island Health and MCFD.

### SERVICES OFFERED

- Meals during drop-in hours
- Grocery store food vouchers
- Healthcare during & after pregnancy
- Breastfeeding & child feeding support
- Help finding health care, housing & income assistance
- Alcohol, drug & mental health support
- An opportunity to socialize with other women & kids
- Parenting support
- Dental hygiene
- Support around pregnancy options
- Sexual health information



**Hulitan**  
Family & Community  
Services Society

Phone: (250) 384-9466

Fax: (250) 384-9467

Website: [www.hulitan.ca](http://www.hulitan.ca)

#### Hours

Monday -Friday

9:00 am - 5:00 pm

#### Closed for lunch

12 noon - 1:00 pm

#### Located

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

**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.



### NIL/TU,O Child & Family Society

Phone: (250) 544-1400

Toll Free: 1-888-744-1422

Fax: (250) 544-1402

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

#### Mailing Address

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

**Mission Statement** - NIL/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/>

#### 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.

## Mental Health and Addictions Services

### Mental Health and Addictions Services Intake

Provides screening, assessment, treatment recommendations, and referrals to both Island Health Mental Health and Addiction Services, and external program 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 and Addictions Liaison for Aboriginal clients and services providers. For more information about all Mental Health and Addictions Services and referrals please call:

**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 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)

Clients can self-refer.

Drop in information 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 the 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: 250.213-4401.

**Location: 1119 Pembroke Street**  
**Phone: 250.213.4400**

### Psychiatric Emergency Services (PES)

PES (Archie Courtneall 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.

**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 counselling, service coordination, and group programming. This service is available to anyone in the community; youth, parents, friends or professionals.

**Phone: 250.519.5313 Fax : 250.519.5314**

### Alcoholics Anonymous (AA)

#8-2020 Douglas Street  
**AA Office #: 250.383.0415**  
**AA - 24/7: 250.383.7744**  
[www.aavictoria.ca](http://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](http://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

2145 Townsend Rd South  
Sooke, BC V9Z-0H3  
**Phone: 250.642.7748**  
**Fax: 250.642.7751**

### Umbrella Society

901 Kings Road  
Victoria, BC V8T-1W5  
**Phone: 250.383.0595**  
**Email: [wecanhelp@umbrellasociety.ca](mailto: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: 250.952.4154**  
**Fax: 250.952.4151**



## Helpful Phone Numbers

### 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

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 School Support (Health Canada)

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. For more information please call 1.800.317.7878

### 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 inquiries about the status of an application.

### Truth and Reconciliation Commission of Canada (TRC)

When someone calls this 24 hour crisis line, a very friendly person will assist you:

1.866.925.4419

General Inquiries: 1.888.872.5554 or [info@trc.ca](mailto:info@trc.ca)

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](http://Truth and Reconciliation Commission of Canada website)

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

National Allegations and  
Complaints Enquiries

Phone: 1.800.567.9604

E-mail: [CNAP-NACC@ainc-inac.gc.ca](mailto:CNAP-NACC@ainc-inac.gc.ca)

### Alternative Dispute Resolution (ADR)

Help Desk 1.877.635.2648

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

### 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. Please call for more information

### First Nations Health Authority (FNHA)

Phone: 1-800-317-7878

### First Nations Health Council (FNHC)

Phone: 1.866.913.0033

### First Nations Inuit Health Branch (FNIHB)

Phone: 1.800.317.7878

### Inter-Tribal Health Authority (ITHA)

Phone: 1.877.777.4842

### Gamblers Anonymous

Phone: 1.888.795.6111

### 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

#### Pauquachin Health Centre

9010 W. Saanich Rd

Phone: 250.656.2743

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: October 30, 2014**
**F** = Family Friendly


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

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

Monday	Tuesday	Wednesday	Thursday	Friday
Our Place 919 Pandora Ave <b>Breakfast @ 7-8</b>				
<b>F</b>	The Soup Kitchen, Our Place <b>Breakfast @ 8:30-10</b>			
Salv'n Army ARC <b>Lunch @ 11:45-12:00</b> <b>F</b>	Salv'n Army ARC Coffee/ <b>Snacks @ 10:30-11:30</b>	Salv'n Army ARC <b>Lunch @ 11:45-12:00</b> <b>F</b>		Salv'n Army ARC <b>Lunch @ 11:45-12:00</b> <b>F</b>
Living Edge Food Distribution <b>Tues/Thurs: 10:30am</b> , 901 Kings Rd				
Anawim House 973 Caledonia, 11AM sign-up, <b>Lunch @ 12</b> max 20 people, 19+ only				
Our Place 919 Pandora Ave <b>Lunch @ noon-1pm</b>				
<b>F</b>	Rainbow Kitchen 500 Admirals Rd <b>Lunch @ noon</b>			
Sandy Meriman House 809 Burdett Ave Women & Women Identified age 19+, Lunch @ 11:30 (to 1pm for non-residents)				
Mon-Thurs, PEERS, #1, 744 Fairview Rd, Esquimalt, <b>Lunch@12:30</b> , sex workers only				
Our Place 919 Pandora Ave <b>Dinner @ 5-6pm</b>				
Alliance Club (VYES) 533 Yates <b>Youth (13-19) Dinner @ 5 pm</b>				Sanctuary Youth Centre 787 Humboldt ages 19 and under <b>Dinner closed until further notice.</b>
Rock Bay Landing 535 Ellice St 50 meals for non-residents Tickets @ 3:30 <b>Dinner @ 4</b>		Anawim House 973 Caledonia 2PM sign up, <b>Dinner @ 5</b> 20 people max 19+ only		Anawim House 973 Caledonia 2PM sign up, max 20 people, 19+ only <b>Dinner @ 5</b>
<b>F</b> Fernwood Community Centre 1240 Gladstone Ave <b>Dinner @ 5</b>				Closed until further notice: Mustard Seed 625 Queens Ave <b>Dinner @ 7</b>
Every 2nd Monday @ 6 Gordon United, 935 Goldstream <b>4th Mon/Mo: Drive-By Café, Douglas/Yates 6-8pm</b>				Friday before cheque issue Except July, Aug, & Dec First Met Church 932 Balmoral <b>Dinner @ 5</b>

Saturday	Sunday
Downtown Churches (location varies)	
<b>F</b> <b>Pancake Breakfast</b> 1 <sup>st</sup> Sat: St. Andrews Kirk Hall 680 Courtney St @ 8 2 <sup>nd</sup> Sat: St. Andrews Kirk Hall 680 Courtney St @ 8:15 3 <sup>rd</sup> Sat: Glad Tidings 1800 Quadra St @ 8:30 4 <sup>th</sup> Sat: Central Baptist 833 Pandora Ave @ 8:30 5 <sup>th</sup> Sat: St. Andrews Kirk Hall 680 Courtney St @ 8:15	
	<b>F</b> Salv'n Army ARC <b>Lunch @ 11:45-12:00</b>
Our Place <b>Lunch noon-1pm</b>	Our Place <b>Lunch noon-1pm</b>
Sandy Meriman House 809 Burdett Women 19+ <b>Lunch @ 11:30</b>	
3 <sup>rd</sup> Sat: St. Peter's Church 3939 St. Peter Rd <b>Lunch @ 11</b>	Our Place <b>Dinner @ 4pm</b> 3 <sup>rd</sup> Sun of the month
Rock Bay Landing 535 Ellice St 50 meals for non-residents Tickets @ 3:30 <b>Dinner @ 4</b>	Tailgate Grill @Whale Wall <b>F</b> <b>Hamburgers @ 3</b> 2nd & 4th Sunday
Closed until further notice Mustard Seed Movie Matinee 4-6pm snacks/coffee	<b>F</b> Food Not Bombs Pandora @ Vancouver <b>Dinner @ 3:30</b>
Closed until further notice: Mustard Seed 625 Queens Ave Saturday <b>Dinner @ 7</b>	Living Edge Dinner Service CDI Gym, 950 Kings Rd, Quadra Village <b>Dinner @ 4:30</b>
	CARTS (starts at Queens Manor, to Centennial Square) <b>Snacks &amp; Hot Chocolate 4:30-6:30</b>
	<b>F</b> Mustard Seed 625 Queens Ave <b>Dinner @ 5, 2x/mo</b> For dates and reservations phone 250 953-1575

 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](mailto: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.	<b>F</b> Please contact 250 388-7696 for information.
	Burnside Gorge Community Centre 471 Cecilia Rd	<b>F</b> Dinner @ 5, Thursday only Free or by donation
Dinner	Saanich Neighborhood Place 3100 Tillicum	<b>F</b> Dinner @ 5:30 Wednesday only Registration required: 250-360-1148 Families only. Suggest don't \$5/family
	Mustard Seed 625 Queens Ave	<b>F</b> Dinner @ 5 two Sundays a month—for information & to register call 250-953-1575

### 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;
	Wednesday	St. Andrew's 9691 Fourth St
	Thursday	St. Elizabeth's 10030 Third St;
	Friday @ noon	St. Stephen's 7921 St. Stephen's Rd near Mt Newton X Rd
	Saturday	Peace Lutheran "Soup's On" 2295 Weiler 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 Mon and Wed
Holy Trinity Anglican Church (1962 Murray Rd.)	Vital Vittles—closed Aug1-22 Lunch @ 11:30-1. Fridays

Update: October 30, 2014



### Food Banks in Greater Victoria:

FOOD BANK	REQUIREMENTS & HOURS:
Mustard Seed 250-953-1575 625 Queens Ave	<b>Required:</b> ID for person collecting. ID for all family members being collected for. <b>Hours:</b> Mon, Tues, Thurs, Fri. 9am-2pm. First week of each month is 'appointment only'. *Hampers also available for clients without cooking facilities.
St. Vincent de Paul Social Concern Office 250-382-0712 828 View St	<b>Required:</b> ID for person collecting, and ID for all family members being collected for. Care Cards required for children. <b>Hours:</b> Mon-Fri. 8:30am-12pm, 1pm-4:00pm. *Hampers also available for clients without cooking facilities. <b>Availability:</b> Once every 30 days.
St. John the Divine Emerg Food Service 250-383-7169 1611 Quadra St	<b>Required:</b> No ID necessary, everyone welcome. <b>Hours:</b> Tues and Fri. 10am-12pm. Closed Fri & Tues after IA cheques issued; open Fri the following week. <b>Quantity:</b> Single or family sized. <b>Availability:</b> Once per month.
Living Edge Food Distribution 901 Kings Rd Quadra Village	<b>When:</b> Tuesday and Thursday <b>Hours:</b> 10:30am—11:30am
Goldstream Food Bank 250-474-4443 761 Station Ave	<b>Required:</b> 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.) <b>Hours:</b> Tues and Wed. 9:30am-2:30pm. Open first 3 weeks of the calendar month.
Sidney Lions Food Bank 250-655-0679 9586 Fifth St	<b>Required:</b> 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. <b>Hours:</b> Mon, Wed, Fri. 9am-12pm. Closed the last week of month.
Sooke Food Bank 250-642-7666 2037 Shields Rd	<b>Required:</b> ID required for person collecting, and ID for all family members being collected for. Care Cards required for children. Proof of residence in Sooke. <b>Hours:</b> First 3 Thursdays of each month. 9:30am-3pm.
Salt Spring Island Food Bank 250- 537-9971 268 Fulford-Ganges	<b>Required:</b> No ID necessary, everyone welcome. <b>Hours:</b> Tues. 10:30am-4pm. <b>Quantity:</b> Relative to need, preference and family size. <b>Availability:</b> Once per week and on an emergency basis
<b>Quantity:</b> Based on family size (unless otherwise specified) <b>Availability:</b> Once per month (unless otherwise specified)	

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# SHELTER BEDS

Updated November 19, 2014

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
<b>Rock Bay Landing</b> (Cool Aid) 535 Ellice Street	84 shelter beds 20 mats <b>Total: 104</b>	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	Men and women
<b>Sandy Merriman House</b> (Cool Aid) 809 Burdett Avenue	<b>25 beds</b>	11:30am to sign up for a bed	Lunch and dinner; drop in support, laundry, showers	Self-identified women only
<b>Kiwanis Emergency Youth Shelter</b> (Victoria Youth Empowerment Society) 2117 Vancouver Street	<b>10 beds</b>	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
<b>Salvation Army</b> 525 Johnson Street	<b>21 beds</b>	Meet with a caseworker at 9am for a bed.	3 meals per day; laundry, showers. No pets. 10 day stay.	Men only
<b>TOTAL YEAR-ROUND EMERGENCY SHELTER SPACES</b>	<b>160</b>			

## Seasonal Shelter beds:

Cool Aid Seasonal Shelter	Nov 1 – March 31, nightly			
Downtown Community Centre (Cool Aid) 755 Pandora Avenue	40 mats	10pm – 6:30am	Pets OK	Men and women



## SHELTER BEDS

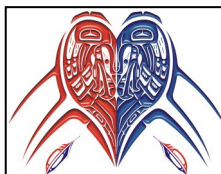
Updated November 19, 2014

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Out of the Rain Night Youth Shelter	Oct 15 – Apr 15, nightly			
<b>St. John the Divine Hall</b> 1611 Quadra Street	30 mats	<b>Monday</b> 9pm-8am	Pets OK	Youth (15-25)
<b>First Metropolitan United Church</b> 932 Balmoral Avenue Entrance is double doors close to the road.	30 mats	<b>Tuesday</b> 9pm-8am	Pets OK	Youth (15-25)
<b>St. Andrew's Presbyterian</b> 680 Courtney Street	30 mats	<b>Wednesday</b> 9pm-8am	Pets OK	Youth (15-25)
<b>Beacon Community Services CAP Building</b> 1450 Elford Street Gym doors in the back.	30 mats	<b>Thursday</b> 9pm-8am	Pets OK	Youth (15-25)
<b>Beacon Community Services CAP Building</b> 1450 Elford Street Gym doors in the back	30 mats	<b>Friday</b> 9pm-8am	Pets OK	Youth (15-25)
<b>Congregation Emanuel</b> 1461 Blanshard Street	30 mats	<b>Saturday</b> 9pm-8am	No pets or outside food	Youth (15-25)
<b>St. John the Divine Hall</b> 1611 Quadra Street	30 mats	<b>Sunday</b> 9pm-7am	No pets	Youth (15-25)

Extreme Weather Protocol (EWP) Shelter Nov 1 – Mar 31	-announced daily -temperature -1 °C or below	-sleet/freezing rain -snow accumulation	-sustained high winds	-temperature near 0°C with rainfall that makes it difficult to stay dry
<b>Victoria Native Friendship Centre</b> 231 Regina Avenue	Tier 1/Tier 2: 25 mats	9pm-7am	No pets	Men and women
<b>Salvation Army</b> 525 Johnson Street	Tier 1: 15 mats Tier 2: additional 15 mats	10pm-7am	No pets	Men and women
<b>Our Place Society</b> 919 Pandora Avenue	Tier 1: 30 mats Tier 2: additional 20 mats	9pm-7am	Pets OK	Men and women



Last edited: APRIL, 2015

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](mailto:joan.glendale@viha.ca)

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