**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

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**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), 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

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**Community Nutritionist**

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 communities with VIHA health services; and provide diabetes prevention and education workshops.

For more information call:
250.370.8258

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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.

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**Aboriginal Health Director**
Ian Knipe

**Aboriginal Health Managers**
Penny Cooper, South Island
Mary Guimont, Central Island
Vacant, 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, Victoria, BC.

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 from the Victoria Native Friendship Centre (VNFC) and home support services with the Vancouver Island Health Authority.

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 1:00am - 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** 10:00am - 4:30pm
  - Beecher Bay (Scia’new)
    - 2nd/4th Thursday 1:00pm - 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
- Youth Clinic Tuesday 4:00pm - 5:00pm
- Regular Clinic 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 (FNIBH) 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

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@mnbc.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
Abbottsford, BC V2T-6C7
Phone: 604.557-5851
Fax: 604.557.2024
Email: afisher@mnbcregistry.ca

Island Métis 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 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 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)
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)

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.

Please call 250.544.1627 for more information or for an assessment.

HEALTHLINK BC - 811
(Nurse, Pharmacy, and Nutrition hotline)

INFORMATION - 411

EMERGENCY - 911
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.

Dental Services

VIHA provides free dental services for children and 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 and Community Care (HCC)

Central Intake line at 250.388.2273 or 1.888.533.2273

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.

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.

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.
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
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 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 VIHA Speech Services Program. 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

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  
- **Website:** http://childrenshealthvi.org/how-we-help/her-way-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

**HerWay 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.

Vancouver Island Health Authority (VIHA) is the operator in partnership with the Ministry of Children and Family Development (MCFD). We are pleased to be working with VIHA 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 and Community Services Society**

- **Phone:** (250) 384-9466  
- **Fax:** (250) 384-9467  
- **Website:** 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.

**Surrounded By Cedar Child and Family Services**

- **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

Treatment Services (AOT)
Clients can self-refer.
Drop in information sessions are:

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

**Location:** 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 Courtnall 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

**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**
**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

**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

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 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** 8:30 pm - 4:00 pm
**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 addiction 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

AA Office #: 250.383.0415
AA - 24/7: 250.383.7744
www.aavictoria.ca

**Alan**
**Phone:** 250.383.4020

**Alateen**
**Lenora at:** 250.474.2885

**BC Centre for Elder Advocacy Support**
http://site.bcceas.ca/seniors-accessing-justice/sajt/
**Phone:** 1.866.437.1940

**LifeRing Alcohol & Drug Peer Support Groups**
www.liferingingcanada.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

**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

**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
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

Aboriginal Affairs and Northern Development Canada (AANDC) (formerly INAC)
National Allegations and Complaints Enquiries
Phone: 1.800.567.9604
E-mail: CNAP-NACC@aicc-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 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 (Scia’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
802 Tsartlip Drive
Phone: 250.652.4473
Fax: 250.652.4525

Tsawout First Nation
Phone: 250.652.9101
Fax: 250.652.9114

Tsawout Health Centre
7728 Tetayut Rd
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
<table>
<thead>
<tr>
<th></th>
<th>MON</th>
<th>TUES</th>
<th>WED</th>
<th>THURS</th>
<th>FRI</th>
<th>SAT</th>
<th>SUN</th>
</tr>
</thead>
<tbody>
<tr>
<td>BREAKFAST</td>
<td>Our Place (919 Pandora Ave.)</td>
<td>Breakfast @ 7-8</td>
<td>9-10 Club @ St. Andrews (740 View St.)</td>
<td>Breakfast @ 8-10</td>
<td>F</td>
<td>Downtown Churches</td>
<td>(location varies)</td>
</tr>
<tr>
<td></td>
<td>F</td>
<td></td>
<td>F</td>
<td></td>
<td>Salvation Army (525 Johnson St.) $2 Breakfast @ 8-9</td>
<td>Pancake Breakfast</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Salv’n Army</td>
<td>Lunch @ 11:45-12:30</td>
<td>Salv’n Army Coffee/Donuts @ 10:30-11:30</td>
<td>Salv’n Army Coffee/Donuts @ 1:30-2:30</td>
<td>Salv’n Army Lunch @ 11:45-12:30</td>
<td>1st Sat of the month:</td>
<td></td>
</tr>
<tr>
<td>LUNCH</td>
<td>Anawim House (973 Caledonia)</td>
<td>arrive by 11 AM to sign-up, max 20 people, 19+ Lunch @ 12</td>
<td></td>
<td></td>
<td></td>
<td>St. Andrews Kirk Hall</td>
<td></td>
</tr>
<tr>
<td></td>
<td>F</td>
<td></td>
<td>F</td>
<td></td>
<td></td>
<td>680 Courtney St @ 8:00</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Rainbow Kitchen (500 Admirals Road) Lunch @ 12-1</td>
<td></td>
<td>F</td>
<td></td>
<td></td>
<td>2nd Sat: St. Andrews Kirk Hall</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Salvation Army (525 Johnson St.) $3 Lunch @ 11:45-12:30</td>
<td></td>
<td>F</td>
<td></td>
<td></td>
<td>680 Courtney St @ 8:15</td>
<td></td>
</tr>
<tr>
<td></td>
<td>PEERS (1-744 Fairview Road, Esquimalt) Past/present sex workers only Lunch @ 12-1</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>3rd Sat: Glad Tidings Church</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Sandy Merriman House (809 Burdett Ave) Women only Lunch @ 11:30-2:00</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>1800 Quadra St @ 8:30</td>
<td></td>
</tr>
<tr>
<td></td>
<td>F</td>
<td></td>
<td>Salvation Army (525 Johnson St.) $4 Dinner @ 5-5:45</td>
<td></td>
<td></td>
<td>4th Sat: Central Baptist Church</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Our Place (919 Pandora Ave.)</td>
<td>Dinner @ 11:30-12:30</td>
<td></td>
<td></td>
<td></td>
<td>833 Pandora St @ 8:30</td>
<td></td>
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<tr>
<td></td>
<td>F</td>
<td></td>
<td>F</td>
<td></td>
<td></td>
<td>5th Sat: St. Andrews Kirk Hall</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Our Place (919 Pandora Ave.)</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>680 Courtney St @ 8:15</td>
<td></td>
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<td></td>
<td>F</td>
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<td>F</td>
<td></td>
<td></td>
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</tr>
<tr>
<td></td>
<td>Victoria Youth Empowerment Society (533 Yates) Youth (13-19) only Dinner @ 5 pm and snack at 8 pm</td>
<td></td>
<td></td>
<td></td>
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<td></td>
<td>F</td>
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</tr>
<tr>
<td></td>
<td>Victoria Miracle Centre (2033 Belmont) Dinner @ 4:45 Last food service: July 26/12</td>
<td></td>
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<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Anawim House (973 Caledonia)</td>
<td></td>
<td>F</td>
<td></td>
<td>F</td>
<td>Anawim House (973 Caledonia)</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Arr. by 2 PM to sign up, max 20 people, 19+ Dinner @ 5:00</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Arrive by 11 am to sign up max 20 people, 19+ only Lunch @ 12</td>
<td></td>
</tr>
<tr>
<td></td>
<td>(Wednesdays &amp; Fridays)</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Lunch @ 12</td>
<td></td>
</tr>
<tr>
<td></td>
<td>F</td>
<td></td>
<td>F</td>
<td></td>
<td>F</td>
<td>Sandy Merriman House</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Sanctuary Youth Centre (767 Humboldt) 19 and under Dinner @ 4:00</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>(809 Burdett) Women only</td>
<td></td>
</tr>
<tr>
<td></td>
<td>F</td>
<td></td>
<td>F</td>
<td></td>
<td>F</td>
<td>Lunch @ 11:30-4:00</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Friday before cheque issue*</td>
<td></td>
<td></td>
<td></td>
<td>F</td>
<td>Rock Bay Landing @ Ellice St.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>First Met Church (932 Balmoral) Dinner @ 5:00</td>
<td></td>
<td>F</td>
<td></td>
<td>F</td>
<td>Tickets @ 3:30</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Victoria Bus** @ Blanshard Comm’y Centre (910 Kings Rd) Dinner @ 5:00</td>
<td></td>
<td>F</td>
<td></td>
<td>F</td>
<td>Dinner @ 4:00</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Mustard Seed (625 Queens St.) Dinner @ 7:00</td>
<td></td>
<td>F</td>
<td></td>
<td>F</td>
<td>50 meals for non-residents</td>
<td></td>
</tr>
<tr>
<td></td>
<td>F</td>
<td></td>
<td>F</td>
<td></td>
<td>F</td>
<td>Mustard Seed (625 Queens St.)</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Carts (starts at Queens Manor, to Centennial Square, ends at Salvation Army) Snacks and hot chocolate 4:30-6:30</td>
<td></td>
<td></td>
<td></td>
<td>F</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

*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@solvewhomelessness.ca
FOOD IN GREATER VICTORIA (free unless otherwise specified)

**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.

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

**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.

<table>
<thead>
<tr>
<th>Lunch</th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Tuesday</td>
<td>St. Elizabeth's (10030 Third St.)</td>
<td></td>
</tr>
<tr>
<td>Wednesday</td>
<td>St. Andrew’s (9691 Fourth St.)</td>
<td></td>
</tr>
<tr>
<td>Thursday</td>
<td>St. Elizabeth’s (10030 Third St.)</td>
<td></td>
</tr>
<tr>
<td>Saturday</td>
<td>Peace Lutheran (2295 Weiler Ave.)</td>
<td></td>
</tr>
</tbody>
</table>

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.

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

**Food Banks in Greater Victoria:**

<table>
<thead>
<tr>
<th>FOOD BANK</th>
<th>Requirements, Hours, Quantity, Availability</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mustard Seed 250-953-1575 625 Queens Ave.</td>
<td>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.</td>
</tr>
<tr>
<td>St. Vincent de Paul 250-382-0712 828 View St.</td>
<td>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.</td>
</tr>
<tr>
<td>St. John the Divine Emerg Food Service 250-383-7169 1611 Quadra St.</td>
<td>Required: No ID necessary, everyone welcome. Hours: Tues and Fri. 10:00am-12:00pm. Closed Fri &amp; Tue after IA cheques issued; open Friday the following week.</td>
</tr>
<tr>
<td>Goldstream Food Bank 250-474-4443 761 Station Ave</td>
<td>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.</td>
</tr>
<tr>
<td>Sidney Lions Food Bank 250-655-0679 9586 Fifth St.</td>
<td>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.</td>
</tr>
<tr>
<td>Sooke Food Bank 250-642-7666 2037 Shields Rd.</td>
<td>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.</td>
</tr>
<tr>
<td>Salt Spring Island Food Bank 250-537-9971 268 Fulford-Ganges</td>
<td>Required: No ID necessary, everyone welcome. Hours: Tuesdays, 10:30am-4:00pm.</td>
</tr>
<tr>
<td>Quantity: Relative to need, preference and family size. Availability: Once per week and on an emergency basis.</td>
<td></td>
</tr>
</tbody>
</table>
# SHelter Beds

Updated November 22, 2011

For changes and updates, please email administrator@salvhomelessness.ca

<table>
<thead>
<tr>
<th>PERMANENT SHELTER</th>
<th>Number of beds</th>
<th>Opening hours</th>
<th>Services</th>
<th>Target audience</th>
</tr>
</thead>
<tbody>
<tr>
<td>Rock Bay Landing (Cool Aid) 525 Ellice Street</td>
<td>84 shelter beds 2 family units (up to 5 people total) 23 transitional beds 40 mats</td>
<td>Residents have 24-hr access Shelter open 24 hrs Lockers 24 hrs</td>
<td>3 meals/day for residents only; laundry, showers, computer access Pets OK</td>
<td>Men and women</td>
</tr>
<tr>
<td>Sandy Merriman House (Cool Aid) 809 Burdett Avenue</td>
<td>25 beds</td>
<td>24 hours</td>
<td>Lunch and dinner; drop in support, laundry, showers</td>
<td>Women only</td>
</tr>
<tr>
<td>Kiwanis Emergency Youth Shelter (Victoria Youth Empowerment Society) 2117 Vancouver Street</td>
<td>10 beds</td>
<td>24 hours Intake after 4pm; phone first: 250.386.8282</td>
<td>3 meals/day drop in support, laundry, showers No pets</td>
<td>Youth (13-18): 5 Female 5 Male</td>
</tr>
<tr>
<td>Salvation Army 525 Johnson Street</td>
<td>21 beds</td>
<td>Sign up at 6am Open 24 hours</td>
<td>3 meals per day; laundry, showers No pets</td>
<td>Men only</td>
</tr>
</tbody>
</table>

| TOTAL YEAR-ROUND SHELTER SPACES | 208 |

OUT OF THE RAIN NIGHT YOUTH SHELTER Oct 15-Apr 15

<table>
<thead>
<tr>
<th>Location</th>
<th>Beds</th>
<th>Days</th>
<th>Hours</th>
<th>Services</th>
<th>Target Audience</th>
</tr>
</thead>
<tbody>
<tr>
<td>St. John the Divine 1611 Quadra Street Entrance on Mason Street</td>
<td>30 mats</td>
<td>Monday</td>
<td>10pm-8am</td>
<td>Pets OK</td>
<td>Youth (15-25)</td>
</tr>
<tr>
<td>First Metropolitan United 932 Balmoral Avenue Entrance is double doors close to the road.</td>
<td>30 mats</td>
<td>Tuesday</td>
<td>10pm-8am</td>
<td>Pets OK</td>
<td>Youth (15-25)</td>
</tr>
<tr>
<td>St. Andrew's Presbyterian 680 Courtney Street</td>
<td>30 mats</td>
<td>Wednesday</td>
<td>10pm-8am</td>
<td>Pets OK</td>
<td>Youth (15-25)</td>
</tr>
<tr>
<td>Beacon Community Services CAP Building 1450 Elford Street Gym doors in the back.</td>
<td>30 mats</td>
<td>Thursday</td>
<td>10pm-8am</td>
<td>Pets OK</td>
<td>Youth (15-25)</td>
</tr>
<tr>
<td>Boys' and Girls' Clubs 1240 Yates Street Double gym doors up the driveway.</td>
<td>30 mats</td>
<td>Friday</td>
<td>10pm-8am Oct 15-Apr 15</td>
<td>Pets OK</td>
<td>Youth (15-25)</td>
</tr>
<tr>
<td>Congregation Emanu-El 1461 Blanshard Street</td>
<td>30 mats</td>
<td>Saturday</td>
<td>10pm-8am</td>
<td>No pets or outside food</td>
<td>Youth (15-25)</td>
</tr>
<tr>
<td>Downtown Community Activity Centre 755 Pandora Avenue</td>
<td>30 mats</td>
<td>Sunday</td>
<td>10pm-7am</td>
<td>No pets</td>
<td>Youth (15-25)</td>
</tr>
</tbody>
</table>

TOTAL OUT OF THE RAIN 30 per night
SHELTER BEDS

Updated November 22, 2011

<table>
<thead>
<tr>
<th>EXTREME WEATHER PROTOCOL (EWP) SHELTER NOV 15/11 – MAR 31/12</th>
<th>• announced daily temperature -2°C or below</th>
<th>• sleet/freezing rain and snow accumulation</th>
<th>• sustained high winds</th>
<th>• temperature 0°C with rainfall that makes it difficult to remain dry</th>
</tr>
</thead>
<tbody>
<tr>
<td>Victoria Native Friendship Centre 231 Regina Avenue</td>
<td>30 mats</td>
<td>9pm-7am</td>
<td>No pets</td>
<td>Men and women</td>
</tr>
<tr>
<td>St. John the Divine 1611 Quadra Street Entrance on Mason Street</td>
<td>40 mats</td>
<td>10pm-7am</td>
<td>Pets OK</td>
<td>Men and women</td>
</tr>
<tr>
<td>Salvation Army 525 Johnson Street</td>
<td>25 mats</td>
<td>9pm-7am</td>
<td>No pets</td>
<td>Men</td>
</tr>
<tr>
<td>Our Place Society 919 Pandora Avenue</td>
<td>50 mats</td>
<td>8pm-7am</td>
<td>Cart parking</td>
<td>Men and women</td>
</tr>
<tr>
<td>TOTAL EWP</td>
<td>145 max per night</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Salt Spring Island Shelter Beds

<table>
<thead>
<tr>
<th>EXTREME WEATHER PROTOCOL (EWP) SHELTER NOV 1/10 – MAR 31/11</th>
<th>• announced daily temperature -2°C or below</th>
<th>• sleet/freezing rain and snow accumulation</th>
<th>• sustained high winds</th>
<th>• temperature 0°C with rainfall that makes it difficult to remain dry</th>
</tr>
</thead>
<tbody>
<tr>
<td>In From the Cold Salt Spring Island Community Services 268 Fulford-Ganges Road, SSI</td>
<td>20 mats</td>
<td>6pm-8am</td>
<td>Dinner, breakfast, snack, shower, laundry Low barrier Pets OK</td>
<td>Men and women; sleep separately</td>
</tr>
</tbody>
</table>

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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