

COMMUNITY RESOURCES DURING COVID-19

PANDEMIC: Sooke and West Shore

(Updated April 24, 2020)

HELPLINES		
Line	Service/Time	Number
B.C. COVID-19 Non-Emergency Hotline through Service BC	Information hotline in B.C. solely dedicated to answering non-medical questions about COVID-19. This hotline is staffed from 7:30 am to 8:00 pm every day and shares information in more than 110 languages.	Call: 1-888-COVID19 or 1-888-268-4319
BC211	211 provides free information and referral to a full range of community, social, and government services, and operates twenty-four hours a day, seven days a week. Note the "Helplines" tab on the website for the full range of available helplines. BC 211 Safe Seniors, Strong Communities includes service for seniors 65+ and those who identify themselves as vulnerable 55+: Wellness phone calls, Social phone calls, Grocery deliveries and prescription pick-ups	Call: 211 http://www.bc211.ca (→view Helplines tab for variety of helplines available)
Crisis Intervention and Suicide Prevention Centre of BC	24/7 distress phone services. Confidential, non-judgmental, free emotional support for people experiencing feelings of distress or despair. Interpreters available in over 140 languages.	Call: 1-800-784-2433
Hope for Wellness Helpline	Includes On-Line Chat Counseling Service Offers immediate mental health counselling and crisis intervention to all Aboriginal peoples across Canada.	Call the toll-free Help Line at 1-855-242-3310, 24 hours a day, 7 days a week, or use the chat box at link below to connect with a counsellor on-line https://www.hopeforwellness.ca/

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Kids' Help Phone	<p>24/7 free confidential professional online and telephone counselling and text-based support in English and French to youth across Canada.</p> <p>Now offers 24/7 support to ALL AGES. Text WELLNESS to 741741 to be connected with a crisis responder.</p>	<p>Visit https://kidshelpphone.ca/ for live chat.</p> <p>Text CONNECT to 686868</p> <p>Call: 1-800-668-6868</p>
KUU-US Crisis Line Society	<p>First Nations and Aboriginal specific crisis line available 24/7, regardless of where individuals reside in BC.</p> <p>KUU-US services are for First Nations, by First Nations and all crisis response personnel are certified and trained in Indigenous cultural safety and therefore bring an understanding of First Nations history and trauma from the residential school to their roles.</p>	<p>Toll-free: 1-800-588-8717 - Youth Line: 250-723-2040 - Adult Line: 250-723-4050.</p>
Vancouver Island Counselling Centre for Immigrants and Refugees	<p>Providing counselling and mental health services online to immigrant and refugee families across the CRD.</p>	<p>To make an appointment or referral, call 778-404-1777 or email info@viccir.org.</p>
Vancouver Island Crisis Line	<p>Offers 24-hour crisis line service to Vancouver Island, the islands of the Georgia Strait, and the mainland communities between Powell River and Rivers Inlet, as defined by Island Health. It operates 365 days a year. Crisis workers provide short-term non-judgmental emotional support, crisis intervention, information, and resources.</p>	<p>Call: 1-888-494-3888 (24/7)</p> <p>Text 250-800-3806 from your mobile, available from 6:00 pm to 10:00 pm Pacific Time, seven days a week.</p>
Virtual Mental Health Supports During COVID-19	<p>B.C. seniors, adults, youth and frontline health care workers experiencing anxiety, depression or other mental health challenges arising from</p>	<p>https://tinyurl.com/vkgsjhh</p>

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	the COVID-19 pandemic can get help through virtual services.	
VictimLINK	24-hr multilingual phone line for victims of any crime. Offers crisis support and referrals, information on the justice system, resources, victim services.	Call: 1-800-563-0808
Youth Space (youth under 25)	Online crisis & emotional support chat; open from 6 p.m. – midnight 365 days a year.	youthspace.ca

FOOD SERVICES

Service	Information/Time	Location	Contact Information
Goldstream Food Bank	The first three Tues & Weds of the month from 9:30 - 2:30pm.	761 Station Ave, Langford	goldstreamfoodbank@gmail.com (250) 474-4443
Living Edge Neighbourhood Market	Every Friday from noon to 1pm	679 Goldstream Ave, Langford	deborah@livingedge.ngo (250) 383-8915
Pacheedaht First Nation	Pacheedaht Health Department, 150 community members	Port Renfrew	250-647-0065
Sooke Food Bank	Families can call to book deliveries	N/A	https://www.facebook.com/sookefoodbank/ For daily updates Call: 250 642-7666
Sooke Meals on Wheels	Mon, Wed and Fridays - \$6/meal	N/A	https://www.sookeregionvolunteers.org/sooke-meals-wheels

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SHELTER		
Organization	Description	Contact Information
BC Housing	<p>From website: “Initial actions include: Ban on evictions for non-payment of rent in BC Housing-funded buildings.</p> <p>Development of distinct protocols and identification of sites to support isolation for vulnerable people experiencing homelessness – sheltered or unsheltered – and those in private single room occupancy (SROs) and social housing buildings.</p> <p>Sustaining service providers through continued payments to ensure they can pay their staff and operating costs.</p> <p>Centralized procurement for critical supplies needed by frontline providers.”</p>	<p>Non-medical information about COVID-19 available 7:30am-8pm, 7 days a week at 1-888-COVID19 (1-888-268-4319).</p> <p>Or https://www.bchousing.org/COVID-19</p>
Greater Victoria Coalition to End Homelessness	<p>Organization working to end homelessness, which is providing up to date information about current shelters and service providers in the greater Victoria area.</p>	<p>https://victoriahomelessness.ca/covid19_serviceproviderupdates/#toggle-id-3</p>
Sooke Shelter Society	<p>A grassroots organization that works with the local government to provide temporary and permanent housing to those who do not have access to it. Currently, the Sooke Shelter Society is providing health services, food, temporary shelter materials, and harm reduction materials at local sites.</p>	<p>www.sookeshelter.org Call: 250-419-3978</p>

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Sooke Transition House Society	The Sooke Transition House Society has initiated protocols and actions to address and respond to the situation. They are committed to the health and safety of our clients, residents, staff and the community. They have taken the following measures with heightened screening and strict sanitation procedures, the Transition House currently remains open for women and their children fleeing violence and abuse. Our program office is closed to the public, but our program staff are working remotely.	www.sooketransitionhousesociety.com Support calls are always available by calling 250-642-2591 24/7
Victoria Native Friendship Centre	The Victoria Native Friendship Centre will continue to provide essential services including: Shelter and homelessness outreach during this time.	www.vnfc.ca Call: 250-384-3211

HEALTH & WELLBEING

Service	Description	Location	Contact Information
AIDs Vancouver Island	Delivering services (opioid substitution therapy) over phone/online. All patient and peer support groups cancelled until further notice.	N/A	250-940-3605 Toll free Info line: 1-800-665-2437
BC Government Mental Health Digital Hub	A provincial website that provides information, services and education and awareness about mental health and substance use for adults, youth and children.		www.gov.bc.ca/mentalhealth

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Canadian Mental Health Association	<p>Canadian Mental Health Association - BC Division has launched "Stay Well", a website to help British Columbians find help, information and support in these uncertain times. This includes their expanded mental health supports available through funding from the Province of BC.</p>	<p>N/A</p>	<p>https://cmha.bc.ca/covid-19/</p>
Discovery Youth & Families Substance Use Services	<p>Individual, family & group counselling for youth that have substance use issues or are affected by a parent or family member's substance use. Parent-who has a youth within the age range of 13-19 yrs that have substance use issues. Parents & youth can self-refer or be referred by a community professional.</p>	<p>N/A</p>	<p>Call and ask to speak to the intake counsellor. 250- 519-5313 extension 34345</p>
Family Smart	<p>Helps parents and caregivers of children with any kind of mental health issue. They connect with parents one on one on the phone to support them, offer suggestions, and help them find resources in the community or online, support navigation of the mental health system.</p>	<p>N/A</p>	<p>Lisa.Tate@familysmart.ca</p>
Family Support Institute	<p>Serves families who have children (including adult children) with disabilities. They have trained volunteers throughout the province available to families for support, connection, and to share experiences, expertise, and guidance.</p>	<p>N/A</p>	<p>604-540-8374 or toll free at 1-800-441-5403 Email via on-line request at https://familysupportbc.com/contact/#form through the general contact form. Once a family</p>

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			support request is received contact will be made within 72 hours. www.familysupportbc.com
Foundry Victoria Youth Clinic	Now offering virtual drop-in counselling for young people ages 12-24 and their families. For more visit: buff.ly/2z18P80 Has tons of helpful resources online at https://foundrybc.ca	818 Douglas Street	250-3383-3552 https://foundrybc.ca/
HealthyMinds App	HealthyMinds is a problem-solving tool to help deal with emotions and cope with the stresses at school and in everyday life. The goal: Keeping your mind healthy. Offered free during these times.	N/A	http://www.healthymindsapp.ca/
Here to Help	Provides information about managing mental illness and maintaining good mental health, including self-management resources and screening self-tests for wellness, mood, anxiety and risky drinking.	N/A	www.heretohelp.bc.ca
Hulitan Family & Community Services Society	Services are being provided remotely through zoom, email, telephone, and social media. The website and FB pages for Hulitan	N/A	Hulitan Family and Community Services FB page. Website: www.hulitan.ca Main phone: 250-384-9466

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	<p>and for Journeys of the Heart are being updated with resources and video messages. Some classroom content is on the Journeys of the Heart FB group, for registered participants only.</p> <p>Services offered include:</p> <ul style="list-style-type: none"> - Family Preservation and Reunification: a 3 stage intensive Indigenous parent support program for families who have been identified as being in need of interventions and who are at high risk of removal or whose children are in MCFD care due to issues impacting the safety and wellbeing of their children. - L,KI,L Child and Youth Mental Health: child & youth mental health counselling - NIL YEK OIs Sexual Abuse Intervention and Prevention: one to one counselling for sexual abuse victims - Out of Care Caregiver Support Program: provides services to Caregivers who are caring for children under a MCFD Out-Of-Care Order or Agreement. 		
<p>Indigenous Child and Youth Mental Health (CYMH)</p>	<p>Providing counselling for individuals and families over the phone or skype. We work with families, children and youth our age range is 0-19 yrs old. We provide mental health services for all mental health concerns (i.e., anxiety, depression, grief and loss, etc).</p>	<p>N/A</p>	<p>Call: (250) 952-4073 and ask for an intake worker.</p> <p>Or contact Ivonne Robles (intake worker Child and Youth Mental Health Indigenous services) at (236) 478-2386 or (250) 882-5701.</p>

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	Parents can refer their child, youth can self-refer and we highly encourage a school to support a parental referral. Work with the family to make the referral. A referral can be made over the phone.		
Island Health Wellness Centre @ Belmont Secondary School	Tuesdays: Doctor is available from 9:30 – 1:00 and will be working out of Belmont offering virtual visits for youth. Fridays: Nurse Practitioner is present from 9:00– 3:00 and will be working out of Belmont offering virtual visits for youth.	Belmont Secondary , Langford	Appointments can be made by calling 250-519-3580
Island Health, Health Unit: Sooke	Sexual Health Services (birth control, STI testing, pregnancy testing, etc.) available Thursdays from 10:00 – 11:30	Sooke Health Unit 104-6672 Wadams Way	Appointments can be made by calling 250-519-3487
Island Health, Westshore Health Unit	Sexual Health Services (birth control, STI testing, pregnancy testing, etc.) available Wednesdays 1:00 – 2:30	345 Wale Rd., Colwood	Appointments can be made by calling 250-519-3490
Island Metis Family and Community Services Society	Providing the following for Metis families and youth on their agency caseloads: - Support - emotional, counseling via phone, text and video conferencing - Facebook - cultural activities and other information (anyone	N/A	All inquiries and referrals through Virginia Treadwell, program manager: virginia@metis.ca

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	<p>can access this) plus we are looking into video conferencing for some activities for youth, and beading circles.</p> <ul style="list-style-type: none">- Cultural kits - we are being provided with cultural kits for families and youth on current caseloads.- Food - gift cards (grocery stores) and frozen meals for those on current caseloads- Visits - all done through foster parents and caregivers via phone, text, video conferencing- Referrals - mostly from MCFD and from other organizations for Metis families/youth.		
Island Sexual Health	<p>M-F from 9-4pm: offering phone/video access to doctors, nurses & sexual health services including emergency contraception, birth/bleed control, STI testing and treatment, sexual health symptom management, free safer sex and bleed control supplies to all. Call ahead to set up appt.</p>	<p>101-3960 Quadra Street</p>	<p>250-592-3479 250-812-9374 text line for sexual health Q&A</p>
Latest Information on COVID-19	<p>The BC Centre for Disease Control is the best place to go for answers and the latest updates.</p> <p>Langford also has their COVID 19 call centre that's now been made available to all of Sooke and West Shore: COVID-19 Call Centre</p>	<p>N/A</p>	<p>BC CDC COVID-19 page: http://www.bccdc.ca/health-info/diseases-conditions/covid-19</p> <p>COVID-19 Call Centre: https://covidlangford.com/</p>

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Learning through Loss	Offers short-term free virtual counselling support for youth impacted by grief and loss between the ages of 13-24. For more see https://www.learningthroughloss.org/	N/A	info@learningthroughloss.org
Men's Therapy Centre	One-on-one counselling for men over the age of 16. Counselors specialize in trauma, and are working remotely either by phone or Zoom, to provide services to clients. Accepting new clients; phones are checked once a day or by email.	N/A	250-381-6367 Or info@menstherapycentre.ca
Military Family Resource Centre (MFRC) – for Military families only	Counselling services will continue on a virtual (phone, Skype) basis. If you call the MFRC at 250-363-2640 and require immediate assistance, you will receive a prompt to connect with the Family Information Line where you can receive confidential, bilingual counselling. The Family Information Line (FIL) is prepared to respond to family emergencies and connect with support from SISIP as well as Support Our Troops and Strongest Families.	N/A	250.363.2640 jackiecarle@emfrc.com or Jacqueline.carle@forces.gc.ca
Need2 Suicide Prevention Education and Support (Youth Space)	Offers support, crisis response for youth (up to 30 years of age), through live chat, text, discussion forums, and through Youth Talk Email Counselling. Chat hours are between 6PM-Midnight daily.	N/A	250-386-6328 Or Youth Space Chat Forum

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Pacific Centre Family Services	Continuing to offer all programs over telephone, text, or video conferencing. Waitlist for services offered, but wait is shorter for e-counselling provided by PCFS in partnership with Need2 through YouthSpace, at this link: https://youthspace.ca/ecounselling/ Services offered: <ul style="list-style-type: none">- Substance Use Program: for adults 19+, self-referral- Stopping the Violence: for self-identifying adult women experiencing / have experienced domestic violence or sexual assault, self-referral possible- Family Violence Program: for individuals ages 19+ who use violence in relationships, self-referral possible- Sexual Abuse Intervention Program: for children who have or may have been sexually abused, multiple referral sources- Youth Services and Community Outreach and Prevention: For children, youth and their families who are experiencing a multitude of issues, including anxiety, depression, family dynamics, substance use, fears, identity issues, parenting concerns, and parent teen mediation. Multiple referral sources- Crime Reduction and Exploitation Diversion: Offers resources and support for youth (and their caregivers)	N/A	Main contact : the intake line at 250-940-4373. The voicemail is checked daily. E-counselling: https://youthspace.ca/ecounselling/
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	<p>who are involved in the criminal justice system or who have or are at risk of being exploited. Multiple referral sources</p> <ul style="list-style-type: none"> - Better at Home: Services for Seniors to remain independent in their homes. In person supports are currently suspended, but telephone support and check-ins are continuing. 		
Sc'ianew First Nations	<p>Beecher Bay children and youth virtual group - overseen by Sc'ianew youth leaders.</p> <p>Currently essential services and community outreach are being offered via cell and internet.</p>		<p>Phone: 250 478 3535 Messages are being picked up everyday.</p> <p>Email is best option: bsdwbfn@telus.net</p>
Sexual Assault Response Team (SART)	<p>24/7 emergency response, emotional support & information to all people 13 years and older who have been sexually assaulted within the past 7 days.</p>	N/A	<p>250-383-3232 or access@vsac.ca</p>
Sooke Family Resources Centre	<p>Caring for Community Counselling: Offering telephone and video counselling services for children, youth, adults and couples located in Sooke and the West Shore. Currently no wait list. Sliding scale. Covered by most insurance plans, and registered with First Nations Health Authority.</p> <p>Youth Navigator Program Free service for youth 13-19 yrs offering support and assistance in managing life challenges and in accessing services and resources in the community. No wait list at present. Offering services to Sooke</p>	N/A	<p>250-642-5152 www.sfrs.ca</p>

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	<p>and area youth. Currently being done through text, phone and video calls.</p> <p>USTAT Program Urgent mental health support counsellor available for people experiencing substantial distress. Need a referral through your GP. Service normally offered in Sooke but temporarily available through phone and video calls.</p>		
Trans Care BC	<p>Lux Welsh (they/them) -peer support/health navigation employee of Trans Care BC based out of the south island.</p> <p>For anyone who identifies as Two-Spirit, trans, non-binary and/or otherwise gender-diverse, available for supportive conversations and to help connect to services and supports for transition.</p> <p>Common topics: self esteem/self worth, "coming out" to parents/caregivers, questions about hormones and gender-affirming surgeries, name and gender marker changes on ID</p>	N/A	<p>Available to connect with young people via the following methods:</p> <ul style="list-style-type: none"> - Phone Call or Zoom chat (my personal preference) - Email (lux.welsh@phsa.ca) - Facebook messenger chat (doable but not the most secure. More appropriate for general questions) <p>To respect your confidentiality, please email me or send a DM to Lux's Facebook profile (Lux Foundry) if you would like to set up a time to chat will respond within an hour to schedule a time for conversation. At this time, I will be checking messages from Monday to Friday 9am-5pm</p>
West Shore and Sooke Child and Youth Mental Health	<p>Accepting referrals and doing intakes over the phone and continuing to work with families by phone and Skype. Families can self-refer.</p> <p>Hoping to offer virtual groups,</p>	N/A	<p>250 391-2223 (West Shore) 250-642-7748 (Sooke)</p>

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	starting with a parent/caregiver support group. Planning in process		
YMCA / YWCA of Vancouver Island	<p>The Y Mindfulness Group has moved online for the spring cycle. Open to young adults (18-30) who might benefit from this free anxiety psychoeducation and support group that uses ACT and Mindfulness. Youth need to be able to connect online for all 7 weekly sessions.</p> <p>Eligibility criteria:</p> <ul style="list-style-type: none"> - 18-30 years old - experiences stress, worry or anxiety in the mild to moderate range - willing to attend all 7 sessions - no referrals required <p>The spring program dates are Tuesdays from 5-7:30pm, April 14th to May 26th.</p>	N/A	<p>The Y will be running online information sessions this week and next - one of these can be registered for using this link</p> <p>For more information about the program, see the webpage here.</p>
FINANCIAL SUPPORT			
Service	Information		

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B.C. Emergency Benefit for Workers	<p>“Will provide a one-time \$1,000 payment to people who lost income because of COVID-19:</p> <ul style="list-style-type: none">• B.C. residents who receive <u>federal Employment Insurance</u>, or the new <u>federal Canada Emergency Response Benefit</u> are eligible• Applications for the one-time payment will open soon”
B.C. Hardship Assistance (if not eligible for Income Assistance)	<p>Access Income & Disability Assistance Services:</p> <ul style="list-style-type: none">• Online with <u>My Self Serve</u>• <u>Toll-free</u> with 1-866-866-0800”
B.C. Income Assistance	<p>From government of B.C. website:</p> <p>“Use <u>My Self Serve</u> to assess your eligibility and apply for assistance from the B.C. government online. If you can’t complete the application online, call 1-866-866-0800.</p> <p>You will need to provide details about your current situation, income and assets. Be ready to give information, such as:</p> <ul style="list-style-type: none">• Identification for you and your family• Your Social Insurance Number (SIN)• How much you pay for rent and utilities• Your bank account balance• How much you owe on your vehicle, if you have a car• If you are getting or waiting for Employment Insurance (EI) or Worker’s Compensation benefits (WCB)• If you have any outstanding warrants• If a family member <u>sponsored you into Canada</u> <p>The federal government has waived the one-week Employment Insurance waiting period for people who are sick, quarantined or must stay home to care for children but don’t have sick pay. Additionally, you no longer need a medical certificate to get EI. Workers laid off due to the business ceasing operation will still need to wait one week to apply for EI.”</p>
B.C. Student Loans	<p>Effective March 30/20 BC student loan payments automatically frozen for 6 months.</p>

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<p>BC Government Rental Rebate and Mortgage related updates</p>	<p>Freeze on rental rates<https://news.gov.bc.ca/releases/2020MAH0048-000561></p> <p>No rent increases are allowed in BC, effective April 1.</p> <p>Rental supplement: https://news.gov.bc.ca/releases/2020MAH0048-000561: provides up to \$500/month towards rent, paid directly to landlords.</p> <p>For latest on rental matters, see COVID-19 and Tenancies</p> <p>Mortgage payment deferrals available for CMHC-insured loans. See: https://www.canada.ca/en/departement-finance/news/2020/03/canadas-covid-19-economic-response-plan-support-for-canadians-and-businesses.html#Mortgage_Default_Management</p>
<p>BC Hydro</p>	<p>Will make bill payment plans or allow bills to be deferred during this time with no penalty.</p> <p>Contact: 1 800 224 9376 or apply online at https://app.bchydro.com/accounts-billing/bill-payment/ways-to-pay/customer-crisis-fund.html</p>
<p>Canada Emergency Response Benefit</p>	<p>To support workers and help businesses keep their employees, the government has proposed legislation to establish the Canada Emergency Response Benefit (CERB). This taxable benefit will provide \$2,000 a month for up to four months for workers who lose their income as a result of the COVID-19 pandemic.</p> <p>The CERB would cover Canadians who have lost their job, are sick, quarantined, or taking care of someone who is sick with COVID-19, as well as working parents who must stay home without pay to care for children who are sick or at home because of school and daycare closures. The CERB would apply to wage earners, as well as contract workers and self-employed individuals who would not otherwise be eligible for Employment Insurance (EI).</p> <p>https://www.canada.ca/en/departement-finance/news/2020/03/introduces-canada-emergency-response-benefit-to-help-workers-and-businesses.html</p>

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Canada Student Loans	The National Student Loans Service Centre (NSLSC) is pausing student loan payments and interest accumulation until September 30, 2020. During this time, students will be automatically enrolled in the loan holiday program.
Children's Aid Foundation: COVID-19 Support Fund	Young people who have "aged out" of Canada's child welfare systems, you are on our minds and in our hearts during this difficult time. The COVID-19 pandemic challenges and uncertainty are beyond what anyone should have to navigate alone. Children's Aid Foundation of Canada is providing grants of up to \$1000 to help support you through this, intended to cover short-term needs while you explore government or other supports. Funds can be used to cover expenses such as: housing costs like rent, food, household supplies, mental health counseling, technology support, and other emergency needs. https://www.cafdn.org/for-youth/covid-19-youth-support-fund/#1561663270029-ccce781e-c1b1
Climate Action Tax Credit	"A one-time enhancement to the <u>climate action tax credit</u> will be paid in July 2020 for moderate to low-income families: <ul style="list-style-type: none">• An adult will receive up to \$218.00 (increased from \$43.50)• A child will receive \$64.00 (increased from \$12.75)"
Fortis BC	Fortis BC has waived late payment fees and ensured that no customer is disconnected from the energy they need for financial reasons. Contact: 1-866-436-7847 for electricity and 1-888-224-2710 for natural gas
ICBC	Customers on a monthly payment plan who are facing financial challenges due to COVID-19 may <u>defer their payment for up to 90 days</u> with no penalty.

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Ministry of Social Development and Poverty Reduction	<p>Restricting number of people allowed into the building; phone if possible.</p> <p>In-Person Ministry offices remain open to serve applicants and clients.</p> <p>My Self-Serve and the Contact Centre at 1.866.866.0800. We are starting to direct people to My Self Serve and phone service as the preferred method of communication wherever possible. Please also encourage clients to use electronic deposit. This is in keeping with the BC Provincial Health Officer's recommendation to maintain 'social distance' protocols and help protect our staff and the people we serve.</p> <p>Cheque issue (March 25) will continue the same although the number of people allowed in the building will be restricted. All clients will be picking up cheques at 908 Pandora but they will be doing triage outside all day and allowing those to pick up their cheques at each wicket or cubicle.</p>
Taxes	The income tax filing deadline has been extended until June 1, 2020.

TRANSPORTATION

Organization	Description	Contact Information
BC Transit	Transit is offering free bus rides for regular and handy-dart buses until April 19, 2020.	250-382-6161 or transitinfo@bctransit.com

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