

COMMUNITY RESOURCES

COVID SUPPORT & RESOURCES		
2-1-1	BC2-1-1 has expanded their services to seniors requiring assistance with delivery, virtual visits, etc. <u>Although most do not have direct contact with person requesting assistance, volunteers much have CRC and complete a COVID self-assessment</u>	2-1-1 or http://www.bc211.ca/
COVID-19 Health Information	The BC Centre for Disease Control is the best source for COVID-19 health information. There are several health agencies and organizations with information on COVID-19. Please use these links to stay informed of the latest updates, take the self-assessment, and find information on provincial and federal supports.	<ul style="list-style-type: none"> ➤ COVID-19 Provincial Support and Information ➤ COVID-19 Self-Assessment ➤ Health Link BC ➤ Provincial Pandemic Preparedness ➤ Provincial Health Officer ➤ Ministry of Health ➤ Latest News Releases on COVID-19 ➤ Government of Canada
Rapid Relief Fund	connect with organizations receiving funds; over \$4,000,000 raised so far and distributed to charities in Victoria	https://victoriafoundation.bc.ca/rapid-relief-fund/
DELIVERY OPTIONS (people just offering to help)		
Instacart	offering free delivery	https://www.instacart.ca/
Island Men in Kilts	Etransfer preferred or cash must be in envelope	jmarshall@meninkilts.com
Sushil	Yellow Cab driver offering free delivery	250-381-2222 or 250-881-4443
FINANCIAL SUPPORT		
B.C. Hardship Assistance	Online with My Self Serve if not eligible for Income Assistance	1-866-866-0800
B.C. Hydro	Will make bill payment plans or allow bills to be deferred during this time with no penalty.	1-800 224 9376
B.C. Income Assistance	Use My Self Serve 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

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. An adult will receive up to \$218.00 (increased from \$43.50) & a child will receive \$64.00 (increased from \$12.75)	
Comprehensive Benefits Information	Benefit Information Document Compiled by Jennifer Robson, Associate Professor of Political Management, Carleton University using public information. Any <i>errors or omissions are unintended</i> .	
Fortis BC	Fortis BC has waived late payment fees and ensure that no customer is disconnected from the energy they need for financial reasons. Contact:	1-866-436-7847 (electricity) 1-888-224-2710 (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.	
Renters & Homeowners	Funding for housing supports are increased to ensure people can maintain their housing the event of job or income loss. BC Housing has temporarily suspended evictions of tenants in subsidized and affordable housing due to non-payment of rent A temporary rent supplement will provide up to \$500 per month paid directly to landlords. Applications for the supplement will open soon on the BC Housing website	
Taxes	The income tax filing deadline has been extended until June 1, 2020.	
FOOD		
Living Edge	Food distribution for the homeless and marginalized from various markets in the Victoria Area.	https://livingedge.ngo/ or 250-383-8915
Mustard Seed	As of Mar. 30: Grocery store inside closed; pre-made hampers available for pickup at The Market door 10am-1pm. Come early and expect lineup. ***COVID19 HELP - PLEASE DONATE ONLINE AS WE ARE CURRENTLY PREPARING TO PURCHASE FOOD TO SERVE OUR COMMUNITY***	(250) 953-1575 or Mustard Seed
Restaurants	Check online to see if your favorites are offering pickup/delivery services at this time. Tasting Victoria is a favorite go to site, keeping up to date on how our local restaurants and small businesses are adapting.	
HEALTH & WELL BEING		
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.	1-800-784-2433

First Link Dementia Helpline	Provides phone support, information and resources about dementia. The Helpline is for anyone affected by dementia, whether professionally or personally. Helpline staff and volunteers give people the support they need, when they need it.	1-800-936-6033 Mon-Fri 9am to 8pm
Island Health Facilities	Only essential visits, including: critical illness, end-of-life care. Eligible visitors must pass screening criteria. Can't have cough, runny nose, fever, sore throat, shortness of breath; can't have travelled outside of Canada in past 14 days.	250-370-8699 or info@viha.ca
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.	250-381-6367 or info@menstherapycentre.ca
Pandora Clinic & Pharmacy	Currently open but changes in service including limit of 4 patients at a time in waiting room; limited amount of time with the doctor and moving towards telehealth in the next few weeks.	(250) 294-6714
Vancouver Island Crisis Line		1-888-494-3888
RESOURCE SERVICES		
Burnside Gorge Community Centre	Only providing essential services Staff onsite to take phone calls and deal with emergency walk-ins in relation to family homelessness; financial crisis, youth and families in crisis. *Asking that community members do not visit centre unless they have an appointment	250-388-5251 or info@burnsidegorge.ca
Quadra Village Community Centre (QVCC)	Staff will be available on an ongoing basis to provide emergency and virtual support via phone, text, email, and social media. Rotation of core staff on site each day providing essential services and ensure cleanliness. If you wish to be contacted by staff on a regular check in basis, please call or email and leave your email and phone number.	250-388-7696 or info@quadravillagecc.com
QVCC Senior's Entitlement Services	Volunteer advocates supporting seniors, 55 and over, including: guidance, information, system navigation (financial, housing, healthcare, legal), support to address elder abuse and unexpected hardship.	250-388-7696 ext. 230 or ses@quadravillagecc.com

Senior Community Outreach Project (for seniors only)	Outreach line will be monitored Tuesday-Thursday from 8:30am-4:00pm. Seniors can leave a message with their name, phone number and request of how we can help.	(250) 889-4430
St Vincent de Paul	Currently not scheduling any donation pick ups; have cancelled all scheduled pick-up. March 31 update: The Social Concern office will be open from 10:30am-2:30, providing limited essential services. The food bank is open for pick-up only.	(250) 382-0712
VictimLINK	24-hr multilingual phone line for victims of any crime. Offers crisis support and referrals, information on the justice system, resources, victim services	1-800-563-0808
Victoria Women in Need Community Cooperative	Currently offering the Crisis and Referral Program which provides resources, advocacy, some financial resources for women and their families in crisis.	Women in Need or programs@womeninneed.ca
SHOPPING (seniors only)		
Costco	8:00am - 9:00am Tuesday & Thursday	
Country Grocer	7:00am - 8:00am daily	
Fairway	7:00am - 9:00am daily	
Quality Foods	7:00am - 9:00am daily	
Red Barn	7:00am - 8:00am daily	
Root Cellar	8:00am - 9:00am daily	
Save-On-Foods	7:00am - 8:00am daily	
Shoppers Drug Mart	first opening hour of each day or seniors and vulnerable community members to do their shopping - check their website for specific store hours.	
Thrifty's	8:00am - 9:00am daily; order online 8pm - 4am for easier time getting through	
Walmart	7:00am - 8:00am daily	
Whole Foods	8:00am - 9:00am daily	
TRANSPORTATION		
BC Transit	Transit is offering free bus rides for regular and handy-dart buses until further notice. Enter through rear doors unless ramp or lowering is needed.	250-382-6161 or BC Transit COVID-19 Info or transitinfo@bctransit.com