

COMMUNITY RESOURCES DURING COVID-19 PANDEMIC:

Sooke and West Shore

(Updated Nov.5, 2020)

HELP LINES + PEER SUPPORT		
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	<p>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.</p> <p>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</p>	<p>Call: 211</p> <p>http://www.bc211.ca (→view Helplines tab for variety of helplines available)</p>

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Crisis Intervention and Suicide Prevention Centre of BC	<p>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.</p>	<p>Call: 1-800-784-2433</p>
Hope for Wellness Helpline	<p>Includes On-Line Chat Counseling Service</p> <p>Offers immediate mental health counselling and crisis intervention to all Aboriginal peoples across Canada.</p>	<p>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</p> <p>https://www.hopeforwellness.ca/</p>
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. You can contact them 24/7 by calling 1-800-668-6868 or texting 686868. It's free and completely confidential.</p> <p>Now offers 24/7 support to ALL AGES. Text WELLNESS to 741741 to be connected with a crisis responder.</p> <p>They're also sharing resources for supporting your mental, emotional, physical and spiritual health during the coronavirus outbreak. Visit KidsHelpPhone.ca/COVID19 for tips, info, interactive tools and more. Remember, you're never alone!</p>	<p>Visit https://kidshelpphone.ca/ for live chat.</p> <p>Text CONNECT to 686868</p> <p>Call: 1-800-668-6868</p>

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	<p>If you or someone you know is in immediate danger, please contact 911 or the emergency services in your area.</p>	
<p>KUU-US Crisis Line Society</p>	<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>Some of the Services of KUU-US Crisis Line Society Provides are:</p> <ul style="list-style-type: none"> - 24 Hour Crisis Phone Service - Risk Assessments - Safety Monitoring - 24 hour Crisis Mobile Outreach (Funded by BC Gaming Policy & Enforcement Branch) - A.H.O.P.E and HOMEFULNESS* Programs - Weekend Indoor and Mobile Outreach - Transitional Housing - Drop In Services - Fresh Start Program - New Beginnings Program - Community Voicemail Program 	<p>Toll-free: 1-800-588-8717 - Youth Line: 250-723-2040 - Adult Line: 250-723-4050.</p>

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QCHAT	<p>QCHAT is an LGBTQIA2S+ peer support association made up of peer volunteers across British Columbia, and our organization exists to provide peer support and referral services to youth residing within the province.</p> <p>You can find QCHAT on Facebook and at their site https://www.qchat.ca/. Their phone, text, and online chat lines are open Saturday-Wednesday, 6:00-9:00 pm. They also have an ever-growing resource database.</p> <p>QCHAT is not a crisis line.</p>	<p>Call Toll Free: 1-(855)-956-1777</p> <p>TXT: (250) 800-9036</p> <p>Online chat: https://app.purechat.com/w/qchat</p>
Trans Lifeline	<p>Trans Lifeline is a trans-led organization that connects trans people to the community, support, and resources they need to survive and thrive.</p>	<p>Hotline: 877-330-6366</p> <p>More info: https://translifeline.org/</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-</p>	<p>Call: 1-888-494-3888 (24/7)</p> <p>Text 250-800-3806 from your</p>

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	<p>judgmental emotional support, crisis intervention, information, and resources.</p> <p>Their Crisis Lines continue to be available 24/7. Crisis Chat and Crisis Text services remain available nightly from 6:00 pm to 10:00 pm</p>	<p>mobile, available from 6:00 pm to 10:00 pm Pacific Time, seven days a week.</p>
<p>Virtual Mental Health Supports During COVID-19</p>	<p>B.C. seniors, adults, youth and frontline health care workers experiencing anxiety, depression or other mental health challenges arising from the COVID-19 pandemic can get help through virtual services.</p>	<p>https://tinyurl.com/vkqsjhh</p>
<p>VictimLINK</p>	<p>24-hr multilingual phone line for victims of any crime. Offers crisis support and referrals, information on the justice system, resources, victim services.</p> <p>VictimLinkBC can now be accessed 24 hours a day, 7 days a week by texting (as well as calling) 1-800-563-0808 or sending an email to VictimLinkBC@bc211.ca.</p>	<p>Call: 1-800-563-0808</p>
<p>Youth Space (youth under 25)</p>	<p>Online crisis & emotional support chat; open from 6 p.m. – midnight 365 days a year.</p>	<p>youthspace.ca</p>

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Youth in BC	YouthInBC.com is a program of the Crisis Centre. It connects youth with support, information and resources.	https://youthinbc.com/ for 24 hour crisis lines, online chat services, and more supports.
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FOOD SERVICES

Service	Information/Time	Location	Contact Information
Goldstream Food Bank	The first three Tuesdays & Wednesdays of the month between 9:00 - noon	761 Station Ave, Langford	761 Station Ave, Langford https://goldstreamfoodbank.org/ 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 provides support to 150 community members	Port Renfrew	250-647-0065

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Sooke Food Bank	First 3 Thursdays between 9:30am-3pm. Deliveries possible, call to request	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
Victoria Immigrant and Refugee Centre Society (VIRCS)	Delivers food to immigrant and refugee families	N/A	Call (250) 361-9433 info@vircs.bc.ca

SHELTER

Organization	Description	Contact Information
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<p>BC Housing</p>	<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>See all BC Housing info at https://www.bchousing.org/COVID-19</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>Greater Victoria Coalition to End Homelessness</p>	<p>Organization working to end homelessness, which is providing up to date information about current shelters and service providers in the greater Victoria area during the pandemic.</p>	<p>https://victoriahomelessness.ca/covid19_serviceproviderupdates/#toggle-id-3</p>
<p>Sooke Shelter Society</p>	<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	<p>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.</p> <p>They have taken measures with heightened screening and strict sanitation procedures to keep the Transition House open for women and their children fleeing violence and abuse.</p> <p>The program office is closed to the public, but our program staff are working remotely.</p>	<p>www.sooketransitionhousesociety.com</p> <p>Support calls are always available by calling 250-642-2591 24/7</p>	
Victoria Native Friendship Centre	<p>The Victoria Native Friendship Centre will continue to provide essential services including: Shelter and homelessness outreach during this time.</p>	<p>www.vnfc.ca</p> <p>Call: 250-384-3211</p>	
<h3>HEALTH & WELLBEING</h3>			
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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
Access Virtual	Virtual appointment with a doctor who will create individualized care plans, write prescriptions, send lab requisitions, and send referrals to other specialists as needed. Services available exclusively for B.C. residents. Hours are Monday - Friday 8am-8pm and Saturday & Sunday 9am-5pm. https://accessvirtual.ca/british-columbia/en/	N/A	https://accessvirtual.ca/british-columbia/en/
Babylon by Telus Health	Virtual scheduled appointments with a doctor or mental health counsellor, 24/7 chat-style symptom checker, and online assessments that provide insights to your physical and mental health. Services are available Monday - Friday 8am-10pm and Saturday & Sunday 8am-6pm. https://www.babylonhealth.com/ca		

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BC Government Mental Health and Substance Use Digital Hub	<p>Access to health care services for people with a variety of needs including severe and persistent mental health and substance use issues. Links to provincial programs, health information, and current research in the field.</p> <p>http://www.bcmhsus.ca/our-services/virtual-health-services</p>	<p>N/A</p>	<p>www.gov.bc.ca/mentalhealth</p> <p>http://www.bcmhsus.ca/our-services/virtual-health-services</p>
Canadian Mental Health Association	<p>Canadian Mental Health Association - BC Division has launched "Stay Well In Uncertain Times" to provide support to British Columbians, including expanded mental health supports such as:</p> <ul style="list-style-type: none"> • Tips for managing anxiety • Coping with financial uncertainty • Coping strategies 	<p>N/A</p>	<p>https://cmha.bc.ca/covid-19/</p> <p>https://cmha.bc.ca/covid-19/#learn-more</p>

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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>

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Family Support Institute	Serves families and individuals who have family members (including adult children) with disabilities, whether diagnosed or undiagnosed. All services are free. They have trained volunteers throughout the province available to families for support, connection, and to share experiences, expertise, and guidance. Providing free workshops on specific topics, as well as multi-family Zoom hangouts.	N/A	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 support request is received contact will be made within 72 hours. www.familysupportbc.com
First Nations Health Authority Virtual Health Services	The First Nations Health Authority offers a variety of virtual health care services to First Nations people in BC who have limited access to health care services in their communities, who must travel long distances for appointments or whose access to health care has been disrupted by the COVID-19 pandemic. Includes virtual doctors online daily to provide medical advice, prescriptions, and referrals; virtual substance use & psychiatry services, mental health counselling; and appointments through video conferencing with doctors and specialists.		https://www.fnha.ca/what-we-do/ehealth

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The Foundry Victoria Youth Clinic (Virtual)	Virtual drop-in one-on-one counselling sessions, peer support check-ins, and support groups/workshops for young people, ages 12-24, and their caregivers. Groups include supports for dealing with anxiety, LGBTQ2+ issues, navigation of the healthcare system, and a variety of other options. Monday-Thursday 1:15-9:00pm and Friday 2:15-9:00pm for Drop-in sessions. Hours may vary. 1-833-308-6379 https://foundrybc.ca/virtual/ Foundry also has tons of helpful resources online at https://foundrybc.ca	818 Douglas Street	https://foundrybc.ca/virtual/ To book an appointment with counsellors or learn more about services please call us at 1-833-FØUNDRY (that's FØUNDRY with a zero or 1-833-308-6379). Or send email at online@foundrybc.ca or register online to book an appointment.
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/

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HealthLink BC	<p>Wealth of information on all aspects of healthy living: mental health, physical activity, healthy eating, and many more. Links to various resources and a 24/7 phone-in service to speak to a registered nurse, registered dietician, pharmacist or qualified activity specialist for health questions or concerns.</p> <p>https://www.healthlinkbc.ca/8-1-1</p>		<p>https://www.healthlinkbc.ca/8-1-1</p>
Here to Help	<p>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.</p>	<p>N/A</p>	<p>www.heretohelp.bc.ca</p>
Hulitan Family & Community Services Society	<p>Services are now being offered in-person again, with COVID protocols in place. Services are still being offered via phone and virtual sessions (Microsoft Teams) for those who cannot or choose not to attend the office due to issues relating to the pandemic.</p> <p>The website and FB pages for Hulitan and for</p>	<p>N/A</p>	<p>Hulitan Family and Community Services FB page. Website: www.hulitan.ca Main phone: 250-384-9466</p>

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	<p>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.		
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Indigenous Child and Youth Mental Health (CYMH)	<p>Providing counselling for individuals and families over the phone or skype, and work with families, children and youth from the ages of 0-19.</p> <p>Provide mental health services for all mental health concerns (i.e., anxiety, depression, grief and loss, etc).</p> <p>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.</p> <p>A referral can be made over the phone.</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>
Island Health Wellness Centre @ Belmont Secondary School	<p>Tuesdays: Doctor is available from 9:30 – 1:00 and will be working out of Belmont offering virtual visits for youth.</p> <p>Fridays: Nurse Practitioner is present from 9:00– 3:00 and will be working out of Belmont offering virtual visits for youth.</p>	<p>Belmont Secondary, Langford</p>	<p>Appointments can be made by calling 250-519-3580</p>
Island Health Virtual Visit	<p>MyVirtualVisit is a secure video solution by Island Health that enables visits with a healthcare provider from the comfort of</p>		<p>General Inquiries at: 1-888-519-1880 or telehealth@viha.ca (link sends email)</p>

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	home using a personal smartphone, tablet or computer. Talk to your healthcare provider to find out if a virtual appointment will meet your care needs. https://www.islandhealth.ca/our-services/virtual-care-services/myvirtualvisit		
Island Health, Health Unit: Sooke	Sexual Health Services (birth control, STI testing, pregnancy testing, etc.) available on Thursdays from 10am-11am	104-6672 Wadams Way, Sooke	Call (250) 519-3487 for appointment
Island Health, Westshore Health Unit	Sexual Health Services (birth control, STI testing, pregnancy testing, etc.) available Wednesdays 1:00 – 2:30pm	345 Wale Rd., Colwood	Call (250) 519-3490 for appointment

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<p>Island Metis Family and Community Services Society</p>	<p>Providing the following for Metis families and youth on their agency caseloads:</p> <ul style="list-style-type: none"> - Support - emotional, counseling via phone, text and video conferencing - Facebook - cultural activities and other information (anyone can access this) plus we are looking into video conferencing for some activities for youth, and beading circles. - 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. 	<p>N/A</p>	<p>All inquiries and referrals through Virginia Treadwell, program manager: virginia@metis.ca</p>
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virtual visits, limited in-person care)

Island Sexual Health	<p>Offering virtual visits and limited in-person care. 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.</p> <p>Also provide a “Text Line for Sexual Health Questions”: Confidential texting line is still available 250-812-9374 for any sexual health questions. Please note this line is for general sexuality questions not medical advice or booking appointments.</p> <p>All satellite clinics (Camosun, Tsawout and Royal Bay) are CLOSED and clients of these locations are asked to call our main</p>	101-3960 Quadra Street	<p>NEW clients call at 250-592-3479 to book an appointment due to technical issues with online portal.</p> <p>Returning clients can use our online portal (you will be taken to a COVID screening tool to complete before your booking) to book an initial assessment appointment with a nurse or doctor.</p> <p>If you’ve been told it’s necessary for you to follow up with our clinic for an additional appointment for examination, etc., please call us 250-592-3479 to book an in-clinic appointment for you.</p> <p>250-812-9374 text line for sexual health Q&A. Site: https://www.islandsexualhealth.org/</p>
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	<p>clinic location at 250-592-3479 to access supplies/service.</p>		
<p>Jack.org COVID-19 Mental Health Resource Hub</p>	<p>A hub of resources to help take care of yourself and others during these times. Providing educational social media posts and PDFs for download, resources for marginalized youth, resources for parents and educators, and e-mental health services.</p>	<p>N/A</p>	<p>https://jack.org/Resources/COVID-19-Youth-Mental-Health-Resource-Hub</p>

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<p>Latest Govt. Information on COVID-19</p>	<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>For information on B.C.'s COVID-19 Action Plan and other government resources and updates, visit: www.gov.bc.ca/covid19</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> <p>For non-medical related information on COVID-19, visit: www.gov.bc.ca/covid19 Or call 1 888 COVID-19</p> <p>For medical-related information on COVID-19, visit: www.bccdc.ca Or call 811</p>
<p>Learning through Loss</p>	<p>Offers short-term, free virtual counselling support for youth impacted by grief and loss between the ages of 13-24.</p> <p>Learning Through Loss is currently accepting referrals for our peer group programs beginning October</p>	<p>N/A</p>	<p>Referrals must be emailed to: info@learningthroughloss.org</p> <p>Youth participants can find the referral form here: https://fd5aa637-191a-47d9-9695-cc86207a0456.filesusr.com/ugd/8ea094_0a58d13653bb4b09ab90735d150e81cd.pdf</p>

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	<p>13th, a virtual 8-week support group.</p> <p>Friends of Living and Learning Through Loss is offering a virtual 8-week support group for youth aged 13–24 experiencing loss, including:</p> <ul style="list-style-type: none">- Death or loss of a family member, friend or other,- Relocating to a new home or community,- Divorce, family separation- Illness, abuse, etc. <p>Referrals can be made by anyone. Our Registered Clinical Counsellor oversees all referrals and will contact the prospective youth to complete the screening and intake process. A maximum of 12 participants meet for 8 sessions in a confidential and supportive setting to learn about healthy grieving and healing and strategies for coping. If one group is full, interested youth will be put on a waitlist for the next session.</p>		
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	<p>Requirements for acceptance into the program:</p> <ul style="list-style-type: none"> - Youth aged 13–24 who reside within School Districts 61, 62, and 63. - Voluntary participation and commitment to attending the entire program. - Participants must have access to a computer for each session. <p>For more see https://www.learningthroughloss.org/</p>		
<p>Men's Therapy Centre</p>	<p>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.</p>	<p>N/A</p>	<p>250-381-6367 Or info@menstherapycentre.ca</p>

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Military Family Resource Centre (MFRC) – for Military families only	<p>Individual and family counselling services will continue in-person and virtually (phone, Zoom). The Esquimalt MFRC works with youth of military families who are experiencing mental health, social, and emotional challenges relating to their experience with the military lifestyle. Tutoring supports are also available.</p> <p>Contact the MFRC’s counselling intake line at 778-533-7736 or intake@emfrc.com.</p> <p>Calling the MFRC after hours, you will be directed to the Family Information Line (FIL) where you can receive confidential and bilingual counselling. The FIL is prepared to respond to family emergencies and connect with support from SISIP as well as Support Our Troops and Strongest Families.</p>	N/A	250.363.2640
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COMMUNITY RESOURCES DURING COVID-19 PANDEMIC:

Sooke and West Shore

(Updated Nov.5, 2020)

Need2 Suicide Prevention Education and Support (Youth Space)	<p>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.</p>	<p>N/A</p>	<p>250-386-6328</p> <p>Or</p> <p>Youth Space Chat Forum</p>
Pacific Centre Family Services Association	<p>Continuing to offer all programs over telephone, text, or video conferencing.</p> <p>PCFSA services have shifted to a hybrid model where we do have in-person appointments available on a limited schedule as well as Zoom and phone sessions. The in-person sessions do require some COVID-19 precautions (symptom check, hand sanitizer, mask, phone number for contact tracing etc.)</p> <p>Service delivery will continue to adapt to the requirements of the Ministry of Health. If required to close their office again, they will continue to offer services through a telehealth model.</p>	<p>N/A</p>	<p>Intake line is 250-940-4373. The voicemail is checked daily.</p> <p>E-counselling: https://youthspace.ca/ecounselling/</p> <p>General site: https://www.pacificcentrefamilyservices.org/</p>

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	<p>There is also e-counselling provided by PCFS in partnership with Need2 through YouthSpace, at this link: https://youthspace.ca/ecounselling/</p> <p>Services offered by PCFSA:</p> <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		
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	<p>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</p> <ul style="list-style-type: none">- Crime Reduction and Exploitation Diversion: Offers resources and support for youth (and their caregivers) who are involved in the criminal justice system or who have or are at risk of being exploited. Multiple referral sources- 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.		
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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>	<p>N/A</p>	<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</p>	<p>N/A</p>	<p>250-642-5152 www.sfrs.ca</p>

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	<p>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 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>		
<p>Supports for Youth Aging Out of Care</p> <p>Ministry of Children and Family Development</p>	<p>Supports extended for youth aging out of care announced Sept 20, 2020.</p> <p>Youth in government care will be able to stay where they are and</p>		<p>Govt news release:</p> <p>https://news.gov.bc.ca/releases/2020CFD0097-001825</p>

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	<p>those who have recently aged out of care will receive extra support.</p> <p>To ensure youth who are set to age out of care continue to have a safe place to stay during the pandemic, youth currently living in foster care, contracted residential agencies or with relatives through the extended family program, will be able to stay in their placements past their 19th birthday— and youth on Independent Living Agreements and Youth Agreements will continue to receive financial support past their 19th birthday — until March 31, 2021.</p>		<p>Ministry of Children and Family Development response to COVID-19: https://www2.gov.bc.ca/gov/content/family-social-supports/covid-19-information</p> <p>Further resources for former youth in care: https://agedout.com/</p>
<p>Trans Care BC</p>	<p>Lux Welsh (they/them) -peer support/health navigation employee of Trans Care BC based out of the south island.</p>	<p>N/A</p>	<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)

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	<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>		<p>- Email (lux.welsh@phsa.ca)</p> <p>- Facebook messenger chat (doable but not the most secure. More appropriate for general questions)</p> <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>
<p>Child and Youth Mental Health West Shore and Sooke</p>	<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, starting with a parent/caregiver support group. Planning in process</p>	<p>CYMH West Shore 2nd fl. 345 Wale Road</p>	<p>250 391-2223 (West Shore) 250-642-7748 (Sooke)</p>

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<p>YMCA / YWCA of Vancouver Island</p>	<p>The Y Mind Youth Groups are continuing with online delivery for the fall cycles. 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 - Interested participants must register for an information session before Oct 6th <p>The two fall groups are running:</p>	<p>N/A</p>	<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> <p>Registration link: https://anc.ca.apm.activecommunities.com/vancouverislandy/activity/search?onlineSiteId=0&activity_select_param=2&activity_keyword=y%20mind&viewMode=list</p> <p>Contact Kathleen kcherry@sd62.bc.ca or Fiona at fhough@vancouverislandy.ca for more information or to register.</p>
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	<p>Tuesdays from 5:30-8:00pm, October 14th to November 25th</p> <p>Wednesdays from 5:30-8:00pm, October 20th-December 1st</p> <p>They are also running a program called Mind Fit Outdoors – for Teens: a outdoor based anxiety & depression support group for teens in partnership with SD62 at Edward Milne Community School in Sooke. Mind Fit Outdoors is a 7-week program that combines outdoor activity with information and discussion about wellness topics for teens 13-19.</p>		
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FINANCIAL SUPPORT	
Service	Information
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>Apply at this link: https://www2.gov.bc.ca/gov/content/governments/policies-for-government/bcea-policy-and-procedure-manual/hardship-assistance/eligibility-for-hardship-assistance</p>
B.C. 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” <p>COVID-19 Support for Income & Disability Assistance: https://www2.gov.bc.ca/gov/content/family-social-supports/income-assistance/on-assistance/covid</p>

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B.C. Student Loans	<p>Effective March 30/20 BC student loan payments automatically frozen for 6 months, and this period ended on Sept. 30 2020.</p> <p>For information on their Covid-19 response: https://studentaidbc.ca/news/general/covid-19-response-information</p>
BC Government Rental Rebate and Mortgage related updates	<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>

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BC Hydro	<p>The BC Hydro COVID-19 Relief Fund was available from April 1 to June 30, 2020 and it provided eligible residential and small business customers with three months of financial relief on their BC Hydro bill. The program is now closed.</p> <p>For customers who weren't eligible for the COVID-19 Relief Fund, we offered the COVID-19 Customer Assistance Program, which allowed you to defer bill payments or arrange for flexible payment plans with no penalty. This program is closed as of June 30, 2020.</p> <p>Although these programs have closed, if you had overdue payments and were facing disconnection prior to any additional financial hardship that arose from COVID-19, you may be eligible for a Customer Crisis Fund grant of up to \$600.</p> <p>If you've fallen behind on bill payments, we encourage you to set up a flexible, catch-up payment plan to pay the overdue amount. Log in MyHydro to set up a catch-up payment plan online, or request a plan by calling us at 1 800 BCHYDRO (1 800 224 9376).</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>
Canada Emergency Response Benefit	<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>NOTE: CERB extended to 28 wks in fall 2020. https://www.canada.ca/en/services/benefits/ei/cerb-application.html for all CERB related information.</p>

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Canada Student Loans	<p>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. It may take some time for these measures to be applied to your NSLSC online account. Your student loan account may temporarily reflect incorrect information, such as your interest accruing.</p> <p>Here for more information: https://www.canada.ca/en/services/benefits/education/student-aid/notice-covid-19.html</p> <p><i>Important Notice: If you receive a call offering Federal Government relief for student loans and to call back for more information, beware it is a scam. Do not call the number provided as this is not a legitimate representative from the NSLSC.</i></p>
Children’s Aid Foundation: COVID-19 Support Fund	<p>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.</p> <p>Applications are currently ON HOLD as of Sept. 30, 2020.</p> <p>Check here for updates: https://www.cafdn.org/for-youth/covid-19-youth-support-fund/#1561663270029-ccce781e-c1b1</p>
Climate Action Tax Credit	<p>“A one-time enhancement to the <u>climate action tax credit</u> will be paid in July 2020 for moderate to low-income families:</p> <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)”

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Fortis BC	<p>Fortis BC has waived late payment fees and ensured that no customer is disconnected from the energy they need for financial reasons.</p> <p>Contact: 1-866-436-7847 for electricity and 1-888-224-2710 for natural gas.</p> <p>More details here: https://www.fortisbc.com/about-us/supporting-british-columbia-during-the-covid-19-outbreak</p>
ICBC	<p>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.</p> <p>More details here, last updated Sept. 11 2020: https://www.icbc.com/about-icbc/contact-us/Pages/covid-19.aspx</p>

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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	<p>The deadline for most individuals to file their 2019 taxes has been extended to June 1, 2020. The deadline to pay amounts owed has also been extended to September 1, 2020. Penalties and interest will not be charged if payments are made by the extended deadlines of September 1, 2020.</p> <p>If payments have not yet been made by this time, penalties and interest will apply.</p> <p>More details here: https://www.canada.ca/en/revenue-agency/campaigns/covid-19-update/covid-19-filing-payment-dates.html</p>

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TRANSPORTATION		
Organization	Description	Contact Information
BC Transit	<p>BC Transit Recovery Plan:</p> <p>As restrictions begin to lift across the province, select sectors open back up, and people gradually return to engaging in some of the activities they did prior to March 2020, we want to ensure that BC Transit gets you where you need to be, as safely and efficiently as possible. Following the guidance of the Provincial Health Office and WorkSafeBC, and drawing on the best practices of the transit industry worldwide, we are continuing with many of the measures put in place to respond to COVID-19, and are implementing some additional practices and procedures to align with BC's Restart Plan.</p> <p>Information on measures implemented</p>	<p>250-382-6161 or transitinfo@bctransit.com</p> <p>https://www.bctransit.com/covid19</p>

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	available here: https://www.bctransit.com/covid19	
OTHER SERVICES		
Organization	Description	Contact Information
Vancouver Island Regional Library (Sooke and Port Renfrew branches)	<p>The Vancouver Island Regional Library is happy to be back open with limited takeout services.</p> <ul style="list-style-type: none"> • You can register for a Library card online (https://virl.bc.ca/get-help/get-a-card/). • Digital services are available 24/7 at VIRL (https://virl.bc.ca/read-watch-listen/). 	<p>Sooke Branch:</p> <p>Vancouver Island Regional Library 2065 Anna Maria Road Sooke, BC V92 0A4 sooke@virl.bc.ca Phone: 250-642-3022 https://virl.bc.ca/</p>

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	<ul style="list-style-type: none">Find upcoming virtual and non-virtual programming information, including StoryWalks, virtual storytimes, and at-home kits at VIRL (https://virl.bc.ca/calendar/). Stay tuned for more information!	<p>Port Renfrew Branch: 6638 Deering Road Port Renfrew BC V0S 1K0 portrenfrew@virl.bc.ca Phone: 250-647-5423 https://virl.bc.ca/</p>
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