

COMMUNITY RESOURCES DURING COVID-19 PANDEMIC:

Sooke and West Shore

(Updated Spring 2021)

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>
Crisis Intervention and Suicide	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

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<p>Prevention Centre of BC</p>		
<p>Hope for Wellness Helpline</p>	<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>
<p>Kids' Help Phone</p>	<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>If you or someone you know is in immediate danger, please contact 911 or the emergency services in your area.</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>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>
<p>QCHAT</p>	<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.</p> <p>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>

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Trans Lifeline	Trans Lifeline is a trans-led organization that connects trans people to the community, support, and resources they need to survive and thrive.	Hotline: 877-330-6366 More info: https://translifeline.org/
Vancouver Island Counselling Centre for Immigrants and Refugees	Providing counselling and mental health services online to immigrant and refugee families across the CRD.	To make an appointment or referral, call 778-404-1777 or email info@viccir.org .
Vancouver Island Crisis Line	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. 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	Call: 1-888-494-3888 (24/7) Text 250-800-3806 from your mobile, available from 6:00 pm to 10:00 pm Pacific Time, seven days a week.
Virtual Mental Health Supports During COVID-19	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.	https://tinyurl.com/vkqsjhh
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

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	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.	
Youth Space (youth under 25)	Online crisis & emotional support chat; open from 6 p.m. – midnight 365 days a year.	youthspace.ca
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.

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	https://goldstreamfoodbank.org/ goldstreamfoodbank@gmail.com (250) 474-4443

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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
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@vires.bc.ca

SHELTER

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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>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>
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 during the pandemic.</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	<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>
Child and Youth Mental Health West Shore and Sooke Specialized services also offered.	<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>Services include:</p> <ul style="list-style-type: none"> • Intake and referral • Caregiver consultations • Various assessments 	<p>West Shore location: 2nd fl. 345 Wale Road</p> <p>Sooke location: 108-6672 Wadams Way (Hours at both sites: 9-4 but closed between noon and 1 p.m.)</p>	<p>250 391-2223 (West Shore) 250-642-7748 (Sooke)</p>

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	<ul style="list-style-type: none"> • Individual treatment • Family treatment • Group treatment • Parenting programs <p>Other specialized services:</p> <p>Child and Youth Mental Health High Risk Services Assessment and brief treatment for actively suicidal children and youth</p> <p>Multi-Cultural Outreach Outreach-based treatment provided to immigrant children and families</p> <p>Eating Disorders Program</p> <p>Indigenous Child and Youth Mental Health</p>	<p>302-2955 Jutland Rd.</p>	<p>250-952-5073</p> <p>250-952-5073</p> <p>250-387-0000</p> <p>250-952-4073</p>
<p>Discovery Youth & Families Substance Use Services</p>	<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</p>	<p>N/A</p>	<p>Call and ask to speak to the intake counsellor. 250- 519-5313 extension 34345</p>

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	community professional.		
Family Smart	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.	N/A	Lisa.Tate@familysmart.ca
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	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

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	well as multi-family Zoom hangouts.		
First Nations Health Authority Virtual Health Services	<p>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.</p> <p>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.</p>		https://www.fnha.ca/what-we-do/ehealth
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	818 Douglas Street	https://foundrybc.ca/virtual/ To book an appointment with counsellors or learn more about services please call us at 1-833-

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	<p>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.</p> <p>Foundry also has tons of helpful resources online at https://foundrybc.ca</p>		<p>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.</p>
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. https://www.healthlinkbc.ca/</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>	N/A	<p>www.heretohelp.bc.ca</p>

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<p>Hulitan Family & Community Services Society</p>	<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 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 Ols 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 	<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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	caring for children under a MCFD Out-Of-Care Order or Agreement.		
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. 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. A referral can be made over the phone.</p>	N/A	<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>	Belmont Secondary, Langford	Appointments can be made by calling 250-519-3580

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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 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.</p> <p>https://www.islandhealth.ca/our-services/virtual-care-services/myvirtualvisit</p>		<p>General Inquiries at: 1-888-519-1880 or telehealth@viha.ca (link sends email)</p>
Island Health, Health Unit: Sooke	<p>Sexual Health Services (birth control, STI testing, pregnancy testing, etc.) available on Thursdays from 10am-11am</p>	<p>104-6672 Wadams Way, Sooke</p>	<p>Call (250) 519-3487 for appointment</p>
Island Health, Westshore Health Unit	<p>Sexual Health Services (birth control, STI testing, pregnancy testing, etc.) available Wednesdays 1:00 – 2:30pm</p>	<p>345 Wale Rd., Colwood</p>	<p>Call (250) 519-3490 for appointment</p>

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Island Metis Family and Community Services Society	Providing the following for Metis families and youth on their agency caseloads: <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. 	N/A	All inquiries and referrals through Virginia Treadwell, program manager: virginia@metis.ca
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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 clinic location at 250-592-3479 to access supplies/service.</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>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>
<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>

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<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 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</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>full, interested youth will be put on a waitlist for the next session.</p> <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>Military Family Resource Centre (MFRC) – for Military families only</p>	<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>N/A</p>	<p>250.363.2640</p>

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	<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>		
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
Pacific Centre Family Services Association	Continuing to offer all programs over telephone, text, or video conferencing. 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.	N/A	Intake line is 250-940-4373. The voicemail is checked daily. E-counselling: https://youthspace.ca/ecounselling/ General site: https://www.pacificcentrefamilyservices.org/

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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 families who are experiencing a multitude of issues, including anxiety, depression, family dynamics, substance use, fears, identity issues, parenting concerns, and 		
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	<p>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. 		
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</p>	N/A	<p>250-383-3232 or</p>

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	sexually assaulted within the past 7 days.		access@vsac.ca
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 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</p>	N/A	<p>250-642-5152</p> <p>www.sfrs.ca</p>

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	but temporarily available through phone and video calls.		
<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 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>Govt news release:</p> <p>https://news.gov.bc.ca/releases/2020CFD0097-001825</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>

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<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>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>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) - 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>
<h3>FINANCIAL SUPPORT</h3>			
<p>Service</p>	<p>Information</p>		

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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>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>
Canada Emergency Response Benefit	<p>The Government of Canada is taking immediate, significant and decisive action to support Canadians and businesses facing hardship as a result of the COVID-19 outbreak. Find out more online at: https://www.canada.ca/en/department-finance/economic-response-plan.html</p>

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Canada Student Loans	https://www.canada.ca/en/services/benefits/education/student-aid/notice-covid-19.html
Fortis BC	As a critical infrastructure service provider, they've taken the necessary steps to ensure the health, safety and well-being of their customers, employees and their communities. Find our more here: https://www.fortisbc.com/about-us/supporting-british-columbia-during-the-covid-19-outbreak
ICBC	COVID customer rebates being distributed to all ICBC customers in Spring/2021. More details here: https://www.icbc.com/about-icbc/contact-us/Pages/covid-19.aspx

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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.</p> <p>Full details: https://www2.gov.bc.ca/gov/content/governments/organizational-structure/ministries-organizations/ministries/social-development-poverty-reduction</p>	
OTHER SERVICES		
Organization	Description	Contact Information
Greater Victoria Public Library	<p>All branches open with limited services during the pandemic.</p> <p>You can sign up for a card online www.gvpl.ca</p>	<p>Westshore branches:</p> <p>Langford Heritage Branch: Langford Heritage Branch, 102-1314 Lakepoint Way, Langford</p> <p>Goudy Branch: Goudy Branch, 119-755 Goldstream Ave, Langford</p>

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	<p>Browse a limited collection, place and pick up holds at any of our 12 locations. 24/7 online digital resources https://www.gvpl.ca/howdoi/digital/</p> <p>Visit the program page for virtual events https://www.gvpl.ca/gvpl-programs/</p>	<p>Juan de Fuca Branch: Juan de Fuca Branch, 1759 Island Hwy, Colwood Customer Service Line (CSL): 250-940-4875(GVPL) www.gvpl.ca</p>
<p>Vancouver Island Regional Library (Sooke and Port Renfrew branches)</p>	<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/). • Find upcoming virtual and non-virtual programming information, including StoryWalks, virtual storytimes, and at-home kits at VIRL (https://virl.bc.ca/calendar/). 	<p>Sooke Branch: Vancouver Island Regional Library 2065 Anna Maria Road sooke@virl.bc.ca Phone: 250-642-3022 https://virl.bc.ca/</p> <p>Port Renfrew Branch: 6638 Deering Road portrenfrew@virl.bc.ca Phone: 250-647-5423 https://virl.bc.ca/</p>

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