

Community Resources Guide

July 2026



CENTRAL
BAPTIST CHURCH • VICTORIA

HOW TO USE THIS GUIDE

This guide is intended to help individuals, church leaders, and volunteers identify community resources that may be helpful in a variety of situations. Inclusion in this guide does not imply endorsement by Central Baptist Church.

Individuals are encouraged to contact organizations directly to confirm services, eligibility requirements, hours of operation, and availability.

Contents

Contents	3
Emergency & Crisis Services	6
Emergency Services	6
Crisis & Distress Lines	6
Domestic Violence & Sexual Assault Crisis Support.....	7
Emergency Shelter & Housing	7
Urgent Health Care.....	7
Hospital emergency departments.....	7
Urgent and Primary Care Centres.....	8
Child Protection.....	9
Community Hubs and Multi-Service Agencies	9
Food	11
Nutrition Education / Cooking Programs	11
Food Banks & Community Meals	11
Housing & Homelessness.....	12
Emergency, Transitional & Supportive Housing	12
Housing Assistance, Information & Services	13
Domestic Violence & Family Safety.....	14
Victim Services	15
Children’s Programs.....	16
Employment & Financial Assistance.....	16
Financial Counselling.....	16
Finding Employment.....	16
Government Benefits & Tax Services	17
Health & Wellness.....	18
Emergency	18

Public Health Units.....	18
Walk-In Clinics	19
Hospitals	19
Palliative & End-of-Life Care	20
Sexual Health Resources.....	20
Dental Health Resources.....	20
Children’s Health Services	21
Medical Equipment & Supplies.....	21
Health Organizations & Disease-Specific Supports	22
Mental Health & Wellness	27
Addiction & Detox Support	27
Support Groups	28
Mental Health Resources	28
Counselling.....	29
Transportation.....	31
Families.....	31
Parenting and Family Support.....	31
Pregnancy & Prenatal Support	32
Childcare Resources	32
Early Childhood Programs & Support	32
Education.....	33
Kindergarten – Grade 12	33
Homeschooling Resources	34
Post-Secondary Institutions	35
ESL Resources.....	35
Seniors	36
Housing Information	36
Housing & Care Options	37
In-Home Support Services.....	38

Senior Centres	38
Youth	39
Persons with Disabilities	40
Immigration & Settlement Advocacy.....	43
Clothing, Household Goods & Thrift Stores	44
Emergency Clothing	44
Furniture & Household Goods	45
Thrift Stores	45
Legal, Advocacy & Systems Navigation	47
Benefits & Income Assistance	47
Legal Assistance	48
Government Complaints & Oversight.....	49
Tenant Programs & Resources	49

Emergency & Crisis Services

Emergency Services

911

Call 9-1-1 for police, fire and medical emergencies.

B.C. Drug and Poison Information Centre

1-800-567-8911 | www.dpic.org

Call the B.C. Poison Control Centre if you suspect someone has been poisoned with a medicine, chemical or substance.

Crisis & Distress Lines

Vancouver Island Crisis Line

1-888-494-3888 | Non-emergency 1.877.753.2495 | www.vicrisis.ca

The Vancouver Island Crisis Society's 24-hour Crisis Lines provide short-term nonjudgemental support and crisis intervention.

Suicide Crisis Helpline

Call or text 9-8-8 | 988.ca

A safe space to talk, 24 hours a day, every day of the year.

BC Mental Health & Crisis Response

310-6789

No area code needed

BC Suicide Prevention and Intervention Line

1-800-SUICIDE / 1-800-784-2433

Provides a confidential, 24-hour toll-free crisis line for people who are feeling suicidal, are concerned for someone who might be suicidal, or for emotional support.

Crisis line workers are able to provide intervention through emergency mental health teams or other emergency services, and may also refer callers to their local crisis centre for additional support and information.

KUU-US Crisis Line

1-800-588-8717 | www.kuu-uscrisisline.com

For Indigenous people on Vancouver Island and across the province. Support is available 24-hours a day, every day of the year.

Rape Crisis Line

24-hr 604.872.8212

Domestic Violence & Sexual Assault Crisis Support

VictimLink BC

1-800-563-0808 | www.victimlinkbc.ca 211-victimlinkbc@uwbc.ca

Support program for victims of crime and trauma across B.C. and Yukon. This service is toll-free, confidential, and available 24 hours a day, 7 days a week in different languages.

Cridge Transition House for Women 24 Hour Crisis Line

250-479-3963 | cridge.org/cthw

The Cridge Transition House is a safe place for women with or without children fleeing violence or abuse in their homes. They can help you to break your isolation, gain access to financial assistance, find the right legal protection, find support with other community agencies, fill out housing applications, and access food, groceries, clothing and furniture.

Victoria Women's Transition House Society 24-Hour Crisis Line

250-385-6611 | www.transitionhouse.net/our-programs/24-hour-crisis-line

The Crisis Line provides support and information and can lead to emergency housing for women, with or without children and who are currently experiencing intimate partner violence and abuse. Family, friends and professionals can also call for support and information.

Victoria Sexual Assault Centre

250-383-3232 | vsac.ca/sart | 201-3060 Cedar Hill Road

The Sexual Assault Response Team provides immediate support, 24-hours a day, online or in-person to people of all genders, ages 13 and over, who have been sexually assaulted with in the last 7 days.

Emergency Shelter & Housing

BC Housing Emergency Shelter Program

smap.bchousing.org

Emergency shelters are temporary but immediate places to stay for anyone who is homeless or at risk of homelessness. Check bc.211.ca/shelter-lists/ for an updated Shelter List.

Urgent Health Care

Hospital emergency departments

If you or someone else is in danger or needs urgent medical help, **call 9-1-1** right away. Current wait times are available here: www.islandhealth.ca/find-care

You can also go directly to the Emergency Department.

Call 9-1-1 or go to the Emergency Department for:

- Signs of a stroke (numbness, confusion, trouble speaking)
- Chest pain or signs of a heart attack
- Major injury or trauma
- Mental health crisis
- Head injury with loss of consciousness
- Pregnancy complications
- Feeling unwell and on dialysis
- Overdose or poisoning
- Sexual assault or rape

Royal Jubilee Hospital

250-370-8000 | 1952 Bay Street

This hospital Emergency Department is open 24/7 for life-threatening or serious health concerns. Patients are seen based on the urgency of their condition, not the order they arrive.

Saanich Peninsula Hospital

250-544-7676 | 2166 Mt. Newton X Road, Saanichton BC

The Emergency Department is open 7 a.m. to 10 p.m. daily for life-threatening or serious health concerns. If you need emergency care outside opening hours, you can visit Royal Jubilee Hospital or Victoria General Hospital. Patients are seen based on the urgency of their condition, not the order they arrive.

Victoria General Hospital

250-727-4212 | 1 Hospital Way

This hospital Emergency Department is open 24/7 for life-threatening or serious health concerns. Patients are seen based on the urgency of their condition, not the order they arrive.

Urgent and Primary Care Centres

For health concerns that should be seen within 12 to 24 hours.

Downtown Victoria Urgent and Primary Care Centre

1-833-688-8722 | 1107 Pandora Avenue

Esquimalt Urgent and Primary Care Centre

1-833-688-8722 | 890 Esquimalt Road

Gorge Urgent and Primary Care Centre

1-833-688-8722 | 63 Gorge Road E

James Bay Urgent and Primary Care Centre

1-833-688-8722 | Unit B – 547 Michigan Street

North Quadra Urgent and Primary Care Centre

1-833-688-8722 | 100 – 4420 Chatterton Way

Child Protection

MCFD Child Protection Reporting

1-800-663-9122

Child protection services in B.C. are intended to safeguard children from harm. Where there is reason to believe a child has been abused or neglected, or is otherwise in need of protection, child protection social workers have the delegated authority to investigate and take appropriate action to ensure that child's safety.

See [Child Protection Services in B.C.](#) for more information.

Helpline for Children

1-877-631-8282

If you are a child or youth and you or someone you know is unsafe or being abused, call the Helpline for Children at any time. The call is free and you do not have to give your name.

Community Hubs and Multi-Service Agencies

Beacon Community Services

250-656-0134 | beaconcs.ca | 2723 Quadra St

Helps people of all ages access support, resources, and opportunities that strengthen health, well-being, and community connection. Programs include housing and shelter supports, employment services, childcare, senior services, wellness programs, and volunteer opportunities.

Burnside Gorge Community Centre

250-388-5251 | burnsidegorge.ca | 471 Cecilia Road

The Burnside Gorge Community Association (BGCA) operates a full continuum of support services to children, youth and families throughout the capital region. Programming includes: a range of childcare programs for ages 3.5 to 11; a range of community and school-based youth & family services; housing and asset development supports for youth and families; community recreation and special events for all ages; and a variety of community development initiatives.

Capital City Volunteers

250-388-7844 | capitalcityvolunteers.org | 547 Michigan Street

Services for Seniors: In-home friendly visits, walking, light gardening, reading and writing assistance, computer support, income tax preparation, minor home repairs, dog walking, medical and errands drives, and light housekeeping services

Esquimalt Neighbourhood House

250-385-2635 | enh.bc.ca | 511 Constance Avenue

Esquimalt Neighbourhood House Society is a charitable organization that provides support services to children, youth, adults, families and seniors. Services include early years and family resource programs with a focus on children's learning and development; pre- and post-natal services; mental health and supportive counselling for adults; youth and family support; as well as help for seniors to remain living independently in their home.

Oak Bay Volunteer Society

250-595-1035 | oakbayvolunteers.org | 1442 Monterey Avenue

Drives, destination walks, document assistance, tech support, minor home repairs, social supports, friendly phone calls, companion walks, friendly visits at home, packing and sorting, and seasonal gardening help

James Bay Community Project

250-388-7844 | jbcp.bc.ca | 250-388-7844

Offers programs and services for seniors, youth, and families, including child development programs, outreach services, food assistance, information and referral, and volunteer services.

Mount Newton Centre

250-652-3432 | mountnewtoncentre.org | 2158 Mount Newton X Road, Saanichton BC

The services offered at the Centre have developed due to a growing need and changing demographic on the Peninsula. We strive to support seniors living in their own homes by providing a home-like environment for them during the day. This also provides respite to carers, something that can make all the difference.

Saanich Volunteers

250-595-8008 | saanichvolunteers.org | 1445 Ocean View Road

Appointment drives, income tax filing, friendship calls and visits, food bank and hamper delivery, minor home repair, garden and yard work, food security programs.

Shelbourne Community Kitchen

250-590-0980 | www.shelbournecommunitykitchen.ca | 101-3787 Cedar Hill Road

The Shelbourne Community Kitchen is a warm and welcoming neighbourhood food centre, located in Saanich B.C. Through our many programs and services, we work to alleviate social isolation and lower barriers to healthy food for families and individuals who are living on low income in our community.

Quadra Village Community Centre

250-388-7696 | qvcc.ca | 901 Kings Road

A neighbourhood-based organization that provides programs, services, and community support for children, youth, families, seniors, and other residents in the Hillside–Quadra area of Victoria. Services include family outreach, seniors’ support, housing and resource referrals, youth programs, community activities, and short-term assistance to help people connect with resources and strengthen community well-being.

Victoria Native Friendship Centre (VNFC)

250-384-3211 | vnfc.ca | 231 Regina Avenue

VNFC offers unique wrap-around programming that includes full daycare, early childhood development programs, family violence prevention, law and health services, mental health and addictions supports, education and employment programs, youth services, food security programs, housing supports and services, Elders programs, a full community kitchen, cultural and arts events.

Food

Nutrition Education / Cooking Programs

Shelbourne Community Kitchen

250-590-0980 | www.shelbournecommunitykitchen.ca | 101-3787 Cedar Hill Road

The Shelbourne Community Kitchen is a warm and welcoming neighbourhood food centre, located in Saanich B.C. Through our many programs and services, we work to alleviate social isolation and lower barriers to healthy food for families and individuals who are living on low income in our community.

Food Banks & Community Meals

Fateh Care

587-889-2700 | fatehcare.com

One of its kind in Canada, the free mobile food bank is available to all those who are struggling for food and also do not have transport to go out and buy.

LivingEdge Markets

250-381-1839 | livingedge.ngo/markets

FREE, fresh groceries to anyone who needs them - students, working families, single moms and dads, the elderly - all are welcome with no I.D. or registration required. Check the website for the current schedule and locations and schedule.

Quadra Village Community Centre Food Distribution

250-388-7696 | qvcc.ca/community-support | 901 Kings Road

There is a Food Distribution Table with extra food for the community to access. Anyone can stop by and take what they need while we are open. Amounts vary daily. Cobs Bread is available every Tuesday at 10am first-come-first-served.

Rainbow Kitchen

250-384-2069 | rainbowkitchen.ca | 500 Admirals Road

Rainbow Kitchen is a family-friendly community kitchen that specializes in providing delicious meals and connecting the community to resources. Everyone welcome, no questions asked.

St. Vincent De Paul Social Concern

250-382-0712 | ssvpvancouverisland.ca/relief-programs | 833 Yates Street

Provides practical assistance to individuals and families experiencing financial hardship, food insecurity, housing challenges, or other life difficulties. Services include a food pantry, clothing and household goods assistance, housing programs, home visits, support for people with diverse abilities, and connections to community resources.

Housing & Homelessness

Emergency, Transitional & Supportive Housing

Cool Aid

250-383-1977 | coolaid.org | 101-749 Pandora Avenue

For more than 50 years, Cool Aid has been connecting people in need with the necessities to live healthier, happier lives. From emergency shelter and permanent housing to primary health care and nutritious meals, Cool Aid offers life-changing services to thousands of people in the capital region each year.

Cridge Transition House for Women 24 Hour Crisis Line

250-479-3963 | cridge.org/cthw

The Cridge Transition House is a safe place for women with or without children fleeing violence or abuse in their homes. They can help you to break your isolation, gain access to financial assistance, find the right legal protection, find support with other community agencies, fill out housing applications, and access food, groceries, clothing and furniture.

PHS Community Services Society

604-683-0073 | phs.ca

PHS Community Services Society is a registered charity that provides housing, healthcare, harm reduction and health promotion for some of the most vulnerable and under-served people in Victoria.

Salvation Army

250-384-3396 | www.victoria.arc.org | 525 Johnson Street

[Housing & Support Services](#) provides safe, stable, and supportive accommodation for individuals who are unhoused or experiencing housing insecurity.

They offer four programs that help individuals stabilize, set goals, and work toward long-term housing and well-being. With case management, referrals, and a compassionate, client-centered approach, their team walks alongside each resident to support lasting change.

Victoria Women's Transition House

250-385-6611 www.transitionhouse.net/our-programs/facilities-shelter

Victoria Women's Transition House provides a 30-day emergency shelter for women, children, and members of the women's community who are fleeing intimate partner violence or abuse. In addition to safe accommodation, residents receive practical support such as safety planning, counselling, advocacy, legal and housing information, referrals to community services, support groups, and help accessing transportation and other resources.

Housing Assistance, Information & Services

BC Housing

1-800-257-7756 | www.bchousing.org

BC Housing offers housing assistance programs, including:

- Subsidized housing - www.bchousing.org/housing-assistance/rental-housing
- Rental Assistance Program (RAP) - www.bchousing.org/housing-assistance/rental-assistance-programs
- Shelter Aid for Elderly Renters - www.bchousing.org/housing-assistance/rental-assistance-programs/SAFER
- Housing with Support - www.bchousing.org/housing-assistance/housing-with-support
- Tenant Programs & Resources - www.bchousing.org/housing-assistance/tenant-programs-resources

Provides subsidized housing for persons with low income, seniors, and persons with disabilities.

Co-operative Housing Federation of BC

1-866-879-5111 | chf.bc.ca

The Co-operative Housing Federation of BC (CHF BC) supports housing co-operatives across the province and can help people learn about co-op housing opportunities. They provide information about co-op living, connect people with housing co-ops, and offer resources to support affordable, community-based housing.

Greater Victoria Rent Bank

250-383-6166 | communitycouncil.ca/rentbank

A Rent Bank provides financial assistance in the form of a no-interest repayable loan to households at risk of eviction for reasons such as non-payment of rent or essential utilities. The loan can also be used as a damage deposit and/or first month's rent to move to safe and sustainable housing.

Seniors Services Society

604-520-6621 | www.seniorsservicessociety.ca | housing@seniorsservicessociety.ca

Provides housing information for seniors who are homeless or at-risk of homelessness.

Domestic Violence & Family Safety

Cridge Transition House for Women 24 Hour Crisis Line

250-479-3963 | cridge.org/cthw

The Cridge Transition House is a safe place for women with or without children fleeing violence or abuse in their homes. They can help you to break your isolation, gain access to financial assistance, find the right legal protection, find support with other community agencies, fill out housing applications, and access food, groceries, clothing and furniture.

Rape Victims Support Network

778-886-7001 | www.assaultcare.ca

Provides counselling, advocacy, and referrals to victims of sexual assault.

Men's Therapy Centre

250-381-6367 | menstherapycentre.ca/MTC | 304-3491 Saanich Road

Supports for men who have experienced emotional, physical or sexual trauma in childhood or as an adult. Programs include victim services, one to one counselling, and group counselling.

Victoria Sexual Assault Centre

250-383-3232 | vsac.ca | 201-3060 Cedar Hill Road

Programs include a first point of contact / service access line, sexual assault response team, clinic, counselling, and victim services.

Victoria Women's Transition House Society

250-385-6611 | www.transitionhouse.net

The Crisis Line provides support and information and can lead to emergency housing for women (cisgender and transgender) and non-binary and two-spirit people who identify as part of the women's community, with or without children and who are currently experiencing intimate partner violence and abuse. Family, friends and professionals can also call for support and information.

Cridge Centre for the Family

250-384-8058 | cridge.org/services | 1307 Hillside Avenue

The Cridge Centre is a place where people who are in crisis can make a safe landing — where you will be welcomed and heard, cared for and supported. Where you can unpack your baggage and deal with the trauma in your life and look for a place of healing, safety and hope.

Threshold Housing Society

250-383-8830 | thresholdhousing.ca | 101 – 1006 Fort Street

Safe housing, substance use recovery and essential services for young people experiencing or at-risk of homelessness. Programs are youth-centered, focusing on dignity, belonging, and long-term success.

Women in Need Crisis & Referral Program

250-480-4006 ext. 206 | programs@womeninneed.ca

WIN's Crisis and Referral program supports women, trans, non-binary, and Two-Spirit people to access the resources that they need to meet their immediate needs. This can include referrals to other organizations, [WIN gift certificates](#), and at times, *food certificates, or *emergency funding when other community resources have already been accessed

Victim Services

MADD Victoria & Area

1-800-665-6233 | www.madd.ca

Offers support to victims/survivors of impaired drivers and their families and friends.

Men's Therapy Centre

250-381-6367 | menstherapycentre.ca/MTC | 304-3491 Saanich Road

Supports for men who have experienced emotional, physical or sexual trauma in childhood or as an adult. Programs include victim services, one to one counselling, and group counselling.

Victim LINK BC

1-800-563-0808 | www.victimlinkbc.ca

Provides multi-lingual assistance and support for victims of crime or sexual violence.

Victim Services

250-995-7351 | gvpvs.org | info@gvpvs.org

Provides emotional support, practical assistance and referrals to individuals who have been victimized as a result of crime or trauma. Staff provide information about available resources, case-specific information, police procedures, the court system as well as help with Crime Victim Assistance Program applications and Victim Impact Statements.

Children's Programs

Kids Help Phone

1-800-668-6868 | Text 686868 | kidshelpphone.ca

Free, confidential, 24/7 mental health and crisis support service for young people across Canada. Youth can access support by phone, text, online chat, and self-guided resources, and can receive help with concerns such as stress, anxiety, relationships, bullying, grief, abuse, identity, mental health, and other life challenges.

Victoria Child Abuse Prevention & Counselling Centre (VCAPCC)

250-385-6111 | vcapcc.com | 101 – 1208 Wharf Street

The Victoria Child Abuse Prevention & Counselling Centre supports children, youth, and families affected by abuse, trauma, and violence. They provide counselling, victim services, child and youth advocacy services, and prevention programs to help young people and their families heal and stay safe.

Caught in the Middle

250-386-4331 | www.fsgvic.org/caught-in-the-middle

Caught in the Middle is an 8-week psychoeducational support program for adults and children aged 7-12 who are experiencing high-conflict family separation or co-parenting situations.

Employment & Financial Assistance

Financial Counselling

Credit Counselling Society

250-382-9559 | nomoredebts.org/canada-credit-counselling/bc/victoria

The Credit Counselling Society is an accredited non-profit that helps Canadians solve their money problems by providing free credit counselling, low-cost debt solutions, and education to help you manage your money better.

Finding Employment

WorkBC Employment Services

1-877-952-6914 | www.workbc.ca

WorkBC provides free employment and career services for people in British Columbia. They offer help with job searching, career planning, skills training, education funding, resume and interview preparation, and connections to local employment services and supports.

There are several WorkBC Centres in the Greater Victoria area:

- **Langford** – [202-3179 Jacklin Road](http://202-3179-Jacklin-Road), 250-478-9525

- **Sidney** – [9860 Third Street](#), 250-656-0134
- **Sooke** – [2096 Church Road](#), 250-642-3685
- **Victoria** – [201-3962 Borden Street](#), 250-479-9675
- **Victoria** – [201-1483 Douglas Street](#), 250-388-0858

Job Bank

www.jobbank.gc.ca

Government of Canada's free employment website that helps job seekers find work, explore careers, access labour market information, and connect with employers across the country. The site includes job postings, career planning tools, wage and outlook information, résumé-building resources, job alerts, and specialized resources for youth, newcomers, Indigenous people, persons with disabilities, veterans, and other job seekers.

Government Benefits & Tax Services

Income Assistance – Gov't of BC

1-866-866-0800 | www2.gov.bc.ca/gov/content/family-social-supports/income-assistance/apply-for-assistance

Provides financial assistance and support services for eligible British Columbians who are unable to meet their basic needs. Programs include income assistance, disability assistance, hardship assistance, and employment supports, helping individuals and families with essentials such as food, shelter, clothing, and access to services while working toward greater financial stability.

Service BC

250-387-6121 | servicebc.ca | 403-771 Vernon Ave

Provides access to a wide range of provincial government programs, services, and information through service centres located throughout British Columbia. Staff can help residents access government services, complete applications and forms, obtain vital statistics documents, register for programs, and connect with the appropriate government resources and supports.

Tax Clinics

1-800-959-8281 | www.canada.ca/en/revenue-agency/services/tax/individuals/community-volunteer-income-tax-program/need-a-hand-complete-your-tax-return.html

Community organizations host free tax clinics where volunteers complete tax returns for people with a modest income and a simple tax situation.

Health & Wellness

HealthLink BCC

Dial 811 | www.healthlinkbc.ca/find-care/healthlink-bc-8-1-1-services

HealthLink BC helps people access reliable health information, find health services, and connect with health professionals by phone or online. Translation services are available in more than 130 languages, making health information accessible to a wide range of communities across British Columbia.

Nursing Care at Home and in the Community (Island Health)

250-388-2273 | www.islandhealth.ca/services/community-health-services/nursing-care-home-and-community

Island Health Community Nursing offers professional nursing care at home and in community clinics for people recovering from illness or surgery, managing chronic health conditions, or requiring ongoing medical support. Services are coordinated with patients, families, and healthcare providers to support health, independence, and quality of life.

Emergency

See [Emergency & Crisis Services—Urgent Health Care](#) section above.

Public Health Units

Health Units provide preventive, clinical, and community-based health services. Key services include public health nursing (immunizations, developmental screening), youth and family clinics (STI testing, counseling, prenatal support), and communicable disease control. They also offer speech, dental, and nutritional resources.

These units typically focus on population health rather than emergency care. To see what is offered at your specific local branch (e.g., Esquimalt Health Unit), use the [Island Health Location Finder](#) tool or click one of the links below.

- [**Esquimalt Health Unit**](#)
250-519-5311 | 530 Fraser Street
- [**Peninsula Health Unit**](#)
250-544-2400 (Public Health) | 250-544-2500 (Community Health Services) | 2170 Mount Newton Cross Road, Saanichton BC
- [**Saanich Health Unit**](#)
250-519-5100 | 2995 Quadra Street
- [**Sooke Health Unit**](#)
250-519-3487 | 104-6672 Wadams Way
- [**Victoria Health Unit**](#)
250-388-2200 | 1947 Cook Street
- [**Westshore Health Unit**](#)
250-519-3490 | 345 Wale Road

Walk-In Clinics

Walk-In Clinics provide access to non-urgent medical care for people who need health advice, assessment, and/or treatment for minor illnesses or injuries. Clinics may provide appointments in-person, by phone, or virtually. Check with the clinic details.

- **Colwood Family Practice**
250-940-0877 | www.colwoodfamilypractice.com/urgentappointmentclinic |
102-1910 Sooke Road
- **Esquimalt Medical Clinic**
778-265-4305 | esquimaltmedicalclinic.com/community-clinic | 3-1153 Esquimalt Road
- **Lifecare Medical Clinic**
250-410-3879 | lifecaremedical.ca | 360-1641 Hillside Avenue
- **Oak Bay Medical Clinic**
250-598-6744 | www.oakbaymedicalclinic.com | 101-1640 Oak Bay Avenue
- **Quadra Village Medical Clinic**
250-383-5513 | quadravillagepharmacy.com/medical-clinic | 2631 Quadra Street
- **Saanich Plaza Medical Clinic**
250-475-1101 | www.saanichplazamedicalclinic.ca/walk-in-clinic | 3544 Blanshard Street,
Victoria BC
- **WELL Health Medical Centres**
 - 250-381-8112 | wellclinics.ca/british-columbia/victoria/tillicum-whmc | 14-3170
Tillicum Road, Victoria BC
 - 250-590-8375 | wellclinics.ca/british-columbia/victoria/victoria-uptown-whmc |
3460 Saanich Road, Victoria BC
 - 250-592-4212 | wellclinics.ca/british-columbia/victoria/hillside-whmc/ | 1644
Hillside Avenue, Victoria BC
- **West Saanich Medical Clinic**
250-590-8378 | westsaanichmedical.com | 105-4442 West Saanich Road, Victoria BC

Hospitals

Royal Jubilee Hospital

250-370-8000 | 1952 Bay Street, Victoria BC

Saanich Peninsula Hospital

250-544-7676 | 2166 Mt. Newton X Road, Saanichton BC

Victoria General Hospital

250-727-4212 | 1 Hospital Way, Victoria BC

Palliative & End-of-Life Care

Victoria Hospice

250-370-8715 | victoriahospice.org | 3rd Floor, Richmond Pavilion 1952 Bay Street

Provides compassionate palliative and end-of-life care for people living with life-limiting illnesses, as well as support for their families and caregivers. Services include inpatient hospice care, home-based palliative care, grief and bereavement support, counselling, support groups, education, and community programs designed to enhance quality of life and provide comfort during serious illness, death, and bereavement.

Sexual Health Resources

Haven Pregnancy Support Clinic

250-380-6883 | www.havenpsc.ca/ | 112-826 North Park Street

Haven Pregnancy Support Clinic is a Christian charity providing specialized healthcare services through regulated healthcare professionals. Services include pregnancy testing, pregnancy confirmation services, pregnancy options support, STI education, testing and treatment, and Pap tests.

Island Sexual Health

250-592-3479 | www.islandsexualhealth.org | 3960 Quadra Street

Island Sexual Health offers confidential sexual and reproductive health care, education, and support in Greater Victoria. Their services include STI testing and treatment, contraception, pregnancy support, cervical screening, and referrals to additional health and community resources.

Dental Health Resources

BC Healthy Kids Program

1.866.866.0800 | www2.gov.bc.ca/gov/content/governments/policies-for-government/bcea-policy-and-procedure-manual/health-supplements-and-programs/healthy-kids

The Healthy Kids Program provides coverage for basic dental treatment, optical care and hearing assistance to children in low-income families, who are not in receipt of income assistance, disability assistance or hardship assistance.

Canada Dental Care Plan (CDCP)

1-833-537-4342 | canada.ca/dental

The CDCP is a federal program to help reduce dental care costs for Canadian residents without dental benefits and adjusted household income under \$90,000 a year.

Camosun's Dental Clinic

250-370-3184 | camosun.ca/services/health-and-wellness/camosuns-dental-clinic | Dental Clinic, Dental Building, 3100 Foul Bay Road

Camosun's Dental Health Education Clinic is open to the public. Dental hygiene students provide professional, preventive, therapeutic, caring, high-quality, and low-cost services.

Cool Aid Dental Clinic

250-383-5957 | www.coolaid.org/dental | 101-749 Pandora Avenue

Offers care to anyone who needs it, but primarily provides service to those considered low-income, those funded by government dental plans, refugees, and newcomers to Canada.

Island Health Dental Program

250-519-5311 (Esquimalt) | 250-519-5100 (Saanich) | www.islandhealth.ca/our-services/children-youth-services/dental-program

This program supports the community to improve oral health, focusing on dental prevention and young families. Dental staff work out of a number of Public Health Units across Island Health, in First Nations Communities and with community groups.

Children's Health Services

BC Healthy Kids Program

1.866.866.0800 | www2.gov.bc.ca/gov/content/governments/policies-for-government/bcea-policy-and-procedure-manual/health-supplements-and-programs/healthy-kids

The Healthy Kids Program provides coverage for basic dental treatment, optical care and hearing assistance to children in low-income families, who are not in receipt of income assistance, disability assistance or hardship assistance.

Queen Alexandra Centre for Children's Health

250-519-5390 | www.islandhealth.ca/locations/hospitals-health-centre-locations/queen-alexandra-centre-childrens-health | 2400 Arbutus Road

The Queen Alexandra Centre for Children's Health supports children and youth with developmental, physical, and mental health needs. Services include assessment, therapy, rehabilitation, early intervention, and specialized mental health programs for children and their families.

Medical Equipment & Supplies

Canadian Red Cross Health

250-382-2043 | www.redcross.ca/how-we-help/community-health-services-in-canada/bc-health-equipment-loan-program | 909 Fairfield Road

- **Equipment Loan Program (HELP)**

Provides short-term loans of medical equipment such as wheelchairs, walkers, bath

seats, commodes, crutches, and other mobility aids. Equipment is available on a loan basis to individuals recovering from illness, injury, surgery, or receiving palliative care. Referrals may be required depending on the equipment requested.

- **Advanced Short-Term Equipment Loans (HELP Plus)**

Provides more specialized equipment such as hospital beds, patient lifts, and specialty mattresses through a partnership between the Canadian Red Cross and BC health authorities. Referral from a health care professional is required.

Technology for Living

www.technologyforliving.org

Provides assistive technology and support services that help people with physical disabilities increase independence and participate more fully in their homes and communities. Services include communication and environmental control systems, respiratory support programs, and peer support from individuals with lived experience of disability.

- **Provincial Respiratory Outreach Program (PROP)**

1-866-326-1245 | www.technologyforliving.org/provincial-respiratory-outreach-program-prop

Helps eligible British Columbians with complex respiratory needs live in the community by providing specialized respiratory equipment, clinical support, education, and ongoing monitoring. The program supports individuals with conditions such as ALS, muscular dystrophy, spinal cord injuries, and other disorders that affect breathing.

- **Technology for Independent Living**

604-326-0175 | www.technologyforliving.org/technology-for-independent-living-program-til

Helps people with physical disabilities live more independently by providing customized assistive technology and home automation solutions. Services include assessment, equipment, installation, training, and ongoing support to help individuals control their environment and reduce dependence on others for everyday tasks

Health Organizations & Disease-Specific Supports

Allergy/Asthma Information Association

1.877.500.2242 | www.aala.ca

Provides information, resources and advocacy support services for persons with allergies, asthma and anaphylaxis (life-threatening allergies). Sells cookbooks and other allergy resource products.

Alzheimer Society of BC & Yukon

1-800-936-6033 | www.alzheimerbc.org

The Alzheimer Society of BC and Yukon provides free information, education, support, and advocacy for people living with dementia, their families, and caregivers. Through programs such as First Link®, support groups, educational workshops, and one-on-one support, they help people navigate the challenges of dementia and connect with community resources.

BC Epilepsy Society

778-533-0790 | www.bcepilepsy.com

Supports people affected by epilepsy through education, peer support, advocacy, and community programs. Their services help individuals and families navigate diagnosis, seizure management, mental wellness, and everyday life with epilepsy.

BC Lung Foundation

1-800-665-LUNG (5864) | bclung.ca |

Provides education, support, and resources for people affected by lung disease and respiratory conditions. Through programs, support groups, and health information services, it helps individuals and families better understand lung health and access the care and support they need.

Canadian Cancer Society

1-888-939-3333 | www.cancer.ca |

Offers support to cancer patients and their families. Provides information, public education, financial aid, health advocacy, prevention initiatives, support groups and services.

In Victoria, the Canadian Cancer Society operates mainly out of the [Vancouver Island Lodge](#) at 2202 Richmond Road. Call 250-592-2662

Canadian National Institute of the Blind (CNIB)

250-595-1100 | www.cnib.ca | 1675 Douglas Street

CNIB supports people living with vision loss through education, rehabilitation, technology training, advocacy, and community programs. Their services help individuals develop skills, access resources, build connections, and maintain independence at every stage of life.

Cerebral Palsy Association of BC

1-800-663-0004 | www.bccerebralpalsy.com

Supports children, youth, and adults living with cerebral palsy through information, advocacy, peer support, education, and community programs. They also provide guidance on funding, housing, education, and other resources to help individuals and families navigate life with a disability.

Cridge Brain Injury Services

250-384-8058 | cridge.org/brain-injury-services | 1307 Hillside Avenue

The Cridge Brain Injury Services program provides one-on-one support for people living with brain injuries, helping them navigate daily life, access community resources, develop life skills, and maintain independence. Services may include housing support, employment assistance, advocacy, peer support, and help connecting with health and social services.

Greater Victoria Down Syndrome Society

gvdss.org

Supports people with Down syndrome and their families through advocacy, education, peer support, and social programs. Their services help individuals and families connect with resources, build community, and celebrate the strengths and contributions of people with Down syndrome.

Hearing Clinics (Island Health)

Island Health Hearing Clinics support children, youth, and eligible adults with hearing assessments, hearing aid services, counselling, and education. Their programs help individuals and families understand hearing loss, access appropriate supports, and develop strategies for successful communication and participation in daily life.

- **[Victoria Hearing Clinic](#)**
250-388-2250 | 1947 Cook Street
- **[Westshore Hearing Clinic](#)**
250-519-3490 | 345 Wale Road

Heart and Stroke Foundation of Canada

250-382-4035 | the-heart-stroke-foundation.victoriadirect.ca | 1001 Cloverdale Avenue

The Heart and Stroke Foundation in Victoria is a non-profit organization whose mission is to improve the health of Canadians by preventing and reducing disability and death from heart disease and stroke through research, health promotion and advocacy. The Heart & Stroke Foundation of Victoria, BC is dedicated to health promotion programs to help people learn how to live healthier lives and prevent heart disease and strokes.

Island Prostate Centre

250-388-0214 | islandprostatecentre.com | 203-1121 Yates Street

Supports individuals and families affected by prostate cancer through education, counselling, peer support, and wellness programs. Their services help people understand their diagnosis, explore treatment options, connect with others, and access reliable information and compassionate support.

Kidney Canada

1-800-567-8112 | www.kidney.ca

Kidney Canada (formerly the Kidney Foundation of Canada) provides education, support, advocacy, and resources for people living with kidney disease, as well as their families and caregivers. Through peer support programs, educational materials, webinars, financial assistance programs, and community events, the organization helps people navigate kidney disease and maintain the best possible quality of life.

Liver Canada

1-800-563-5483 | www.liver.ca

Liver Canada (formerly the Canadian Liver Foundation) provides education, support, advocacy, and research funding for people affected by liver disease. Through resources such as a national helpline, peer support programs, educational materials, and community outreach, it helps individuals and families understand liver health, navigate diagnosis and treatment, and connect with support services.

MEFM Society of BC (Myalgic Encephalomyelitis, Chronic Fatigue Syndrome & Fibromyalgia)

1-888-353-6322 | www.mefm.bc.ca

Offers support, education, and resources for people affected by ME/CFS, Fibromyalgia, and Long COVID. Through support groups, educational programs, advocacy, and connections to community resources, the Society helps individuals navigate these often complex and life-altering conditions.

MS (Multiple Sclerosis) Canada

1-844-859-6789 | mscanada.ca

Supports individuals and families affected by multiple sclerosis through education, peer support, advocacy, and practical assistance programs. Their services help people access reliable information, connect with others, and find the resources they need to live well with MS.

Muscular Dystrophy Canada

1-800-567-2873 ext. 0202 | www.muscle.ca

Provides support, education, advocacy, and practical assistance for people affected by neuromuscular disorders. Services include equipment funding, community connections, information about treatments and research, and personalized support for individuals and families.

Osteoporosis Canada

1-800-463-6842 | www.osteoporosis.ca

Supports people affected by osteoporosis through reliable health information, support groups, educational programs, and advocacy. Their services help individuals and families

learn about bone health, reduce fracture risk, and access resources for living well with osteoporosis.

Parkinson Society British Columbia

1-800-668-3330 | www.parkinson.bc.ca

Supports individuals and families affected by Parkinson's through education, counselling, peer support, advocacy, and wellness programs. Their services help people access reliable information, connect with others, and navigate the challenges of living with Parkinson's disease.

Parkinson Wellness Projects

250-360-6800 | parkinsonwellness.ca | 202-2680 Blanshard Street

Supports people living with Parkinson's disease and their care partners through free exercise programs, support groups, counselling, education, and wellness services. Their programs focus on improving strength, balance, mobility, and quality of life while helping participants connect with others and access ongoing support throughout their Parkinson's journey.

Victoria Arthritis Centre

250-598-2277 | www.vch.ca/en/service/victoria-arthritis-centre | 2680 Richmond Road

Offers specialized assessment, treatment, education, and support for people living with arthritis and related conditions. Through a multidisciplinary team approach, patients can access medical care, rehabilitation services, counselling, and self-management support.

Victoria Society for Children with Autism

778-557-7749 | victoriaautism.ca | 604-620 View Street

Supports families of children and youth on the autism spectrum through peer support, education, social opportunities, and community connections. The organization offers parent support groups, family activities, resource lending, respite assistance, and help navigating autism-related services and supports.

Victoria Brain Injury Society

250-598-9339 | vbis.ca | C100-633 Courtney Street

Supports people living with brain injuries through advocacy, education, peer support, counselling, and housing assistance. Their programs help survivors and their families navigate recovery, build connections, and access the resources they need to live independently and well.

Victoria Diabetes Care Centre

www.islandhealth.ca/locations/diabetes-education-centres/victoria-diabetes-care-centre

Helps people prevent and manage diabetes through education, nutrition counselling, and individualized support. Services are available for adults, children, and pregnant people, and

include guidance on healthy living, medications, blood sugar monitoring, and diabetes self-management.

- **Adult Diabetes Clinic**
250-370-8322 | *Royal Jubilee Hospital, Memorial Pavilion, 2nd Floor, 1952 Bay Street*
- **Pediatric Clinic**
250-727-4385 | *Victoria General Hospital, 1 Hospital Way*
- **Gestational Diabetes Education Centre**
250-727-4266 | *Victoria General Hospital, 1 Hospital Way*

Victoria Stroke Recovery Association

778-350-8772 | victoriastrokerecovery.org | *Knox Presbyterian Church, 2964 Richmond Road*

Provides support, education, exercise, and communication programs for people recovering from stroke and their caregivers. Their services help participants build skills, stay active, reduce isolation, and continue their recovery journey within a supportive community.

Mental Health & Wellness

See [Emergency & Crisis Services—Urgent Health Care](#) section above.

Addiction & Detox Support

Adult Mental Health & Substance Use Services

www.islandhealth.ca/our-services/mental-health-substance-use-services/adult-mental-health-substance-use-services

- **[Victoria Mental Health & Substance Use Access Services](#)**
250-519-3485 | *1119 Pembroke Street*
- **[Western Communities Mental Health & Substance Use](#)**
250-370-5799 | *681 Allandale Road*

Community Medical Detox

1-888-885-8824 | www.islandhealth.ca/locations/mental-health-substance-use-locations/community-medical-detox-victoria | *Eric Martin Pavilion, 2334 Trent Street*

The Community Medical Detox in Victoria provides voluntary, medically supervised withdrawal management. This is an abstinence-based program for individuals with alcohol and/or substance use disorder.

Specialized Youth Detox (SYD)

250-383-3514 | www.vyes.ca/programs/specialized-youth-detox-syd

Operated by the [Victoria Youth Empowerment Society](#). Offers a safe, supportive environment for youth ages 13–18 who are seeking help with substance use. Services include withdrawal

support, individual and group counselling, family involvement when appropriate, and connections to ongoing treatment and recovery resources.

Support Groups

HelpStartsHere

helpstartshere.gov.bc.ca

Connects people with mental health and substance use information, resources, and support services throughout British Columbia. The website offers practical information, self-help resources, and a searchable directory to help individuals and families find the support that best meets their needs.

Mental Health Recovery Partners - South Island

250-384-4225 | mhrp.ca | 941 King's Road

Provides free support, education, counselling, and peer support services for people experiencing mental health challenges, as well as their families and caregivers. Programs include one-on-one peer support, family support, recovery-focused education, support groups, and help navigating mental health and community resources.

Mental Health Resources

BC Schizophrenia Society

1-888-888-0029 | bcss.org

(BCSS) provides education, support, advocacy, and resources for families and friends of people living with schizophrenia, psychosis, and other serious mental illnesses. Services include family support groups, one-on-one support, educational programs, and guidance to help families better understand mental illness, navigate the mental health system, and support their loved ones.

Canadian Mental Health Association - Victoria

250-216-4228 | www.victoria.cmha.bc.ca | 101-612 View Street

Promotes mental health through education, advocacy, community programs, and resources that help people improve and maintain their mental well-being. The organization provides information on mental health topics, training opportunities, workplace mental health initiatives, and connections to community supports and services.

Child & Youth Mental Health (CYMH)

www2.gov.bc.ca/gov/content/health/managing-your-health/mental-health-substance-use/child-teen-mental-health

Child and Youth Mental Health Services supports children, youth, and families facing mental health challenges through assessment, counselling, treatment planning, and connections to community resources. Services are free and designed to help young people build resilience, improve well-being, and receive the support they need to thrive.

- **CYMH Eating Disorder Program** 250-387-0000
- **CYMH High Risk Team** – short term service for youth experiencing suicidal ideation 250-952-5073
- **CYMH Sooke Child and Family Centre** 250-642-7748
- **CYMH Indigenous South Vancouver Island** 250-952-4073
- **CYMH Saanich** 250-952-5073
- **CYMH Victoria** 250-356-1123
- **CYMH West Shore** 250-391-2223

Foundry BC – Victoria

250-383-3552 | foundrybc.ca/centre/victoria | 546 Yates Street

Provides free, confidential health and wellness services for youth ages 12–24 and their families. Services include mental health and substance use support, counselling, physical and sexual health care, peer support, social services, and help with employment, education, and housing needs—all offered in a welcoming, youth-friendly environment.

Vancouver Island Crisis Society

Non-emergency 1-877-753-2495 | www.vicrisis.ca

Services include [24-hour Crisis Lines](#), which provides short-term nonjudgemental support, crisis intervention, information, and resources; [training in schools](#) with youth, teachers, counsellors, and parents; [suicide grief support](#) throughout Vancouver Island, as well as regional consultation and workshops regarding suicide bereavement support; and various workshops and customized training addressing [suicide prevention](#), [crisis intervention](#), and [communication skills](#) and other three-hour workshops for individuals and agencies throughout our communities.

Victoria Mental Health Care – Eric Martin Pavilion

250-370-8175 | www.islandhealth.ca/our-locations/mental-health-substance-use-locations/victoria-mental-health-centre-mental-health | 2328 Trent Street

The Victoria Mental Health Centre offers mental health assessment, psychiatric care, and community-based support for adults experiencing significant mental health challenges. Individuals receive personalized treatment and help connecting with programs and services that support long-term mental health and well-being.

Counselling

Arbour Counselling

250-479-9912 | www.arbourcounselling.ca | 4277 Quadra Street

Offers counselling for individuals, couples, families, and youth experiencing a wide range of mental health and life challenges. Services are provided by registered professionals, and financial assistance may be available for those without extended health benefits.

BC Bereavement Helpline

1-877-779-2223 | bcbh.ca

Provides free, confidential support for people grieving the death of a loved one. Through its provincial helpline, support groups, educational resources, and referrals to community services, the organization helps individuals and families navigate grief and connect with appropriate support throughout British Columbia.

Counselling BC

www.counsellingbc.com

Online resource and professional directory for counselling.

Family Services of Greater Victoria

250-386-4331 | fsgvic.org

Family Services of Greater Victoria is a proud non-profit organization providing children, youth, adults, and families with accessible, affordable, and personalized counselling and family separation support services to help them overcome challenges and make positive transformations in their lives.

South Island Counselling

250-472-2851 | www.southislandcounselling.org | 3821A Cedar Hill Cross Road

Provides professional, affordable counselling services for individuals and couples experiencing challenges such as anxiety, depression, trauma, grief, relationship difficulties, and life transitions. Through a team of registered clinical counsellors and counselling interns, the organization offers in-person and online counselling, with subsidized fees available to help make mental health support accessible to everyone.

Men's Therapy Centre

250-381-6367 | menstherapycentre.ca/MTC | 304-3491 Saanich Road

Supports for men who have experienced emotional, physical or sexual trauma in childhood or as an adult. Programs include victim services, one to one counselling, and group counselling.

Victoria Hospice Community Support Centre

250-519-3040 | victoriahospice.org | 102-4450 Chatterton Way

Bereavement services are available to community members who are grieving, regardless of whether their loved one received hospice care. Support includes counselling, grief groups, workshops, and other bereavement programs.

Transportation

BC Bus Pass

1-866-866-0800 | www2.gov.bc.ca/gov/content/transportation/passenger-travel/buses-taxis-limos/bus-pass

Helps eligible low-income seniors and people with disabilities access public transportation at a reduced cost. The program supports independence and community participation by making transit more affordable throughout British Columbia.

handyDART

250-727-7811 | www.bctransit.com/victoria/riderinfo/handydart

BC Transit's handyDART program provides accessible, door-to-door transportation for people with disabilities who are unable to use conventional bus service independently. The service helps riders maintain independence and access essential services, appointments, and community activities.

Island Health Travel Assistance

1-844-940-6617 | www.islandhealth.ca/services/travel-assistance

Island Health Travel Assistance helps eligible residents of rural and remote Vancouver Island communities get to non-emergency medical appointments outside their home community. The free service provides transportation coordination and door-to-door travel support for patients who face barriers accessing healthcare.

Travel Assistance Program (TAP BC)

1-800-663-7100 | www2.gov.bc.ca/gov/content/health/accessing-health-care/tap-bc/travel-assistance-program-tap-bc

The Travel Assistance Program (TAP BC) helps eligible BC residents reduce the cost of travel when they must leave their community for physician- or nurse practitioner-referred specialist medical care that is not available locally. Through partnerships with participating transportation providers, the program offers discounted or waived fares for eligible travel within British Columbia.

Families

Parenting and Family Support

1UP Victoria Single Parent Resource Centre

250-385-1114 | singleparentvictoria.ca | 602 Gorge Rd East

Supports single parents through free counselling, mentoring, practical assistance, and family-focused programs. The organization helps families access resources, build supportive relationships, and navigate the challenges of raising children as a single parent.

The Cridge Centre for the Family

250-384-8058 | cridge.org/family-support | 1307 Hillside Avenue

Provides support for families raising children with complex needs and for young parents navigating the challenges of parenting. Programs offer practical assistance, community connections, respite opportunities, parenting support, and help accessing resources related to housing, education, employment, and family well-being.

Family Services of Greater Victoria

250-386-4331 | fsgvic.org

Provides children, youth, adults, and families with accessible, affordable, and personalized counselling and family separation support services to help them overcome challenges and make positive transformations in their lives.

Pregnancy & Prenatal Support

Haven Pregnancy Support Clinic

250-380-6883 | www.havenpsc.ca | 112-826 North Park Street

Haven Pregnancy Support Clinic is a Christian charity providing specialized healthcare services through regulated healthcare professionals. Services include pregnancy testing, pregnancy confirmation services, pregnancy options support, STI education, testing and treatment, and Pap tests.

Childcare Resources

Child Care Resource & Referral (CCRR)

250-382-7000 | childcarevicgtoria.org | 203-2840 Nanaimo Street

Connects families with childcare services and provides guidance on selecting and accessing quality care. The program also offers information about childcare benefits, community resources, and support for child care providers across the region.

Early Childhood Programs & Support

Pacific Post-Partum Support Society

1-855-255-7999 | www.postpartum.org

Supports parents and families affected by perinatal mental health concerns, including depression, anxiety, and adjustment difficulties during pregnancy and the postpartum period. Through peer support, education, and referrals, the organization helps families access the resources and encouragement they need during the transition to parenthood.

StrongStart BC Programs

www2.gov.bc.ca/gov/content/education-training/early-learning/support/programs/strongstart-bc

Participate with your young child (aged birth to five) in play-based early learning activities – including stories, music and art. At no cost to families, this early learning drop-in program helps prepare children for success in Kindergarten.

- **School District 61 (Greater Victoria) StrongStart Programs**

George Jay Elementary | 1118 Princess Avenue | 250-385-3381

James Bay Community School | 140 Oswego Street | 250-384-7184

Macaulay Elementary | 1010 Wychbury Avenue | 250-385-3441

McKenzie Elementary | 4005 Raymond Street North | 250-479-1691

View Royal Elementary | 218 Helmcken Road | 250-479-1671

Craigflower Elementary | 2766 Admirals Road | 250-384-8157

- **School District 63 (Saanich) StrongStart Programs**

Brentwood Elementary | 7085 Wallace Drive | 250-652-3996

Lochside Elementary | 1145 Royal Oak Drive | 250-658-5238

Sidney Elementary | 2281 Henry Avenue | 250-656-3958

- **School District 62 (Sooke) StrongStart Programs**

Colwood Elementary | 3000 Wishart Road | 250-478-2332

Crystal View Elementary | 2662 Silverstone Way | 250-478-0576

Hans Helgesen Elementary | 4983 Rocky Point Road | 250-478-3431

Ruth King Elementary | 2764 Jacklin Road | 250-478-8368

Sooke Elementary | 6560 Sooke Road | 250-642-5431

Willway Elementary | 2939 Mt. Wells Drive | 250-478-1213

Education

Kindergarten – Grade 12

In addition to neighbourhood schools, the Greater Victoria, Saanich, and Sooke School Districts offer French Immersion, Indigenous education, international education, alternative learning programs, continuing education, and a variety of specialized programs designed to support diverse student interests and learning needs.

Greater Victoria School District

250-4756-4175 | www.sd61.bc.ca

Provides public education for students from Kindergarten to Grade 12 in Victoria, Esquimalt, Oak Bay, View Royal, and parts of Saanich and the Highlands

Saanich School District

250-652-7300 | saanichschools.ca

Provides public education for students from Kindergarten to Grade 12 on the Saanich Peninsula, serving the communities of Saanich, Central Saanich, North Saanich, and Sidney.

Sooke School District

250-474-9800 | www.sd62.bc.ca

Provides public education for students from Kindergarten to Grade 12 in the communities of Langford, Colwood, Sooke, Metchosin, Highlands, and Port Renfrew.

Federation of Independent School Associations

604.684.6023 | www.fisabc.ca

An umbrella organization that represents independent schools and school associations across British Columbia.

Independent Schools Association of BC

604.913.6038 | www.isabc.ca

An association of independent schools that promotes educational excellence, collaboration, and professional growth among its member schools.

Homeschooling Resources

BC Ministry of Education

www.bced.gov.bc.ca/home_school

Explains the legal requirements and responsibilities for families who choose to homeschool children in British Columbia. The site includes information about registration, parent responsibilities, school district responsibilities, support resources, and how homeschooling differs from online learning or other classroom alternatives.

The Canadian Homeschooler

www.thecanadianhomeschooler.com

Provides information, resources, curriculum reviews, lesson ideas, printables, and practical support for families who homeschool. The site includes guidance on getting started, province-specific information, educational activities, and recommendations for Canadian learning resources across a variety of subjects and grade levels.

Heritage Christian Online School (HCOS)

1-877-862-2375 | onlineschool.ca

Christian online and home education school that serves students across British Columbia from Kindergarten through Grade 12. HCOS offers flexible learning options, including home education, online courses, teacher support, learning resources, academic advising, and

inclusive education services, allowing families to personalize their child's educational experience while meeting provincial learning requirements.

Regent Christian Online Academy (RCOA)

250-592-1759 | roca.ca

Christian online learning school that serves students across British Columbia from Kindergarten to Grade 12. RCOA partners with families to provide flexible home-based, online, virtual, and in-person learning opportunities, supported by BC-certified teachers, individualized learning plans, educational resources, and inclusive education services.

Post-Secondary Institutions

Camosun College

camosun.ca

Public post-secondary institution serving Greater Victoria and southern Vancouver Island. Camosun offers a wide range of certificate, diploma, degree, university transfer, trades, apprenticeship, continuing education, and upgrading programs, helping students prepare for careers, transfer to university, develop new skills, or pursue lifelong learning.

Royal Roads University

www.royalroads.ca

Public university that offers undergraduate, graduate, professional, and continuing education programs designed for both traditional students and working professionals. Programs focus on areas such as leadership, business, communication, education, environment and sustainability, tourism, justice studies, and project management, with flexible options that include online, blended, and on-campus learning.

University of Victoria (UVic)

www.uvic.ca

UVic is a public research university in Victoria, British Columbia, offering a wide range of undergraduate, graduate, professional, and continuing studies programs. Offers programs in areas such as business, education, engineering, fine arts, health, humanities, law, science, and social sciences, with opportunities for co-op work experience, research, and community engagement.

ESL Resources

Inter-Cultural Association of Greater Victoria (ICA)

250-388-4728 | www.icavictoria.org/english-ca | 102-808 Douglas Street

Helps newcomers improve their English skills through free and affordable language classes, conversation practice, and settlement-focused learning. Programs support learners in developing the language skills needed for daily life, employment, education, and participation in the community.

Victoria Immigrant and Refugee Centre Society (VIRCS)

250-361-9433 | www.vircs.bc.ca/esl | 1004 North Park Street

Helps adults improve their English through practical, community-focused language classes. Learners develop speaking, listening, pronunciation, and everyday communication skills in a supportive environment that encourages confidence, connection, and successful participation in Canadian life. Seniors

Seniors

BC Seniors

www.seniorsbc.ca

Provincial government resource that connects seniors and their families with information about benefits, services, and supports available in British Columbia. Topics include financial assistance, housing, health care, transportation, caregiving, legal matters, and programs that help seniors live safely and independently.

Office of the Seniors Advocate

250-952-3181 | www.seniorsadvocatebc.ca | 6th Floor, 1405 Douglas Street

Provides information, referrals, and advocacy to help seniors and their families navigate services and address concerns related to aging. The office also monitors seniors' services across the province and works to improve programs and policies affecting older adults.

Seniors Serving Seniors BC

250-413-3211 | sssbcc.org | 620 View Street

Victoria-based non-profit organization that connects older adults with social support, community resources, and volunteer services that promote independence and well-being. Programs include friendly phone calls, peer support, volunteer opportunities, and assistance connecting seniors with community services and resources.

Housing Information

Seniors Services Society

604.520.6621 | www.seniorsservicessociety.ca | housing@seniorsservicessociety.ca

Provides housing navigation assistance and tailored support services to help seniors live independently.

BC Housing – Housing with Support

1-800-257-7756 | www.bchousing.org/housing-assistance/housing-with-support

Offers affordable housing combined with support services for people who need assistance maintaining stable and independent living. Depending on the program, supports may include

meals, housekeeping, life-skills training, connections to health and community services, and 24-hour support staff.

BC Housing – Shelter Aid for Elderly Renters

1-800-257-7756 | www.bchousing.org/housing-assistance/rental-assistance-programs/SAFER

Provides monthly financial assistance to eligible seniors who spend a significant portion of their income on rent. The program helps older adults with low to moderate incomes maintain stable housing and reduce the financial burden of rental costs.

Housing & Care Options

Baptist Housing Seniors Living

baptisthousing.org

Provides a range of housing and care options for older adults across British Columbia, including affordable seniors housing, independent living, assisted living, and long-term care. Rooted in a Christian tradition, Baptist Housing seeks to create supportive communities where seniors can live safely, maintain independence, and receive the level of care they need as circumstances change.

- **[Carey Place – Seniors Rental Housing](#)**
250-414-7280 | 3812 Carey Road
- **[Elgin Gardens – Seniors Rental Housing](#)**
250-592-2231 | 1787 Elgin Road
- **[Linwood Court – Seniors Rental Housing](#)**
250-380-5496 | 3200 Linwood Avenue
- **[Marrion Village – Seniors Rental Housing & Assisted Living](#)**
250-592-2231 | 1968 Bee Street
- **[Shannon Oaks Oak Bay – Independent Living](#)**
250-595-6257 | 2000 Goldsmith Street
- **[The Heights at Mt. View – Long-Term Care](#)**
250-384-1313 | 3814 Carey Road

Long-Term Care Locations (Island Health)

Community Access Line: 250-388-2273 | www.islandhealth.ca/care-locations/long-term-care-locations

Provides information about publicly funded and contracted long-term care homes across Vancouver Island. The website helps individuals and families learn about available care homes, compare locations, and access information about services, eligibility, wait times, and the process for applying for long-term care.

In-Home Support Services

Better At Home Programs

www.betterathome.ca

Helps older adults continue living independently by providing practical assistance with everyday tasks that may become more difficult with age. Services vary by community and may include transportation, housekeeping, grocery shopping, home maintenance, friendly visiting, and other supports delivered through local non-profit organizations.

Private Home Care Providers

The organizations listed below are some of the private providers in Victoria that charge fees for their services. Costs vary depending on the type and amount of support required. Some services may be covered through extended health benefits, veterans' programs, insurance plans, or other funding sources.

- **Bayshore Home Health** 250-370-2253 | www.bayshore.ca
- **Classic LifeCare** 250-890-7535 | www.classiclifecare.com
- **Home Instead Senior Care** 250-984-1615 | www.homeinstead.ca/home-care/can/bc/victoria/3012/
- **Just Like Family Senior Home Care Services** 604.440.3331 | justlikefamily.ca/victoria
- **Nurse Next Door Home Care Services** 1-877-588-8609 | www.nursenextdoor.com/location/saanich-bc
- **We Care Home Health Services** 604.495.2280 | www.wecare.ca

Senior Centres

Central Saanich Senior Citizens Association

250-652-4611 | cssca.ca | 1229 Clarke Road, Brentwood Bay

Helps older adults stay active, connected, and engaged through a wide range of social, fitness, educational, and recreational programs. The centre offers a welcoming community where members can build friendships, participate in activities, and support healthy aging and lifelong learning.

Cook Street Village Activity Center

250-384-6542 | cookstreetvillageactivitycentre.com | 1-380 Cook Street

Helps older adults stay active, connected, and engaged through a wide range of fitness, educational, wellness, and social programs. The centre offers a welcoming community where people can build friendships, participate in activities, and access opportunities that support healthy and active aging.

Juan De Fuca 55Plus Activity Center

250-474-8618 | jdfseniors.weebly.com | 1767 Old Island Highway, Building 3

Provides a wide range of recreational, educational, fitness, arts, and social programs for adults aged 55 and older in the West Shore communities. Operated by the Juan de Fuca Senior Citizens Association in partnership with West Shore Parks & Recreation, the centre offers opportunities to stay active, learn new skills, pursue hobbies, volunteer, and build social connections.

New Horizons – James Bay

Reception: 250-386-3035 Senior Reassurance: 250-386-4432 | www.jamesbaynewhorizons.ca | 234 Menzies Street

James Bay New Horizons is a community centre that provides programs, services, and volunteer opportunities for older adults and other community members in Victoria's James Bay neighbourhood. The centre offers social, recreational, educational, health and wellness programs, community outreach services, meals, information and referrals, and a seniors' reassurance program that helps older adults stay connected and supported in their community.

Silver Threads

silverthreads.ca

Supports older adults through a wide range of social, recreational, educational, and wellness programs designed to promote healthy aging and reduce isolation. The organization also provides information, referrals, food programs, and volunteer opportunities to help seniors remain active and connected.

- **Saanich Silver Threads**
250-382-3151 | 286 Hampton Road
- **Victoria Silver Threads**
250-388-4268 | 1911 Quadra Street

Youth

Kids Help Phone

1-800-668-6868 | Text 686868 | kidshelpphone.ca

Free, confidential, 24/7 mental health and crisis support service for young people across Canada. Youth can access support by phone, text, online chat, and self-guided resources, and can receive help with concerns such as stress, anxiety, relationships, bullying, grief, abuse, identity, mental health, and other life challenges.

Sanctuary Youth Centre

250-385-6255 | www.sanctuaryyouth.org | 767 Humboldt Street

Sanctuary Youth Centre provides a safe, welcoming drop-in space for youth ages 14–22 who are experiencing homelessness, instability, or other challenges. Youth can access hot meals, groceries, clothing, showers, laundry facilities, mentorship, recreational activities, and connections to additional support services in a caring and supportive environment.

Threshold Housing Society

250-383-8830 | thresholdhousing.ca | 101 – 1006 Fort Street

Safe housing, substance use recovery and essential services for young people experiencing or at-risk of homelessness. Programs are youth-centered, focusing on dignity, belonging, and long-term success.

Youth for Christ – YFC South Island

250-383-3182 | yfc.ca/south-island

YFC South Island is a Christian charitable organization that partners with churches, businesses, individuals and community groups to reach out to youth with the love of Jesus Christ.

Youth in Canada

www.canada.ca/en/services/youth.html

An online hub that connects young people with information about education, training, employment, volunteering, financial assistance, career planning, and government programs. The site helps youth explore opportunities, build skills, find jobs, access support services, and connect with resources to help them achieve their personal, educational, and career goals.

Persons with Disabilities

See also [Health Organizations & Disease-Specific Supports](#) above.

BC Easter Seals

604.873.1865 | www.eastersealsbcy.ca

Supports people with disabilities and their families through recreation, education, respite, and community programs designed to promote inclusion and independence. Programs include accessible camps, scholarships, caregiver supports, and accommodation services for families travelling for medical care.

Canucks Autism Network (CAN)

1-604-685-4049 | www.canucksautism.ca

Provides programs and services for children, youth, and adults on the autism spectrum, while promoting inclusion and acceptance in communities across British Columbia. Programs include sports and recreation, social and life skills development, mental health and wellness

initiatives, employment supports, family events, and autism training for community organizations and service providers.

Community Living Victoria

250-477-7231 | www.communitylivingvictoria.ca | 3871 Cedar Hill Cross Road

Helps people with intellectual disabilities live full and connected lives through housing, community inclusion, youth support, employment, and life-skills programs. Services are designed to support independence, build community connections, and help individuals participate fully in all aspects of community life.

- **Summer Camps and Programs for Children and Youth with Support Needs**

yellowbooklet.communitylivingvictoria.ca

Online resource that connects families of children and youth with disabilities to summer programs, camps, recreation opportunities, and funding resources in the South Vancouver Island region. It helps families explore inclusive programs and services and make informed decisions about supports and activities available in their community.

Embrace Arts Foundation

www.embracearts.org

Provides inclusive arts programs for children, youth, and adults of all abilities, with a particular focus on supporting people with developmental disabilities and diverse learning needs. Through visual arts, music, theatre, dance, and creative expression programs, Embrace Arts helps participants develop skills, build confidence, foster friendships, and experience meaningful inclusion in the arts community.

Family Support Institute

1-800-441-5403 | www.familysupportbc.com

Provides free peer support, information, resources, and community connections for families who have a family member with a disability. Through a province-wide network of trained volunteers with lived experience, FSI helps families navigate services, connect with other families, access workshops and training, and find support at any stage of life.

Power To Be

250-385-2363 | www.powertobe.ca | 4633 Prospect Lake Road

helps people of all ages and abilities access the benefits of nature through inclusive outdoor recreation and adventure programs. The organization offers adapted activities, youth programs, family programs, employment training opportunities, and community partnerships designed to promote confidence, connection, well-being, and inclusion.

Special Olympics BC

www.specialolympics.ca/british-columbia/communities/victoria

Offers programs designed to help children with intellectual disabilities develop basic motor and sport skills through fun and positive movement experiences.

Spinal Cord Injury BC

1-800-689-2477 | www.sci-bc.ca

helps people with spinal cord injuries and related disabilities adjust, adapt, and live independently in their communities. The organization offers peer support, information and referral services, educational resources, community programs, and assistance navigating disability-related services and supports throughout British Columbia.

Variety Children's Charity

1-800-381-2040 | www.variety.bc.ca

Provides financial assistance to families of children and youth with disabilities, complex health needs, and developmental challenges. Through grants and support programs, Variety helps cover the cost of specialized therapies, adaptive equipment, mental health services, tutoring, private assessments, and other supports that may not be fully funded through government or private insurance programs.

Victoria Disability Resource Centre

250-595-0044 | www.drcvictoria.com | 817A Fort Street

helps people with disabilities access information, resources, and support needed to live independently and participate fully in their communities. Services include information and referral, peer support, assistance navigating disability benefits and programs, accessible parking permits, and disability inclusion education.

Victoria Wheelchair Sports

www.victoriawheelchairsports.com

Provides adaptive sport opportunities for people with physical disabilities in the Greater Victoria area. Programs include basketball, rugby, sledge hockey, strength training, and tennis, with opportunities for both recreational and competitive athletes.

Wellspring Support

250-294-7009 | www.wellspringsupport.com

Supports adults with diverse abilities through community inclusion programs and independent living services. Staff work with participants to develop personalized goals, build life skills, access community activities, strengthen social connections, and maintain as much independence as possible while improving overall quality of life.

Immigration & Settlement Advocacy

BC Newcomers' Guide to Resources & Services

www.WelcomeBC.ca

A provincial government resource that helps newcomers access information and services related to living, working, studying, and settling in British Columbia. The website includes the B.C. Newcomers' Guide, settlement resources, language programs, employment information, and links to community services across the province.

Inter-Cultural Association of Greater Victoria (ICA)

250-388-4728 | www.icavictoria.org | 102-808 Douglas Street

Supports immigrants, refugees, and newcomers through settlement services, English language classes, employment support, interpretation services, and community programs. ICA helps people connect with resources, build language and employment skills, and successfully settle into life in Greater Victoria.

International Credential Evaluation Service

www.bcit.ca/ices

Evaluates educational credentials earned outside Canada and compares them to Canadian educational standards. ICES helps immigrants, newcomers, employers, educational institutions, and professional organizations understand how international education and qualifications compare to those in Canada, and provides Educational Credential Assessments (ECAs) for immigration purposes.

Justice Education Society of BC

www.immigrantlegal.ca

Free online resource that helps immigrants and refugees understand legal issues and everyday life in Canada. The website provides information in multiple languages on topics including employment, housing, family law, human rights, immigration, and accessing government and community services.

Provides free legal information, education and resources for newcomers and the people working with them.

New Foundations

mcc.org/what-we-do/where-we-work/canada/bc/new-foundations-program |

250-532-0157 (Victoria) or 922-8801 (West Shore)

Program that focuses on equipping newcomers with financial, life and job skills. The program begins in early October and group workshops are held bi-weekly until the end of May. Monthly individual meetings are also held to assist participants with establishing and taking steps towards their goals, maintaining a budget and connecting them to other community resources. New Foundations is designed for newcomers to Canada who have conversational

English skills and basic reading/writing abilities, and who are currently unemployed or underemployed.

Victoria Immigrant and Refugee Centre Society (VIRCS)

250-361-9433 | www.vircs.bc.ca | 1004 North Park Street

Provides settlement, language, employment, and community support services for immigrants, refugees, and newcomers. Through a wide range of programs for adults, youth, seniors, and families, VIRCS helps people access resources, develop skills, build connections, and successfully integrate into life in Canada.

Clothing, Household Goods & Thrift Stores

Emergency Clothing

Burnside Gorge Community Centre

250-388-5251 | burnsidegorge.ca | 471 Cecilia Road

The Burnside Gorge Community Association (BGCA) in addition to the services described under [Community Hubs and Multi-Service Agencies](#), the BCGA also has a Resource Room for low-income families to access free clothing, food, and toiletries.

Mustard Seed Clothing Resources

250-953-1575 | mustardseed.ca/ministries/hospitality/#clothing | 625 Queens Avenue

The Mustard Seed Hospitality Program provides a welcoming drop-in space where individuals can access free meals, snacks, clothing, personal care services, advocacy, spiritual care, and community support. The program helps people meet basic needs, build relationships, and connect with resources in a safe and respectful environment.

Quadra Village Community Centre Clothing Room

250-388-7696 | qvcc.ca | 901 Kings Road

Drop-in at the times listed below to browse free, gently used clothing, shoes and small household items. For everyone, sizes from infant to adult.

When: 9am-3:00pm Monday-Thursday, 9am-1:00pm Friday

Wear2Start

250-472-9327 | wear2start.com | 216-733 Johnson Street

Victoria-based non-profit organization that helps women overcome barriers by providing professional clothing, personal care items, and individualized wardrobe support. The organization serves women facing a variety of challenges, including unemployment, financial hardship, returning to school, recovering from crises, or rebuilding their lives, helping them gain confidence and pursue their personal and professional goals.

WIN (Women in Need) donations and vouchers

250-480-4006 ext. 206 | www.womeninneed.ca/gift-certificate-program

Helps individuals rebuild their lives by providing access to free clothing, household goods, furniture, and other essentials through WIN resale stores. Working with local community partners, the program supports people affected by poverty, violence, housing instability, and other life challenges in a dignified and empowering way.

Furniture & Household Goods

Anney's Closet Society

anneyscloset.ca | 1621 Island Highway

Helps women and families establish stable homes by providing free household essentials and furniture in a dignified, stigma-free environment. Working through referrals from community organizations, the program supports people experiencing significant life transitions by helping them furnish their homes and build a fresh start.

WIN (Women in Need) donations and vouchers

250-480-4006 ext. 206 | www.womeninneed.ca/gift-certificate-program

Helps individuals rebuild their lives by providing access to free clothing, household goods, furniture, and other essentials through WIN resale stores. Working with local community partners, the program supports people affected by poverty, violence, housing instability, and other life challenges in a dignified and empowering way.

St. Vincent De Paul Social Concern

250-382-0712 | ssvpvancouverisland.ca/relief-programs | 833 Yates Street

Provides practical assistance to individuals and families experiencing financial hardship, food insecurity, housing challenges, or other life difficulties. Services include a food pantry, clothing and household goods assistance, housing programs, home visits, support for people with diverse abilities, and connections to community resources.

Thrift Stores

Beacon Thrift Shop

beaconcs.ca/thrift

- **Brentwood Bay**

250-652-0432 | 7105-B West Saanich Road. Buy clothing, accessories and books here.

250-652-6707 | 7060 West Saanich Road. Buy clothing, accessories and books here.

- **Sidney**

250-656-6828 | 9760 Fourth St. Donate/buy furniture, decorations and electronics here.

250-656-3511 | 9756 Third St. Buy clothing, accessories and books here.

250-655-6416 | 9781 Third St. Buy housewares, linens, vintage & collectables here.

- **Victoria**

250-590-5616 | 2644 Quadra St. Buy clothing, accessories and books here

Habitat for Humanity ReStore

250-386-7867 | www.habitatvictoria.com/restore

Accepts donations of new and gently used furniture, appliances, home décor, household goods, and building materials, which are then sold at affordable prices to the public. Revenue from ReStore sales helps support Habitat for Humanity Victoria's affordable home ownership programs while also keeping usable items out of the landfill.

- **Victoria ReStore**

721 Vanalman Avenue

- **Westshore ReStore**

849 Orono Avenue

Salvation Army Thrift Stores

thriftstore.ca

Sells affordable second-hand clothing, household goods, accessories, and other donated items while supporting community programs and services.

- **Cedar Hill Thrift Store**

250-382-3714 | 1551 Cedar Hill Cross Road

- **View Royal Thrift Store**

250-708-0520 | 305 Island Highway

- **Langford Thrift Store**

250-478-6933 | 777 Goldstream Avenue

- **Westshore Thrift Store**

250-410-3199 | 108-975 Langford Parkway

- **Brentwood Thrift Store**

250-652-4622 | 7181 West Saanich Road

- **Sidney Thrift Store**

250-412-3436 | 2455 Beacon Avenue

Victoria Women In Need Community Cooperative stores (WIN)

www.womeninneed.ca/stores

WIN-Victoria Women In Need Community Cooperative, a non-profit community service cooperative, operates resale shops and an online shop in the Greater Victoria area. WIN sells clothing for all ages and genders, accessories, toys, books, collectibles, household items, furniture and more.

- [WIN Westshore](#)
778-433-2221 | 2-310 Goldstream Avenue
- [WIN Quadra](#)
778-430-2224 | 403-3989 Quadra Street
- [WIN Cook](#)
250-389-1762 | 1803 Cook Street
- [WIN Home Shop](#)
250-590-5137 | 1803 Cook Street
- [WIN Craft & Upcycle](#)
250-480-4006 | 1107 North Park Street
- [WIN Pandora](#)
250-361-9303 | 785 Pandora Street
- [WIN Westside](#)
250-590-8677 | 220-172 Wilson Street
- [WIN Donation Centre](#)
250-480-4006 | 555 Ardersier Road

St. Vincent de Paul Thrift Store

ssvpvancouverisland.ca/thrift-stores

Offers affordable clothing, household goods, furniture, books, electronics, and other donated items to the community. Revenue from store sales helps fund local programs.

- **Saanich Store**
250-590-8390 | 735 Cloverdale Avenue
- **Langford Store**
250-470-0282 | 2784 Claude Road

Legal, Advocacy & Systems Navigation

Benefits & Income Assistance

Disability Alliance BC

1-800-663-1278 | disabilityalliancebc.org

A provincial non-profit organization that helps people with disabilities access benefits, services, legal information, and advocacy support. Programs include assistance with disability benefit applications and appeals, Disability Tax Credit applications, legal advice on disability-related issues, tax filing assistance, housing advocacy, and resources that promote independence, accessibility, and financial security.

Together Against Poverty Society (TAPS)

250-361-3521 | tapsbc.ca | 828 View Street

Provides free legal advocacy, information, and support for people experiencing poverty-related issues, including income assistance, disability benefits, residential tenancy, and employment standards. TAPS also offers free income tax filing services, public legal education, and advocacy to help individuals understand and exercise their rights.

Legal Assistance

Access Pro Bono

1-604-878-7400 | www.accessprobono.ca

Connects low- and modest-income British Columbians with free legal advice, legal clinics, and other legal support services. The organization helps people address a wide range of legal issues and operates programs that provide legal information, referrals, and, in some cases, ongoing legal assistance.

Community Legal Assistance Society (CLAS)

1-888-685-3425 | clasbc.net

Provides free legal advice, advocacy, and representation for people facing issues related to human rights, housing, income assistance, employment, and mental health law. The organization helps individuals understand their legal rights, resolve disputes, and access justice when they might otherwise be unable to afford legal support.

Legal Aid BC

1-866-577-2525 | legalaid.bc.ca | Victoria Courthouse, Room 134, 850 Burdett Avenue

Helps eligible British Columbians access free legal information, advice, and representation when they are dealing with serious legal issues. The organization provides support in areas such as family law, child protection, criminal law, immigration and refugee matters, and certain mental health and prison law issues.

Justice Access Centres

www2.gov.bc.ca/gov/content/life-events/divorce/family-justice/who-can-help/family-justice-services-division/justice-access-centres

Provides free information, services, and referrals to help people resolve family and certain civil legal issues. Staff can assist with separation and divorce matters, parenting arrangements, child and spousal support, mediation options, court processes, legal referrals, and connections to community resources, helping people navigate the justice system and explore options for resolving disputes.

- **[Victoria Justice Access Centre](#)** - 250-356-7012 | 225-850 Burdett Avenue

Rise Women's Legal Centre

www.womenslegalcentre.ca/ | vlc@womenslegalcentre.ca | 604-451-7447

Rise Women's Legal Centre provides free and low-cost family law services to women in British Columbia who may not otherwise be able to afford legal assistance. Services include legal information, advocacy, legal advice, assistance with court documents, and support for issues such as separation, parenting arrangements, child support, spousal support, protection orders, and family violence.

Government Complaints & Oversight

Office of the Ombudsperson

250-387-5855 | bcombudsperson.ca | 2nd Floor, 947 Fort Street

Helps people resolve concerns about unfair treatment by public sector organizations in British Columbia. The office receives and investigates complaints, works to resolve issues, and may recommend changes to improve fairness, accountability, and public services.

Office of the Seniors Advocate

250-952-3181 | www.seniorsadvocatebc.ca | 6th Floor, 1405 Douglas Street

Provides information, referrals, and advocacy to help seniors and their families navigate services and address concerns related to aging. The office also monitors seniors' services across the province and works to improve programs and policies affecting older adults.

Office of the Representative for Children and Youth

250-356-6710 | rcybc.ca | 400-1019 Wharf Street

Helps children, youth, and young adults have their voices heard when they are involved with government services such as child welfare, youth justice, mental health, or other child-serving systems. The office provides advocacy, information, and support, while also working to improve services and outcomes for children and youth across British Columbia.

Tenant Programs & Resources

Tenant Resource & Advisory Centre (TRAC)

1-800-665-1185 (press 3) | tenants.bc.ca

TRAC is a non-profit organization that provides free legal education, representation, and advocacy on residential tenancy matters. A leader in tenants' rights since 1984, TRAC's mandate is to enhance legal protections for all tenants living in British Columbia.