



556 BOLESKINE ROAD, VICTORIA, BRITISH COLUMBIA V8Z 1E8

Phone (250) 475-4157 Fax (250) 475-4238

## **Supporting Vulnerable Students – Week 1 & 2 Outline**

During this time, any student can be vulnerable. The priority must be on identifying students with the greatest need for mental health supports and/or to access learning. Below are some suggestions to help support staff and families.

Guidelines for staff working with known complex students who have extensive services and supports in place at school.

1. At the moment, we are not bringing students into buildings.
2. At the moment, we are not providing face-to-face support at home.
3. We are exploring ways to keep staff connected to students through technology.
4. We are exploring ways to support parents of complex students as they work with their child at home.

### **Suggestions for SBT:**

	Task	Who
<b>Week 1:</b>	Host virtual SBT meeting. - Determine the most vulnerable / complex learners and families who you feel that you need to check in with. <u>Sample tracking sheet attached</u> - Share with teachers and EAs to determine who is best suited to check in (one main contact per student)	SBT members
	Main contact checks in with student and/or family - phone, email, etc. (what works best for that student and family) * Use <u>sample script attached</u> as guideline to support staff with check ins - record/document notes from check ins - update tracking sheet	Teacher, case manager, EA, admin
	Liaise with community agency contacts by the end of week if possible.	Case manager
<b>Weeks 1 &amp; 2:</b>	Concerns arising from all check ins are shared back with SBT	All staff
	SBTs should share concerns that may require support beyond the school staff with district teams via administrators.	P/VP via email to District Teams

## SBT Tracking Sheet - Planning Support for Vulnerable Learners

The purpose of this document is to identify and coordinate supports for our vulnerable learners and their families. This information will allow for continued learning at home and ensure equity of access for learning. Continuity of learning plans for students with disabilities and diverse abilities should be aligned with the goals identified in the student's IEP, AIP or support plan. While it may not be possible to replicate the services provided at school, these plans should provide staff and parents/guardians with activities that are appropriate in the current circumstances.

Criteria for vulnerability may include: physical & mental health, poverty, homelessness, substance use issues, complex learning needs, cultural complexities, etc.

Criteria for risk/need level:

**Low** - stabilized with plan in place; bi-weekly check ins

**Medium** - needs support to have a plan in place; higher risk factors in evidence; connect to community resources; weekly check ins

**High** - most vulnerable; no plan in place; many risk factors in evidence; create short term plan and consult District Team

[illegible]



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## **Guidelines and considerations for contacting students and families**

We are all carrying a lot of personal anxiety and worry right now, and it's completely understandable. For some of our families, there is great reluctance to share what may be going on for them at this time. Some families may have experienced much change over the past few weeks and may have had many agencies reaching out to them.

With that in mind, we want to be careful and compassionate when contacting our students and their families; we want to be considerate with what we ask and how we ask it. At this time, contacting students or families should be done via phone or email (or previously established methods - eg. FreshGrade). Guiding protocols for using other communication tools are being developed and will be shared as they are ready.

Before you make the phone call or have the conversation, check in with how you are feeling. Think about how you want the other person to feel at the end of the conversation. Also, be mentally prepared to absorb some frustration that others may direct back at you.

### **Some quick tips:**

- Take a calming breath (and again a few times if needed during the conversation)
- Less is more - listen and support; don't speak too much or too fast
- Avoid sharing personal stories or speculating about future possibilities
- Avoid using slang or jokes/humour

### **Call outline / script:**

- 1) Introduce yourself and your connection to the child / student.
- 2) Explain the purpose of your call - "I'm calling on behalf of the school team to check in, see how things are going, and ask about your needs for learning and support."
- 3) Ask - "How are you doing?". Take notes to share back with the team.
- 4) Ask one or two other questions. (see samples below)
- 5) Close the conversation on a positive note. Set a follow up check in time.  
"It was good to check in with you today. When is a good time to connect again?"

### **Sample questions to ask:**

How are you doing?

What are your biggest concerns at the moment related to learning and support?

Do you have any highlights to share? (eg. watched a great movie, played a game outside, etc)

**What not to ask:** (these are open-ended; we may not be able to support or provide a solution)

What do you need?

How can I help?



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## **Supporting Vulnerable Learners – Overview for Learning Support and ELL Teachers**

As we start back to school in these unprecedented times, your knowledge, skills and training as an ELL or learning support teacher will be crucial in supporting our students, families and staff. With District support, we will establish clear communication with families, and positive ongoing connections with our colleagues. We can help our communities maintain humour and positivity and identify daily, manageable learning goals to create meaningful routines.

We need to be able to support each other as we work to help students and families cope with their legitimate anxieties, altered lifestyles, pre-existing concerns and many questions. At the District level, we will support school based teams (SBTs) with a number of initiatives as outlined below:

### **1. Weekly LST/ELL Update Newsletter:**

Every Wednesday, we will send out a LST/ELL update. This update will include resources to share with staff, students and families, and information for LSTs including an FAQ section.

Please email any questions you have:

- ELL questions to Denise Wehner
- Elementary LST questions to Mary Chiappetta and/or Kelly Richter
- Middle to Laurissa Evancio and/or Tresa Marshall
- Secondary to Tanya Ross and/or Debra Caso-Rohland.

Based on your questions - we will reach out to other members of our team if needed. The focus of this update will be on ways to support staff and students with learning. Counsellors will also receive regular newsletters with a focus on mental health and wellbeing.

### **2. Weekly Snapshots to Families:**

Every Monday, we will send an age specific snapshot (separate elementary, middle and secondary) to schools to be shared with families. These snapshots will include information to support physical and mental well-being and resources to help families start thinking about how to best learn from home.



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### **3. Weekly Meetings/Check-ins :**

The goal of these optional 45-minute meetings is to connect, share information and resources, and to get a sense of needs.

#### LST Zoom meetings:

Every Thursday at 9:00am, (starting the week of April 6-10) will have a Zoom meeting to check in as a LST group. We will start with separate elementary, middle and secondary meetings, then re-assess as needed.

#### ELL Zoom meetings:

Denise will host Zoom meetings for ELL teachers on Wednesdays as needed. Watch for the invite.

### **4. Individual Consults:**

The entire District Team will be available for individual consulting with LSTs, ELL teachers and school teams. Please remember that in addition to the staff based at Tolmie, our Psychologists, Speech Language Pathologists, and itinerant DDH/VI teachers based at Quadra Warehouse, are all a part of your SBTs and our district team. Please email District Team members individually to schedule a time to consult. Please avoid student names in the subject line, and avoid confidential information in the body of the email.

### **Information to address initial questions and/or concerns:**

1. What supports need to be in place for students with disabilities and diverse abilities?

School districts are expected to develop continuity of learning plans for students with disabilities or diverse abilities to allow for continued learning in the home environment and to ensure equity of access to learning.

Continuity of learning plans for students with disabilities and diverse abilities should be aligned with the goals identified in the student's Individual Education Plan (IEP) or Annual Instructional Plan (AIP) and developed in consultation with specialists who typically support the student in the educational setting (e.g. Speech Language Pathologists, Occupational Therapists). For students who were receiving specialized supports (e.g. physical therapy, occupational therapy) on-site, school districts have been asked to consider alternate service delivery models where feasible.

While these learning plans may not be able to replicate the services provided in the educational setting, they should provide staff and parents/caregivers with activities that are appropriate in the circumstances.



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## 2. What roles could Educational Assistants play?

Educational Assistants continue to support teachers in the delivery of instruction for students with disabilities and diverse abilities. Support may include:

- preparing assignments, content and activities;
- assisting with the collection of materials that will be sent to students;
- maintaining regular communication and check-in with students as determined by the classroom teacher, and under the direction of the teacher or related service provider - At this time, contacting families should only be done via phone, email (or previously established methods - eg. FreshGrade)

\*Guiding protocols for using other communication tools are being developed and will be shared as they are ready.

- and eventually, supporting families and students in accessing and participating in remote learning and therapy experiences as needed.

## 3. What is happening with designations and IBI reviews and submissions?

At the current time, the process to review all designation requests is on hold. Any deadlines that were previously shared are postponed and under review.



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## **GVSD Mental Health Supports – Overview for Counsellors**

As we head into the next weeks, we counsellors have a crucial role to play in supporting our students through clear communication with families, and positive ongoing connections with our staffs. We have the skills and training to help our communities cope by finding their resiliency, maintaining their humour, and identifying daily, manageable goals to create meaningful routines. These are unprecedented times, and we need to be able to support each other as we work to help our youth cope with their legitimate anxieties, altered lifestyles, pre-existing concerns and many questions.

At the District level, we will support counsellors with a number of initiatives outlined below, and similar initiatives will be developed for Learning Support teachers. There is going to be a great deal of information coming to staff from a variety of sources, and we know that many of us are feeling overloaded by messaging before we even start this new chapter. Therefore, we will do our best to limit communication and initiatives to the following:

### **1. Weekly Counsellor Update Newsletter (Wednesdays):**

The Counsellor Update will be our tools for passing on counsellor specific information from the District and Community partners. Attached to this newsletter is our Community Service Providers Summary; we have worked with the Foundry and neighbouring school districts to provide an overview of resources. If there are any changes, we will provide them in the weekly newsletter.

The update will also include answers to counsellor related questions that arise during the week. Please email us any questions that you have, and we will answer you, and also share the information in the newsletter. Elementary/Middle counsellor questions can go to Monique Moore, and Secondary questions should be sent to Jen Chambers. We will then reach out to other members of our team when needed. It is important to note that this is just for mental health/ counsellor specific topics. Questions around learning, and/or other inclusive education topics will be addressed by other members of the District team. VTRA or CIRT concerns should be directed to your school administrator, who will then contact our team, following usual protocols.

## 2. Weekly Snapshots to Families (Mondays) :

Every Monday, we will send an age specific snapshot (separate elementary, middle and secondary) to schools to be shared with families. These snapshots will each have a mental health and learning focus and include resources to support all learners and families as they navigate the next few months. The topics to be covered in the next 6 weeks are:

Snapshot Topics for Next Six Weeks:			
March 30	Secondary	Middle	Elementary
	Overview	Overview	Overview
April 6	Anxiety and Depression	Fostering Mental Health in Uncertain Times	Helping Children Navigate Worry and Fear
April 13	Wellness Tools	Wellness Tools	Wellness Tools
April 20	Conflict Resolution	Fostering Positive Family Communication	Fostering Positive Family Communication
April 27	Fostering Resiliency	Fostering Resiliency	Fostering Resiliency
May 4	Community Sharing	Community Sharing	Community Sharing

## 3. Weekly Counsellor Meetings (Thursdays):

Every Thursday at 10:00 am, we will provide the opportunity for counsellors to join in a Zoom meeting to check in as a counselling group (this is for all counsellors, including YFC's). Please sign up for zoom at [www.zoom.us](http://www.zoom.us) if you haven't already. We have attached the staff process for zoom meetings. Obviously, specific school obligations come first, and the weekly Wednesday counsellor updates will provide meeting minutes from the previous week if you are unable to attend.

Our first meeting this week (April 2<sup>nd</sup>) will be for all counsellors for the entire meeting. Starting next week (April 9<sup>th</sup>), we will start with the whole group together, then split for a secondary meeting (chaired by Jen C) and elementary/middle (chaired by Monique M). We hope to use the breakout room feature for the second half of the meetings, and are currently working out the process to use this function.

We will be inviting community service providers and District staff to provide short presentations each week for the general meeting, and the agenda will be sent out prior to the meetings, in the Wednesday counsellor update. The goal of these weekly meetings is to get a sense of themes in our schools, topics to be addressed in our updates or snapshots, information to share going into the weekend, and to continue our community of support. You will receive the meeting invite, with the sign in code, on Wednesdays by email.



### **Agenda for Thursday April 2<sup>nd</sup> Meeting**

(as this is the overview meeting, we will be together for the entire hour)

1. Housekeeping (how our Zoom meetings will run, use of chat line, process for subsequent weeks).
2. Andy Canty and Josh Barks – using technology for counselling sessions (Zoom and Google hangout)
3. Jen Chambers – suggested priorities and tasks for next week:
  - a. Your own physical and mental health first
  - b. Identify with SBT: students of concern (see SBT framework resources)
  - c. Start contacting your list of students and triage (who needs to be referred to community resources, who needs weekly counselling sessions, who needs bi weekly check-ins, who is fine now, but has plan for connecting if needed later)
4. Monique Moore – strategies for online counselling
5. Dana Marchant – update on plans for supporting most vulnerable learners
6. Jen Aston – strategies for personal coping and connecting
7. Jen Chambers – reminder about consults, counsellor updates and snapshots

#### **4. Individual Consults:**

The District Counselling team (Jen Chambers, Monique Moore, Jen Aston) will be available for individual consulting with counsellors. Please email us individually and we will figure out a time to discuss the issue either by phone or zoom. Please avoid student names in the subject line, and avoid confidential information in the body of the email.

#### **Issues of Immediate Concern:**

1. Remote Counselling:

We know that each school has a slightly different culture and process for accessing counselling, and we want the process to make sense for your community. **There is a template attached that can be personalized for each school.** This template has been shared with administrators and will be sent home, along with the community resources document attached here. Please give feedback to your school team on how the information can be personalized for your school community.

The goal is to have a clear process to allow students and families to access counselling support, regardless of their technology options. It will be important to be very clear about limits to confidentiality and realistic boundaries for the counselling sessions (see attachment on strategies for distance counselling). Our recommendation is that each session lasts a maximum of 30 minutes and you communicate this boundary clearly. We will provide more direction in the Thursday meeting (see agenda above).

We know that our community services are going to be less available for families and in particular, we want to keep individuals safe and away from hospitals whenever possible (please see resource attachment). Please remember that the Suicide Ideation Binder can be accessed on the Learning Support Hub, and the counsellor section password is GVSDCOUNSELLORS.

Remember that everyone in our community has a high current baseline for anxiety and it is imperative that we support our students in coping within their home environments. The Weekly Snapshots will offer many resources to families, and the counselling updates will keep you current for community resources and other supports.

2. How to manage questions about classwork, graduation, post secondary opportunities, etc:

Our job is to model resiliency, coping and patience. Over the next few days, information from the Ministry of Education and the District will clarify many questions for students and families. It is important that we help our community avoid speculation and turn to the trusted sources. We need to constantly remind students and families that at this time, our health is most important, and that we will share information as soon as we can. It is going to take time to get fulsome answers to many of the most pressing concerns.

3. What technology, apps etc. should be used for communicating with students, families and staff?

At this time, contacting families should only be done via phone, email (or previously established methods - eg. FreshGrade)

**\*Guiding protocols for using other communication tools are being developed and will be shared as they are ready. YFC's should be given their own direction from employers.**

For your information, if you use a personal device other than your district provided laptop, expenses will not be covered by the District, nor can they support any technological issues that may arise. We are only recommending you use District issued devices for these connections. If you do not have a District device, we recommend discussing options with your school administrators.

It is very important that we all remind staff and families to avoid names in subject headings for emails, and that all written communication should be brief and avoid confidential information. This is outlined in the template for families.

Andy Canty and Josh Barks from the District IT team will be addressing the use of technology for counselling in our Thursday meeting, as this is a complex, emerging issue. We really appreciate them taking the time to meet with us during this busy transition.

4. How can I support fellow staff members who are struggling?

It is important that you do not overload yourself with caring for the entire school community from home. Please direct staff to their unions for support and to Lifeworks (pamphlet attached). We need to rely on as many community resources as possible. It is important for us to remember that this is a community issue, not just an education crisis, and clear respectful boundaries will allow us to continue to cope over the next weeks and months.

5. What is happening with designations and IBI reviews and submissions?

At the current time, the process to review all designation requests is on hold. Any deadlines that were previously shared are postponed and under review.

This is a really challenging time, and we hope to support all of you in your work over the coming weeks and months. There may very well be hiccups, changes in processes and “do-overs” as we all figure out how to navigate this new landscape. We appreciate your patience, kindness and care....



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## **GVSD Mental Health Supports – Overview for Counsellors**

We are now back at work in a way that is unprecedented. It is a time of unease for all of us, but together we will be able to rely on each other as we continue on in our key roles as supports for our students and school communities. Weekly face to face meetings with our colleagues, open communication via phone and email, as well as weekly updates will guide our communication and answer many questions. The work will look different of course and the following guide will assist you over the coming days and weeks.

1. Connecting with our vulnerable students and families. You are familiar with your case load, but it is encouraged that you check in with your SBT and staff about any new student concerns that need to be addressed.
2. The updated list of community resources has been compiled to support our most vulnerable students and families. Please refer as needed.
3. Counselling supports will look different now, just as they do for our external community agencies. This work may be done via telephone, or email.
4. It is recommended that you use your district laptop for communication with students and families. If you don't have a district laptop or phone, please contact your school administrator to discuss options.
5. We also understand that working from home creates its own unique challenges, especially if you have children at home. Confidentiality is a cornerstone of what we do and creating that space at home will take some navigating. Here are some suggestions:
  - a) Create a time slot in your day when your children are able to be supervised by another adult in the home or if they are older can independently navigate their activities.
  - b) Limit your time with students and families to a maximum 30-minute conversation knowing that connection will be ongoing.
  - c) Please allow yourself grace in knowing that we are all able to do the best we can right now and it is not 'business as usual.' However, your support and work is invaluable to the community.
6. Continue to reach out to Jennifer Chambers with secondary requests for consult and questions and Monique Moore for elementary and middle requests. Beyond our weekly meetings, connect with your colleagues in ways that fit for you.
7. The GVTA has shared the following guidelines for phone use:

**Phoning Families:**

For teachers who plan to call families from home, the info below about how to mask your home/cell phone number may be helpful for protecting teachers' privacy. An email to families ahead of time letting them know that calls from a "blocked number" may be a teacher or EA, might be helpful so they don't ignore the calls.

From a landline:

- mask your number by pressing \*67 before the call.

On an iPhone:

- Go to the phone's settings menu
- Select "Phone"
- Choose "Show My Caller ID"
- Toggle between the options to either to show/hide your number

On an Android phone:

- Open up the phone's settings menu
- Select "Call settings"
- Choose "Additional settings"
- Select "Caller ID"
- Choose "Hide number" (or "Show number" to go back to showing your number when you call)

Please add school letterhead

# School Template: Letter home for Mental Health Supports

Dear Families,

Over the next few weeks, schools will be working with families to develop processes and strategies to support remote learning for students. As we make these adjustments, we know that maintaining and supporting mental health is crucial. This document provides an overview of the District and School based supports available to families.

## 1. Weekly Mental Health Snapshots:

The District Team will be providing age specific weekly mental health snapshots to families on a variety of topics. The first snapshot, which you will receive by email this week, outlines the topics for the next 6 weeks, and provides updated resources on community supports for families. We know that community resources will look different over the next while, and the snapshots will provide ongoing, updated information.

## 2. School Counselling Opportunities for Students:

School counsellors are available for remote counselling sessions with students. Please email the counsellor directly (add name, alpha if that is used, or different process if needed) to set up an appointment time. The counsellor will let you know the options available for the session. It is important to avoid using names in the subject line and do not include confidential information in the email body. If you do not have access to email, please call the school office at xxx-xxx-xxxx, and the message will be passed on to the counsellor.

At this time, the expectation is that counsellors will connect by phone or email. If and when other technology options become available, we will communicate these developments to families.

We appreciate that all families have many questions as to what learning will look like, and the impact the pandemic will have on regular processes such as transitioning to new schools, testing and graduation. These questions will be answered over time, but the main concern now is supporting everyone's physical and mental health. As we all know, these are unprecedented times, and our collective focus on resiliency, coping strategies and kindness will hopefully offer some support over the next weeks and months.



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## COMMUNITY RESOURCES (Updated March 30, 2020)

Resources	Service/Time	Location	Contact Info
<b>FOOD</b>			
<b>Salvation Army ARC</b> (open to all)	Warm Lunch (pre-packaged) M/W/F 11:45am - 12:15pm	525 Johnson St., Victoria	250-384-3396
<b>Stan Hagen Centre</b> (open to all)	Produce (packaged) daily starting @ 1pm; emergency food available	2695 Quadra St., Victoria	250-386-8521
<b>Living Edge</b>	Food Distribution, Monday 5:30 - 6:30pm	Central Baptist Church, 833 Pandora Ave., Victoria	Livingedge.ngo or 250-383-8915
	Food Distribution, Tuesday 5 - 6pm	Gateway Baptist Church, 898 Royal Oak Ave., Victoria	Livingedge.ngo or 250-383-8915
	Food distribution, Thursday 10:30 - 11:30am (line-up starts earlier)	901 Kings Rd., Victoria (QVCC) – Line-up is on Wark St.	Livingedge.ngo or 250-383-8915
	Food Distribution, Thursday 5 - 6pm	Saanich Baptist Church, 7577 Wallace Dr., Victoria	Livingedge.ngo or 250-383-8915
	Food Distribution, Friday 12 - 1pm	679 Goldstream Ave., Langford	Livingedge.ngo or 250-383-8915
<b>Our Place</b>	Closed: drop-in space, computer lab, courtyard, hygiene, clothing area. <b>Open: washroom facilities, 3 meals per day served on the street in front of 919 Pandora Avenue (8am - 9am, 12p -1pm, 5pm - 6pm).</b>	919 Pandora Ave., Victoria	250-388-7112



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<b>St Vincent de Paul</b>	Currently not scheduling any donation pick-ups; have cancelled all scheduled pick-up. The Social Concern office will be open from 11 - 3, providing limited essential services. The food bank is open for pick-up only.	835 Yates St, Victoria	250-382-0712
<b>St John the Divine</b>	Pre-packing food for pick up Tuesdays and Fridays from 10am - 12 (except No food on 3 <sup>rd</sup> week of month)	1611 Quadra St	(250) 383-7169
<b>9-10 Club (The Soup Kitchen)</b>	Takeaway breakfast only, usual hours (Mon - Fri 8:30 - 10AM).	740 View St., Victoria	778-440-7687
<b>Rainbow Kitchen</b>	Lunch to go 11am - 1pm; drop-in closed	#1315 - 1277 Lyall St., Victoria	250-384-2069
<b>Food Not Bombs</b>	Still serving as usual on Sundays at 4pm	Centennial Square	<a href="#">Food Not Bombs</a>
<b>Mustard Seed</b>	<b>MONDAY - FRIDAY</b> 9am: First coffee from lobby doors 10am: The Market opens for hampers (No ID required) 12pm: Bag lunch from Chapel doors (roughly 100 bags) 1pm: The Market closes 2pm: Last coffee  <b>FRIDAY EVENING</b> 5pm: Coffee from lobby doors 6pm: Street Cafe: a hot contained meal and paper bag from Chapel door	625 Queens Avenue	Call 250- 953-1575 Or <a href="#">Mustard Seed</a>





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	<p>7pm: Mug Up at lobby doors 8pm: Last coffee</p> <p><b>SATURDAY</b> 9am: First coffee from the lobby doors 12pm: Simple lunch (soup and sandwich) from chapel doors 6pm: Agape dinner: a hot contained meal and paper bag from chapel door 7pm: Mug Up at lobby doors 8pm: Last coffee</p> <p><b>SUNDAY</b> 9am: First coffee from lobby doors Noon: Simple lunch (soup and sandwich) from chapel doors 2pm: Last coffee</p> <p><b>Note:</b> Upon request we have emergency clothing and bedding available.</p> <p>This schedule may change as we learn more and adapt in ways.</p>		
<b>YOUTH RESOURCES</b>			
<b>Children and Youth Mental Health (CYMH)</b>	<p><b>Victoria CYMH</b> Open, intake available via phone Team Lead and one clinician plus admin support in the office</p>	<p>302 - 2955 Jutland Road</p> <p>SCYMH 201 - 4478 West Saanich</p>	<p>250-356-1123</p> <p>250-952-5073</p>



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	<p>Clinicians working remotely Virtual support - employing Skype for Business or telephone with regular clients <b>Saanich CYMH</b> Open, intake available via phone Team Lead and one clinician plus admin support in the office Clinicians working remotely Virtual support - employing Skype for Business or telephone with regular clients</p> <p><b>High Risk Team:</b> if required face to face - walk and talk with the client</p> <p><b>Eating Disorder Clinic:</b> A doctor is available to medically assist/assess</p> <p><b>Aboriginal CYMH</b> Open, intake available via phone Team Lead and Clinicians working remotely Telephone support with regular clients.</p>	<p>Road</p> <p>ACYMH 1 - 1195 Esquimalt Rd.</p>	<p>250-952-4073</p>
<p><b>Discovery Youth and Family Substance Use Services</b></p>	<p>You can refer youth and their families by contacting the intake team by email or phone. Referrals can also be faxed to 250-519-5314.</p>	<p>N/A</p>	<p>250-519-5313 extension 34345</p> <p>Fax: 250-519-5314</p>



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	Clients are encouraged to meet with counsellors by phone, Skype, and other video platforms being developed with security measures.		
<b>Foundry Victoria Youth Clinic</b>	<p>M-F phones answered at 10:30am. We are working to best service youth and young adults during this time period. Limiting in-person interactions as much as possible and moving towards telehealth and phone communication.</p> <p>Peer support and weekly Wednesday support group 2:00 - 3:30 by phone or Zoom.</p> <p>Call 250-384-4225</p> <p>Services: Doctor/Nurse/Counseling/Peer Support/Outreach</p>	818 Douglas Street	250 383 3552
<b>IMCRT/YT5/ER</b>	<p>Operational but trying to do all business by phone. For VGH Crisis it is preferred that school counsellors' direct families to call the VGH switchboard and ask for the Crisis Team. Please <b>call ahead</b> if they feel they are at the point of needing to take their child to ER for mental health reasons. Phone consults currently.</p> <p>YT5 is actively working with their entire caseload</p>		<p>IMCRT: 1-888-494-3888</p> <p>YT5: 250-380-0595</p>



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	mostly via phone currently.		
<b>Anscomb Mental Health Outpatients Program</b>	Administrative support on site daily Doctors and clinicians are on site on alternate days No clients on site Support is available via telephone or Docsee. ICMs - via teleconferencing No new intakes currently	2400 Arbutus Rd.	250-519-6900
<b>Phoenix Human Services</b>	Clients are continuing to receive support with the goal to assist children & youth calm and safe. Virtual support via phone and Zoom. Some groups are continuing via for special needs clients.	1095 Joan Cres.	250-383-4821
<b>Victoria Native Friendship Centre</b>	Essential services will continue including daycare, shelter, and homelessness outreach. Plans are in the works for food hampers to support families. Please call or email the Centre for more information.	231 Regina Ave	250-384-3211 or <a href="mailto:reception@vnfc.ca">reception@vnfc.ca</a>
<b>Beecher Bay Nation</b>	Providing essential health services to nation only. All other services and programs are closed or cancelled.	4901 Sooke Road Beecher Bay	250-478-3535



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	Looking into providing food packages for members.		
<b>Esquimalt Nation</b>	Programming closed. Offering health, counseling, and outreach services by phone and online. Produce and dairy available for pick-up on Wednesdays. Call to confirm timing.	1189 Kosapsum Crescent Victoria	250-381-7861
<b>Songhees Nation</b>	Will provide food delivery to nation members 1-2 times per week. Programs and services are closed.	1100 Admirals Road Victoria	250-386-1043
<b>Tsartlip Nation</b>	Programs are closed. Delivering food to the community.	1 Boat Ramp Road Brentwood Bay	250-384-3211
<b>Victoria Youth Empowerment Society (YES; for youth 13-19)</b>	All counsellors available by email and phone to support clients. Taking new referrals, however currently no face to face appointments happening. If youth/families need support all program emails are listed on website and staff will reach out.  <b>Alliance Club</b> drop in currently open M-Th from 1 - 6pm to offer to go meals as well as to go hygiene products. Given the social distancing concerns, youth are not able to hang out in the space.	533 Yates St., Victoria	250-383-3514  or  <a href="http://www.vyes.ca">www.vyes.ca</a>



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	<b>Detox</b> still available in a modified capacity. Youth needing detox are encouraged to call the office (250-383-3514) to get the number for intake coordinator.		
<b>Need2 Suicide Prevention Education and Support (Youth Space)</b>	Offers support and crisis response for youth (up to 30 years of age), through live chat, text, discussion forums, and through Youth Talk Email Counselling. Chat hours are between 6PM - Midnight daily.	818 Douglas St.	250-386-6328  Or  <a href="#">Youth Space Chat Forum</a>
<b>Island Sexual Health</b>	M-F from 9 - 4pm: offering phone/video access to Dr's, nurses & sexual health services including emergency contraception, birth/bleed control, STI testing and treatment, sexual health symptom management, and free safer sex and bleed control supplies to all. Call ahead to set up appt.	101-3960 Quadra Street	250-592-3479  250-812-9374 text line for sexual health Q&A
<b>Vancouver Island Crisis Line</b>	N/A	N/A	1-888-494-3888
<b>Crisis Intervention and Suicide Prevention Centre of BC</b>	24/7 Distress phone services. Confidential, non-judgmental, free emotional support for people experiencing feelings of distress or despair. Interpreters available in over 140 languages.	N/A	1-800-784-2433



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<b>Youth Space</b> (youth under 25)	N/A	N/A	<a href="http://youthspace.ca">youthspace.ca</a>
<b>Sexual Assault Response Team (SART)</b>	24/7 emergency response, emotional support & information to all people 13 years and older who have been sexually assaulted within the past 7 days.	N/A	250-383-3232 or <a href="mailto:access@vsac.ca">access@vsac.ca</a>
<b>Victoria Youth Clinic</b> (age 12-24)	"To access our clinic please call starting at 10:30am. We will support you the best way we can over the phone. There is no need to line up outside. Subject to short notice change, please check back daily."	818 Douglas St.	250 383 3552 Or <a href="#">Victoria Youth Clinic</a>
<b>Youth Online Drop-in hosted by Project Respect</b>	Friday's online 4:30pm onward. Complete the registration to be sent the link.	N/A	<a href="#">Youth Drop-in Registration</a>
<b>Burnside Gorge Community Centre</b>	Only providing essential services (food security programs and limited child-care). Staff onsite to take phone calls and deal with emergency walk-ins in relation to family homelessness; financial crisis, youth and families in crisis.  <b>*Asking that community members do not visit centre unless they have an appointment</b>	471 Cecilia Rd., Victoria	250-388-5251 or <a href="mailto:info@burnsidegorge.ca">info@burnsidegorge.ca</a>
<b>Oaklands Community Centre</b>	Community Centre and programming closed. Organizing food drops for vulnerable seniors (&	2827 Belmont Ave #1, Victoria	250-370-9101 <a href="mailto:programs@oaklandsca.com">programs@oaklandsca.com</a>



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	others) in the community.		
<b>Quadra Village Community Centre (QVCC)</b>	Staff will be available on an ongoing basis to provide emergency and virtual support via phone, text, email, and social media. Rotation of core staff on site each day providing essential services and ensure cleanliness. Other staff are working remotely. If you wish to be contacted by staff on a regular check in basis, please call or email and leave your email and phone number.	901 Kings Rd., Victoria	250-388-7696  Or  <a href="mailto:info@quadravillagecc.com">info@quadravillagecc.com</a>
<b>Beacon Community Services</b>	Offering counselling via Zoom and phone chats, food support for homeless youth.	2676 Quadra St.	250-479-8849 Contact: <a href="mailto:jmortimer@beaconcs.ca">jmortimer@beaconcs.ca</a> FAS services for youth - Contact: <a href="mailto:msymons@beaconcs.ca">msymons@beaconcs.ca</a>
<b>Learning through Loss</b>	They are actively working on moving to a virtual platform in support of youth (13 - 24) and their families through grief and loss and bereavement in a tumultuous new environment. Stay tuned as to plans around support for vulnerable youth through online counselling and online small peer group programs facilitated by our registered clinical counsellors. Regular interactive webinars targeting parents, grandparents, caregivers,	1027 Pandora Ave.	250-413-3114  or  <a href="mailto:info@learningthroughloss.org">info@learningthroughloss.org</a>





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	and anyone in the vicinity of youth who could use the support will come soon.		
<b>OTHER RESOURCE SERVICES</b>			
<b>Family SMART</b> and Parents in Residence (PiR).	Available to provide peer support to all families living in BC and can meet with families by phone and video chat. Please also see the <b>In the Know Video Library</b> - consisting of expert speakers on topics important to families and/or those working to support the mental health of children and youth.	<a href="https://familysmart.ca">https://familysmart.ca</a>	Victoria PiR – Lisa Tate <a href="mailto:Lisa.Tate@FamilySmart.ca">Lisa.Tate@FamilySmart.ca</a>  or  250-818-4810
<b>Victoria Women's Transition House Society</b>	The community office is closed to the public and the staff and counsellors are working remotely. Support and phone counselling appointments are available 9 - 4.	3060 Cedar Hill Rd.	250-592-2927 24-hour crisis line 250-385-6611
<b>VictimLINK</b>	24-hr multilingual phone line for victims of any crime. Offers crisis support and referrals, information on the justice system, resources, victim services.	N/A	1-800-563-0808
<b>Senior Community Outreach Project (for seniors only)</b>	Outreach line will be monitored Tuesday - Thursday from 8:30am - 4:00pm. Seniors can leave a message with their name, phone	N/A	(250) 889-4430



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	number and request of how we can help.		
<b>Fernwood NRG</b>	Closed to public. Family and Seniors programs cancelled until further notice. Exploring having Seniors' lunch and Community Dinner continue as "window service". The Good Food Box cancelled until further notice ( <b>updates to follow</b> ).	1240 Gladstone Ave., Victoria	250-381-1552
<b>Victoria Women in Need Community Cooperative</b>	Currently offering the Crisis and Referral Program which provides resources, advocacy, some financial resources for women and their families in crisis.	785 Pandora	250-480-4006  or  <a href="mailto:programs@womeninneed.ca">programs@womeninneed.ca</a>
<b>Anawim House</b>	Closed for drop in services. Will still pick up & receive donations M-F from 9-5.	973 Caldedonia	250-382-0283
<b>Aboriginal Coalition to End Homelessness</b>	Closed; staff working remotely. Email with general questions/needs.	101-2860 Quadra St., Victoria	<a href="mailto:operations@ACEHsociety.com">operations@ACEHsociety.com</a>
<b>TAPS</b>	Closed until further notice. New and existing clients encouraged to reach out.		250-361-3521
<b>PEERS (Effective Until the End of March 2020)</b>	<b>Drop-In:</b> Services at the drop-in centre will be by appointment or door service M, W, F 11am -1pm.  <b>Night Outreach:</b> Van will not be taken out due to the difficulty with social	#1-744 Fairview Rd., Victoria	Night Outreach: 250-744-0171 Answered M, W, F 11 - 1:30  Harm Reduction: 250-217-0410 Answered M - Th; text anytime  Men's Program: 250-217-1386 Answered M - Th 10 - 4; text anytime



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	<p>distancing in that setting. The night outreach phone will be checked M, W, F mornings for requests for harm reduction supplies and food delivery.</p> <p><b>Housing and Harm Reduction Outreach:</b> Staff can be reached by phone during their usual hours; will be providing phone support and arranging drop off harm reduction and food (and other essentials).</p> <p>There will be <b>NO GROUPS</b> at Peers Victoria until further notice.</p> <p><b>Counselling:</b> Phone only. Usual hours are M-Th 11am - 3pm (other times possible).</p>		<p>Housing: 250-415-1874 Answered M - Th 10 - 4; text anytime</p> <p>Prevention: 250-217-5937 T - Th 12 -4; text anytime</p> <p>Sessions can be booked by email -- <a href="mailto:carinfreimond@protonmail.com">carinfreimond@protonmail.com</a></p>
<b>Indigenous Harm Reduction Team</b>	<p>Doing outreach most nights to places where people are sheltering, distributing supplies as available (snacks/food, bottled water, hygiene &amp; wellness supplies, DIY handwashing stations), getting info to people about survival services, and checking about people's needs and impacts of service closures.</p>		<p><a href="https://www.facebook.com/pg/Indigenous-Harm-Reduction-Team-2268634883463900/posts">https://www.facebook.com/pg/Indigenous-Harm-Reduction-Team-2268634883463900/posts</a></p>



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HEALTH AND WELLBEING			
<b>938 Mason St.</b>	Triage site and covid-19 testing for the homeless population.	938 Mason Street	
<b>Cool Aid Community Health Centre</b>	New health centre and pharmacy hours:  M-TH: 9 - 4:30, F: 9 - 3, Sat: 10 - 2, Sun: Closed	713 Johnson St., Victoria	250-385-1466 (If you are already a client, call & leave message to have phone apt with doctor, nurse, or pharmacist)
<b>Rock Bay Landing</b> (open for hygiene hours only)	Waiting lists for showers being taken. Showers available 9 - 11am & 1 - 3pm daily.	535 Ellice St., Victoria	250-383-1951 + press "1" for front desk
<b>Pandora Clinic &amp; Pharmacy</b>	Currently open but changes in service including limit of 4 patients at a time in waiting room; limited amount of time with the doctor and moving towards telehealth in the next few weeks.	922 Pandora Ave., Victoria	250-294-6714
<b>Island Health Facilities</b>	Only essential visits, including critical illness, end-of-life care.  Eligible visitors must pass screening criteria. Can't have cough, runny nose, fever, sore throat, shortness of breath; can't have travelled outside of Canada in past 14 days.		250-370-8699  Or <a href="mailto:info@viha.ca">info@viha.ca</a>
TRANSPORTATION			
<b>Victoria Transit</b>	Transit is offering free bus rides for regular and handy-dart buses until April 19, 2020.		250-382-6161  or <a href="mailto:transitinfo@bctransit.com">transitinfo@bctransit.com</a>
SHELTER			



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<b>BC Housing</b>	<p>From website: “Initial actions include: <b>Ban on evictions for non-payment of rent in BC Housing-funded buildings.</b></p> <p>Development of distinct protocols and identification of sites to support isolation for vulnerable people experiencing homelessness – sheltered or unsheltered – and those in private single room occupancy (SROs) and social housing buildings.</p> <p>Sustaining service providers through continued payments to ensure they can pay their staff and operating costs.</p> <p>Centralized procurement for critical supplies needed by frontline providers.”</p>		<p>Non-medical information about COVID-19 available 7:30am - 8pm, 7 days a week at 1-888-COVID19 (1-888-268-4319).</p> <p>Or</p> <p><a href="https://www.bchousing.org/COVID-19">https://www.bchousing.org/COVID-19</a></p>
<b>Emergency Shelter plan</b>	<p><b>Phase 1 (started Sun Mar 22)</b></p> <p>Starting short term tenting sites with food, water, washrooms</p> <p><b>Phase 2 (unknown time frame)</b></p> <p>People will be assessed at interim sites with particular attention to anyone exhibiting COVID-19 symptoms. Based on</p>	<p><u>Topaz Park</u> will have non-enforcement of tent bylaw if tents are spaced apart and people are practicing social distancing</p> <p><u>Cook St</u> side of <u>Royal Athletic Park</u> is one confirmed location</p>	



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	need, preference, symptoms, etc. people will be moved to indoor sheltering locations dispersed throughout the city. Will include spaces for self-isolation for people with symptoms.		
<b>KEYS Kiwanis Emergency Youth Shelter</b> (ages 13-18)	24 hr intake with some criteria	2117 Vancouver St., Victoria	250-386-8282
<b>Pacifica Housing</b>	Cormorant St. office closed. Supportive Housing and Fairfield Hotel staff on site with increased measures to avoid direct contact.		250-385-2131
<b>FINANCIAL SUPPORT</b>			
<b>B.C. Hardship Assistance</b> (if not eligible for Income Assistance)	From government of B.C. website: <b>Access Income &amp; Disability Assistance Services:</b> Online with <u>My Self Serve</u>  <u>Toll-free</u> 1-866-866-0800		My Self-Serve and the Contact Centre - 1.866.866.0800
<b>Ministry of Social Development and Poverty Reduction</b>	Restricting number of people allowed into the building; phone if possible.  In-Person Ministry offices remain open to serve applicants and clients.  We are starting to direct people to My Self Serve and phone service as the preferred method of communication		



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	<p>wherever possible. My Self-Serve and the Contact Centre at 1.866.866.0800. Please also encourage clients to use electronic deposit. This is in keeping with the BC Provincial Health Officer's recommendation to maintain 'social distance' protocols and help protect our staff and the people we serve.</p> <p>Cheque issue (March 25) will continue the same although the number of people allowed in the building will be restricted. All clients will be picking up cheques at 908 Pandora but they will be doing triage outside all day and allowing those to pick up their cheques at each wicket or cubicle.</p>		
<b>Taxes</b>	The income tax filing deadline has been extended until June 1, 2020.		
<b>Utilities</b>	<b>BC Hydro</b> will make bill payment plans or allow bills to be deferred during this time with no penalty.		Contact: 1 800 224 9376
<b>Fortis BC</b> (from website):	Fortis BC has waived late payment fees and ensure that no customer is		Contact: 1-866-436-7847 for electricity



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	disconnected from the energy they need for financial reasons.		Or  1-888-224-2710 for natural gas
<b>CASE MANAGEMENT TEAMS</b>			
<b>PACT</b>	Reducing to essential services only i.e. meds, renewals, urgent med appts and emergency issues. Will not be coming to site unless necessary; most contact by phone. Will see clients at office.	941 Pandora St., Victoria	250-519-5181
<b>DACT</b>	Reducing to essential services only; please attempt to call first. Clients triaged to be seen in person.	941 Pandora St., Victoria	250-519-5180
<b>SOACT</b>	Still connecting with clients in community for essential services such as meds.	941 Pandora St., Victoria	250-519-3528
<b>VICOT</b>	Reducing to essential services only. No engagement at housing sites/community locations. Will not be coming to site unless necessary most contact by phone. Crisis management services only. Clients expected to come to VICOT office for meds. Clients will be screened at door and asked to wait at door.		250-519-5182
<b>ICMT</b>	NO LONGER transporting clients in ANY circumstance.		250-882-0816





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	Only providing essential care support, medication delivery and support, overdose risk mitigation and support, mental health support, access to essential needs and service such as food, pharmacy and primary care.		
<b>SUBSTANCE USE &amp; SUPPORT</b>			
<b>Rock Bay Landing Overdose Prevention Unit</b>	Limited to 2 consumption booths. Open 7am - 9pm	535 Ellice St., Victoria	250-383-1951
<b>SOLID</b>	Harm reduction outreach team at 900 block Pandora 9:00 - 10:30 AM daily and at Centennial Square 5:30 - 7 PM daily.		<a href="#"><u>SOLID</u></a>
<b>AVI</b>	All groups cancelled.  Daytime harm reduction opens as usual with SD measures.  PWP - drop-in space closed with packaged meals to go and by delivery; phone and email support with many clients contacted this week; some limited in person support with SD available at the office using other staff.  Developing outreach support for PWP clients	713 Johnson St., Victoria	250-384-2366



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	as staffing allows.		
<b>LEGAL</b>			
<b>Victoria Probation</b>	All phone reporting. Core programs cancelled.	N/A	250-387- 6321
<b>Victoria Parole</b>	Office will remain open (essential service – public safety)  Preference for PO to meet in the community. Clients encouraged to call PO and confirm appts and location. If clients are feeling sick, they are to call to rebook appointment.	#1-1230 Government St., Victoria	250-363-3267
<b>Victoria Courthouse</b>	Still open. <i>Update pending.</i>	850 Burdett Ave., Victoria	250-356-1478