

Local Community Contact List

Name of CRN/Community: Saanich Peninsula Community Response Network
(Sidney, North Saanich, Central Saanich, Brentwood Bay)

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(Name) (Phone) (Email)

Where there are no local services, list the closest community that has services available under "NOTES". Add rows or use the back of the page if needed to create a complete list for your community.

EMERGENCY NUMBERS

SERVICE	CONTACT NUMBER	NOTES
Police, Fire and Ambulance	911	Numbers to call if no 911 service
Crisis Line	1-888-722-5222 (Toll Free) 250-800-3806	
Poison Control	1-800-567-8911	
Lifeline (or similar service)	204-956-6777	
Sidney/North Saanich RCMP	250-656-3931	
Saanich Police	250-475-4321	
Salt Spring Island RCMP	250-537-5555	
Sidney Fire	250-656-2121	
Sidney Ambulance	250-727-2400	
Saanich Fire	250-475-5500	
North Saanich Fire	250-656-0781	
Salt Spring Island Fire	250-537-2531	
Crime Stoppers	250-386-8477	Suspect, Witness illegal act
Electric Emergencies	1-888-769-3766	
Road Hazard Reporting	250-475-5596	
Suicide Distress Line	1-800-784-2433	
BC Forest Fire	1-800-663-5555	
BC Hydro Outage	1-888-769-3766	
Disaster	1-800-663-3456	

ADULT ABUSE SERVICES

SERVICE	CONTACT NUMBER	NOTES
Health Authority contact(s) – for reporting abuse	250-388-2273 1-888-533-2273	See regional resources list for each CRN
Police-based Victim Services	250-995-7351	Greater Victoria
Community-based Victim Services	1-866-660-3888	Crime Victim Assistance Program
Crime Stoppers	1-800-222-8477	Toll free Anonymous phone line to report elder abuse
Saanich Peninsula Community Response Network (SPCRN)	778-677-4880 778-426-8768	SHOAL Community Centre – free educational workshops and resources
Community Living BC	604-664-0101 1-877-660-2522	Local Vancouver Toll free
Transition House (s)	250-592-2927 250-385-6611 250-479-3936 250-537-0735	Victoria Women's Transition House VWTH Crisis Line Cridge Transition House Salt Spring Island Transition House
Emergency Shelter (s)	250-383-1951 250-381-2159 250-480-1408 250-384-3396 250-388-7112 250-480-1408 250-656-0134 Humanex.org	Rock Bay Landing – Men & Women Next Steps – Men and Women Sandi Merriman House – Women Salvation Army Our Place Society – Men & Women Victoria Kool Aid Society – M & W Beacon Community Services Victoria Human Exchange Society
Seniors First BC – SAIL (Seniors Abuse and Information Line) – for information about abuse and for emotional support	604-437-1940 1-866-437-1940	Seniors Abuse and Information Line Toll free information about abuse and emotional support
Victim Link	1-800-563-0808	Toll Free
bc211	211	Lower Mainland only
LGBTQ+ Contact Lovecrn@gmail.com (email only) Living Out Visibly & Engaged (LOVE)	604-684-5307 1-800-566-1170	Toll free

Parents' Help Line	1-888-603-9100	Toll free
Sexual Assault Centre	250-383-3232	
Stopping the Violence Program	250-592-2927 ext. 13	Victoria Women's Transition House
Children Who Witness Abuse Program	250-592-2927	Victoria Women's Transition House

INFORMATION AND REFERRAL

SERVICE	CONTACT NUMBER	NOTES
Advocacy Service for Seniors	778-426-8768	Beacon Community Services
Seniors Outreach	250-519-3566 250-656-0134 250 656-5537	Victoria Outreach Beacon Community Services SHOAL Community Centre
Community/Family Services	250-656-0134	Beacon Community Services
The Cridge Centre for the Family	250-384-8058	Multi service provider in Victoria
Community Programs for Seniors	250-656-5537	SHOAL Community Centre
Problem Gambling Helpline	1-888-795-6111	
Alcohol and Drug Referral	250-590-3168	
Veterans Affairs Canada	1-866-522-2122	

HEALTH/MENTAL HEALTH

SERVICE	CONTACT NUMBER	NOTES
BC211	211	Safe Seniors, Strong Communities Program
COVID-19 Stress & Anxiety	811	HealthLink BC
310 Mental Health Support	310-6789	HealthLink BC
KUU-US Crisis Response Service	1-800-588-8717	Indigenous Help Line
Mental Health/Geriatric Outreach	250-519-3566	
Mental Health and Addiction Services	250-519-3544	Island Health (South) Adult Addiction
Home and Community Health	250-388-2273 OR 1-888-533-2273	Island Health (VIHA) General Inquiry Line

Adult Day programs	1-888-533-2273 250-652-2112 250-544-2500	Island Health (VIHA), South Island Island Health (VIHA), Saanichton Peninsula Health Unit
Mental Health Seniors Wellness Support Program on Saanich Peninsula	778-677-4880	Group Support for 65+ - Beacon Community Services/SHOAL
Depression Support Group on Saanich Peninsula	250-656-5537	Beacon Community Services Yes! We Can cope with Depression program/SHOAL
First Link Dementia Help Line Alzheimer Society of BC	1-800-936-6033	Toll Free
Hospital	250-652-3911 250-727-4212 250-370-8000	Saanich Peninsula Hospital Victoria General Hospital Royal Jubilee Hospital
MSP and PharmaCare	604-683-7151 1-800-663-7100	Vancouver Toll Free
BC Nurse/Pharmacist Line	811	
Assisted Living Registry	1-866-714-3378	
Online Medical Support - Medeo	1-888-297-2973	
Men's Trauma Centre	250-381-6367	
Fetal Alcohol Spectrum Disorder (FASD)	250-656-0134	Beacon Community Services

HOUSING

SERVICE	CONTACT NUMBER	NOTES
Island Health (South) Community Access Line	250-388-2273	BC Ministry of Health policies for Assisted living and Long Term Care
BC Housing	604-433-1711 1-866-465-6873	Vancouver - Toll Free
Home Adaptations – Canada Mortgage & Housing	1-800-668-2642	
Advocacy and Appeals re Housing	250-387-1602 1-800-665-1185 250-361-3521 250-356-7012	Residential Tenancy Branch Tenant Resource and Advisory Centre (TRAC) Together Against Poverty Society Victoria Justice Access Centre
NOTE: Housing listed below is for Sidney and the Saanich Peninsula		
SHOAL Assisted Living	778-351-0896	Beacon Community Services

SHOAL Independent Living	250-654-0536	Private Independent Living
Norgarden Housing	250-598-1565	Private Independent Living
Amica at Beechwood Living	250-655-0849	Private Independent & Assisted Living
Peninsula at Norgarden	250-656-8827	Private Independent & Assisted Living
Legion Manor Retirement Living	250-652-3261	Independent & Assisted Living
Abbeyfield St. Andrew's House	250-655-3536	Independent Living (& options)
Wakefield Manor	250-656-0134	Independent, Assisted, Residential, Subsidized by Beacon Community Services
Resthaven Lodge	250-656-0717	Residential Care
Sidney All Care Residence	778-351-2505	Residential Care
Sidney Care Home	778-351-2505	Residential Care
Brentwood House	250-652-0634	Dementia Care (Island Health)
Slugget House	250-544-0925	Dementia care (Island Health)

HOME SUPPORT

SERVICE	CONTACT NUMBER	NOTES
Home and Community Care Access South Island	250-388-2273 1-888-533-2273	Toll free
Better at Home and More than Meals	250-656-5537	Beacon Community Services Saanich and Peninsula

Grocery Shopping	778-426-8768 250-656-0946 250-544-0980 250-544-1234 1-800-667-8260 ext.2 250-656-2735 250-595-8008	Beacon Community Services SHOAL, Sidney Thrifty Foods, Sidney, Sendial Program, Shop/Delivery Thrifty's Saanichton, Sendial, Shop/Deliver Sendial Customer Care (Thrifty's) Sendial Toll Free (Thrifty's) Save-On-Foods, Sidney, Volunteer Shoppers Saanich Volunteer Services
Home repairs and Maintenance	778-426-8768 250-370-4181 250-595-8008 250-721-8421	Beacon Community Services, SHOAL Sidney Camosun College Student Employment Services Saanich Volunteer Service Society University of Victoria Casual Job Board
Peer Counselling	250-382-4331	Seniors Serving Seniors
Friendly Visiting	778-426-8768 250-595-8008	Beacon Community Services, SHOAL Sidney Saanich Volunteer Services
Bathing Programs	250-652-3432 250-381-4421 ext.234 250-370-5641 ext.1 250-382-4331 250-595-8008 250-656-7176 250-415-1233	Mount Newton Centre Society Beckley Farm Lodge Hillside Seniors Health Centre Seniors Serving Seniors Better at Home, Salt Spring Sidney Senior Care & Educational Centre My Caregivers

TRANSPORTATION

SERVICE	CONTACT NUMBER	NOTES
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handyDART/Taxi Saver/Handy Card *Sidney satellite office	250-727-7811 250-656-5537	First Transit, Victoria SHOAL Community Centre
Words On Wheels	250-656-5537	Library book pick-up service by SHOAL Centre Volunteer Drivers
Food Bank Pickup Service	250-656-5537	Beacon Community Services at SHOAL Centre
Health Connections – bus service	778-426-8768	Health Authority regional based travel assist program
Volunteer Medical Drive Program	250-656-5537	Beacon Community Services at SHOAL Centre
BC Transit Bus Pass Program Bus Pass (Employment & Income Assistance)	250-382-6161 1-866-866-0800	Toll Free
Taxi (s)	250-656-6666 250-382-2222	Sidney Taxi Ltd Blue Bird Cabs Ltd
Parking Permit (disabled) *Sidney satellite office	250-595-0044 250-656-5537	Victoria Disability Resource Centre SHOAL Community Centre
BC Transit Travel and Orientation	250-515-7221	Orientation for those who need assistance to travel by transit bus
Translink Trip Planner	604-953-3333	Lower Mainland
CanAssist – University of Victoria	250-721-7300	Specialized technologies to support physical and cognitive disabilities

LEGAL

SERVICE	CONTACT NUMBER	NOTES
BC CEAS (SAIL)	604-437-1940 1-866-437-1940	Legal Advocacy Program and Elder Law Clinic
Legal Aid	1-866-577-2525	
Seniors Legal Aid Clinic	250-656-5537	SHOAL Community Centre
Family Justice Clinic	250-952-4111 250-387-5903	BC Family Justice Services Family Justice Services
Crown Counsel	250-391-2866	BC Crown Counsel
NIDUS – Representation Agreements	1-604-408-7414	
Public Guardian and Trustee	1-604-660-4444	
Peoples Law School	604-331-5400	

Access Pro Bono Legal Services – in person only	1-877-762-6664	
Community Advocacy Services	250-656-5537	SHOAL Community Centre

SUPPORT GROUPS

SERVICE	CONTACT NUMBER	NOTES
Better Breathers of BC	800-665-5864	
Dementia Help Line	604-681-8651	
Dementia Caregivers Support	250 656-5537	Beacon Community Services at SHOAL Community Centre
AA	250-383-7744	
NA	250-383-3553 1-866-664-3511	Toll Free
Al-Anon	250-383-4020	
Nar-Anon	250-704-2801	
Alzheimer Society of BC	604-681-6530	
Caregiver support groups	250-384-0408 1-877-520-3267	Family Caregivers of BC Toll Free
Family and Friend Caregivers Support Program (Saanich Peninsula)	778-351-1446	Beacon Community Services at SHOAL Centre
Senior Peer 1-1 Support Program	778-351-1446	Beacon Community Services at SHOAL Centre
MS Society	250-388-6496	
Arthritis	250-598-2277	
Diabetes Self-Management Programs	1-604-940-1273	University of Victoria – Institute on Aging and Lifelong Health
Senior Mental Health Wellness Support	778.677.4880	Beacon Community Services at SHOAL Centre
Parkinson's Wellness Program	250-360-6800	
Deaf and Hard of Hearing	250-592-8144	Island Deaf and Hard of Hearing (IDHH)
Stroke Recovery Association, Saanich Peninsula	250-652-3016	

White Cane Club	250-656-5537	SHOAL Community Services at SHOAL Centre
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FIRST NATIONS/INDIGENOUS SERVICES

SERVICE	CONTACT NUMBER	NOTES
Friendship Centre	250-384-3211	Victoria Native Friendship Center
First Nations Band Office	250-652-9101	Pauquachin, Tsartlip, Tsawout, Tseycum
Métis Services	250-391-9924	Island Metis Family & Community Services
First Nations Health Authority	1-604-693-6500	

IMMIGRANT SERVICES

SERVICE	CONTACT NUMBER	NOTES
Health and Seniors Information Line	211	Lower Mainland
Local Immigrant Services	250-361-9433	Vancouver Immigrant Refugee & Center Society VIRCS
Settlement Services	250-388-4728	Inter-Cultural Association of Victoria
Translation Services		(see government website – Service Canada)

MUNICIPAL SERVICES

SERVICE	CONTACT NUMBER	NOTES
Recreation – facilities & program (municipal)	250-656-7271	Panorama Recreation Center
Recreation – facilities & programs (non-profit)	250-656-5537	SHOAL Activity/Community Centre
Parks and Recreation - (municipal)	250-656-1184	Town of Sidney

Library(s) – Sidney/North Saanich Central Saanich	250-656-0944 250-940-4875	
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INCOME AND BENEFITS

SERVICE	CONTACT NUMBER	NOTES
CPP, OAS, GAIN	1-800-622-6232	Service Canada
Employment and Income Assistance	1-866-866-0800	Access Services, Service BC
Community Volunteer Income Tax Preparation	250-656-5537	Beacon Community Services at SHOAL Centre

DEATH, DYING AND GRIEF SERVICES

SERVICE	CONTACT NUMBER	NOTES
Palliative Care Unit	250-544-7676	Saanich Peninsula Hospital
Hospice	250-370-8715	Victoria Hospice Society
Grief Counselling	250-656-0134	Counselling Services – Beacon Community Services
Bereavement and Loss Support Group	250-656-5537	Beacon Community Services at SHOAL Centre
Good Grief! Peer-to-Peer Bereavement Support Program	778-351-1446	Beacon Community Services at SHOAL Centre
Advance Care Planning Programs	250-951-9523 250-656-5537	Saanich Peninsula Health Unit SHOAL Community Centre

FOOD PROGRAMS

SERVICE	CONTACT NUMBER	NOTES
Food Bank	250-655-0679	Sidney Lions Food Bank
Beacon Mobile Meals	250-656-5537	Beacon Community Services at SHOAL Centre
Community Meals Tues/Thurs Social Meals – 3 rd Thurs monthly	250-656-5537 (ext119)	Beacon Community Services at SHOAL Centre
Grocery Delivery	See Home Support previous pages	Grocery Shopping section

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GOVERNMENT REPRESENTATIVES

SERVICE	CONTACT NUMBER	NOTES
Sidney/North Saanich – Adam Olsen	250-655-5600	MLA
Saanich/Gulf Islands – Elizabeth May	250-657-2000	MP
Services Canada	1-800-622-6332	