

## SOCIAL CONCERN OFFICE

The purpose of the Social Concern Office is to provide **emergency assistance**, mainly in the form of **food and clothing** to needy people; to act as a **counselling** and **referral service**; and to **co-ordinate home visits**. While the Society of St. Vincent de Paul has its origin with members of the Catholic Faith, the Society assists any person regardless of race or religion.

- **Single persons and couples without children** requiring assistance with food and/or clothing should come to the Social Concern Office in person.
- **People who have the care of dependent children** need only phone the Social Concern Office at 382-0712 and they have the convenience and emotional support of a visit from a home visitor volunteer who will then discuss their emergency needs and provide assistance with food vouchers, milk vouchers and other basic necessities. Home visitors do not proselytize, i.e. preach religion. The Society accepts phone calls from needy families with children and then passes these requests on to the home visitor volunteers across Victoria 1 week per month.
- **Persons who are house bound due to handicaps or infirmity** are also encouraged to phone the Social Concern Office for a home visit when emergency situations arise.
- **The Social Concern Office is set up to offer emergency assistance only**, that is, assistance required because of difficult circumstances arising that were perhaps unforeseen and beyond the control of the individual. The Society is able to assist persons in such circumstances over a limited period of time but does not have the resources to assist people over the long term.

## ADDITIONAL EMERGENCY ASSISTANCE

The Social Concern Office and the volunteer home visitors are able to provide emergency assistance in additional ways.

- **vouchers for used household items** such as pots, pans, dishes, blankets, linen, and bedding.
- **vouchers for used furniture may only be issued by the home visitors** and, therefore, a home visit is required for furniture assistance. For persons on Social Assistance, home visits for furniture assistance will be provided only when the Ministry of Human Resources has refused a person's **application for a furniture crisis grant**. Vouchers issued are for used furniture only.
- **vouchers for clothing**
- **emergency transportation vouchers** – i.e. bus fare or ferry fare to get to a job interview or for medical attention or family emergency.

## OTHER SERVICES

The Social Concern Office has been known to provide assistance with just about any emergency need imaginable, or if unable to assist directly, will refer you to someone or some other agency that may be able to assist you. Persons coming to the Social Concern Office may be provided with additional service at the office, such as:

- **short term crisis counselling**, budget counselling, job counselling.
- **referral to other agencies for assistance** where you can get other needed services, counselling or treatment.

- **advocacy** – acting on your behalf if you feel you are not receiving the service you are eligible for from other agencies.
- **free income tax return assistance** to needy individuals – February to April only.
- **hygiene products** such as soap, shampoo, tooth brushes, toothpaste, razors, etc.
- **bread and pastries** donated by generous proprietors across Victoria.
- **layettes** – complete layettes to bring the baby home from the hospital are given to needy families.

## CHRISTMAS HAMPER PROGRAM

- During the Christmas holiday period the Social Concern Office works in co-ordination with the Christmas Bureau and operates a Christmas Hamper and Toy Room. Hundreds of families and singles are assisted with Christmas food vouchers, and many children are provided with Christmas gifts from our Toy Room. In order to get on the Christmas Bureau list you must fill out a Christmas Bureau application. However, as names are randomly assigned to various agencies, you cannot be assured that it will be our Society that is helping you at Christmas. It could be another charitable organization that will be assisting you.

## FUNDING

- The majority of our funding is generated by our thrift stores. We receive some funds from the United Way.
- In Addition, we receive some monetary donations from the Catholic Parishioners of Greater Victoria.

## DONATIONS

- **Donations of food, clothing and furniture to help us assist those in need are gratefully accepted. For pick-up please call 727-0808.**

## HISTORY

- The Society of St. Vincent de Paul was founded in Paris in 1833 by Frederic Ozanam. Established in Canada in November 1846, the Society was formed on Vancouver Island by 1916. Today, the local Society of St. Vincent de Paul runs a Social Concern Office, a low-income housing development, five thrift stores and the Frederic Ozanam Centre.
- The Social Concern Office has been operating for over 20 years in Victoria. The home visitor volunteers, who are members of various Catholic Parishes in Victoria, are the grass roots foundation of the Society. The Society is dedicated to helping people with needs.

## OFFICE HOURS

**Our Social Concern Office is open**

Monday - Friday  
8:30a.m. – 12:00 p.m.  
&  
1:45 p.m. – 4:30 p.m.



### **Please Note:**

While women are able to receive assistance during our regular hours, Tuesday are restricted to women and children only.

## **Society of St. Vincent de Paul of Vancouver Island**



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## **Social Concern Office**

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**Serving the poor and needy  
In Greater Victoria**

828 View Street  
Victoria, BC V8W 1K2

### **For Information:**

**Phone: 382-0712 or Fax: 382-0718  
Email: [info@svdpvictoria.com](mailto:info@svdpvictoria.com)**

**[www.svdpvictoria.com](http://www.svdpvictoria.com)**