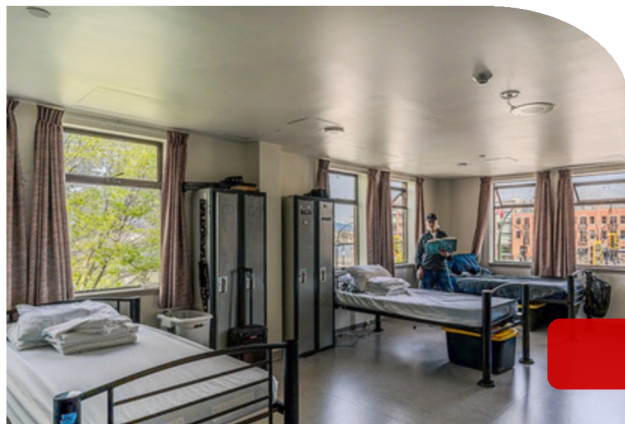


Our Services



Our Housing & Support Services program provides a welcoming place to live and personalized support to help individuals build stability, connection, and independence.

Services & Support Include:

- Case Management
- Housing Navigation
- Relapse Prevention
- Employment Resources Referrals
- Volunteer Opportunities
- Health and Wellness Referrals
- Counseling/Therapy Referrals
- Spiritual Care
- Community Outreach
- ID Clinics
- Vaccination Clinics
- Living Space (Bed, Pillow, Blanket)
- Hygiene Kit
- 3 Dining Room Meals
- Laundry
- Residential Lounge
- Social & Recreational Activities



Talk To Us



The Salvation Army - Victoria ARC
525 Johnson St., Victoria BC



info@victoriaarc.org



250 384 3396



www.victoriaarc.org

The Housing & Support Services Team



Liam Aoki

- HSS Assistant Manager
- liam.aoki@salvationarmy.ca
- 250 384 3396 ext. 251



Claire Street

- Casework Supervisor
- claire.street@salvationarmy.ca
- 250 384 3396 ext. 257



Jess Armstrong

- Caseworker
- jess.armstrong@salvationarmy.ca
- 250 384 3396 ext. 240



Nicholas Bloesch

- Caseworker
- nicholas.bloesch@salvationarmy.ca
- 250 384 3396 ext. 240



Troy Lutz

- Caseworker
- troy.lutz@salvationarmy.ca
- 250 384 3396 ext. 234



Aditee Newaj

- Caseworker
- aditee.newaj@salvationarmy.ca
- 250 384 3396 ext. 253



Samson Otoo-Appiah

- Caseworker
- samson.otoo-appiah@salvationarmy.ca
- 250 384 3396 ext. 240



VICTORIA
ARC

Housing & Support Services



What We Do Best

Everyone deserves a safe place to rest, to be treated with dignity, and to have someone who cares about what comes next.

At ARC, our Housing & Support Services department welcomes people experiencing housing insecurity with emergency shelter, transitional housing, and compassionate, practical support. Whether someone needs a place to stay tonight or support as they prepare for a home of their own, we meet them where they are and take time to understand their needs and goals.

Our work begins with the essentials: a safe place to sleep, nourishing meals, and access to everyday care. From there, our staff and caseworkers build trusting relationships, helping individuals navigate barriers, connect with community resources, and take steps toward lasting housing. We recognize that everyone's circumstances are different, so we work alongside each person at their own pace, respecting their choices and supporting their independence.

With the support of our donors and community partners, we offer more than a place to stay. We provide a welcoming environment where people can find stability, build connections, and plan for the future with caring people beside them.

www.victoriaarc.org

Our Programs

Emergency Shelter

In partnership with BC Housing, our Emergency Shelter Programs provide safe and compassionate lodging for 21 individuals in urgent need of housing. We operate year-round. Guests are able to have their basic needs met (a safe place to sleep, nutritious meals, access to daily hygiene supports, and laundry services) with the help of caring staff. ARC delivers an array of psycho-social activities and supports in-house and provides case management to guests. This includes helping guests with employment, social assistance applications, and securing longer-term accommodations.

Transitional Housing

The ARC provides 27 transitional housing beds in for guests transitioning out of the shelter programs who continue to experience housing insecurity. THP guests are provided with an affordable, safe and supportive living environment. Individuals in THP work with caseworkers to navigate barriers as they seek long-term accommodations in the community. The housing navigator provides guests with follow-up support while they transition to their new homes.

Homeless Encampment Action Response Temporary Housing

The HOMELESS ENCAMPMENT ACTION RESPONSE TEMPORARY HOUSING (HEARTH) is a BC Housing initiative to provide emergency shelter and support services to individuals currently living in encampments downtown. Through this initiative, the ARC provides 32 shelter beds to meet the immediate needs of people seeking accommodations and services as an alternative to the encampments. Guests will have access to all of the services currently available to shelter guests, and the ARC participates in Coordinated Access and Assessment (CAA) to assist with placement.



STEP

In partnership with the City of Victoria, the Short-Term Engagement Program (STEP) provides 13 shelter spaces for people experiencing homelessness. Guests are welcomed into a safe, supportive environment where they can rest, enjoy nutritious meals, access hot showers, and have their basic needs met with dignity. Caring staff work alongside each person to explore long-term housing, pursue recovery options, and connect with specialized services that support their individual needs and goals. By meeting immediate needs and offering personalized guidance, STEP helps guests build stability and move toward a more secure future.

Emergency Weather Response

The ARC is the primary Emergency Weather Response site in the city. We make room for an additional 30 emergency shelter spaces at the ARC between November and April when winter weather threatens the health of those experiencing homelessness. Our space in the chapel and community dining room open when an extreme weather alert is activated. Guests can come in from the cold for dinner and remain overnight. In the morning, they are provided with breakfast. This past EWR season, the ARC hosted the EWR Coordinator position – responsible for enacting EWR protocols when the weather gets cold and notifying other EWR sites and services in the city.

Speak to us to learn more.