

Community Advisory Committee – Contact List

PHS Community Services

Douglas Street Community, 2915 Douglas Street

Contact Number (250) 384-0829

Ramsay Moffat, (Douglas Street Community and Arbutus Shelter)

Jackie Rumble, (Douglas Supportive Recovery Floor)

Avery Taylor, Senior Manager of Housing, Avery.Taylor@phs.ca

Victoria Cool Aid Society

Rock Bay Landing:

Staff (ask to speak to a team leader) 250-383-1951

Manager, Joann Connolly 250-383-6945, x 1

jconnolly@CoolAid.org

Coordinator, Mallory Delarge 250-383-6945, x 2

mdelarge@CoolAid.org

Cedar Grove

Staff 250-382-6058 or 250-812-7648

Manager, John Sherratt 250-893-4695 jsherratt@CoolAid.org

Tally Ho

Staff 778-265-0014 or 250-893-4695

Manager, John Sherratt 250-213-3865 jsherratt@CoolAid.org

Queens Manor

Staff 250-380-7076 or 250-360-7895

Manager, Candice MacDonald 250-414-4798 cmacdonald@CoolAid.org

Senior Management Support

Director Residential Services,

Don McTavish 250-888-7103 dmctavish@CoolAid.org

Manager Property Management

Andrew McNamara 250-414-4793 amcnamara@CoolAid.org

CEO, Kathy Stinson

250-414-4792 kstinson@CoolAid.org

Other

Neighbour Feedback neighbourfeedback@CoolAid.org

This email account can be used to provide info, make enquires or use as a follow-up mechanism to phone calls for tracking purposes.

City of Victoria Police Department Contacts

- **IN AN EMERGENCY: Dial 911 for all life-threatening situations and crimes in progress.**
Your call will be answered by a 911 operator who will direct your call to police, fire or ambulance. It is very important to state your emergency clearly and to verify the location from which you are calling.
- **FOR NON-EMERGENCY CALLS: Dial 250-995-7654.**
Such requests are to be called in (select Option #1 to Report an Incident).
If not in progress and there is no known suspect information, you may use our [Online Crime Reporting service](#).

City of Victoria Bylaw Service Contacts

How to Report a Bylaw Violation

The most efficient way to do this is by completing the [online bylaw violation form](#).

- by phone at 250.361.0215
- by email at bylawservices@victoria.ca
- in person at our office at 625 Pandora, Monday to Friday 8 a.m. to 4:30 p.m
- Bylaw officers respond to phone messages and emails 7 days a week from 7 a.m. - 4:30 p.m. Any emails after 4:30 will be responded to the next day.

When requesting pick up of large amount of garbage on public property, if possible please include a description of what it is, the size and/or the length of time that its been there, as well as a description of how to find it if its difficult to locate.

For more information about City Bylaws and common issues please see the Bylaw Services website: <https://www.victoria.ca/EN/main/city/bylaw-services.html>