

# WELCOME



**MF**  
**RC** ESQUIMALT

2019-20 GUIDE TO  
CFB ESQUIMALT AND  
GREATER VICTORIA



- ★ *Live Music*
- ★ *Catered Lunch*

- ★ *Crafts for the Kids*

# OPEN HOUSE

If you are new to the area or want to learn what's new at the MFRC, you are invited to the annual open house at our Colwood location. Join us for a catered lunch, live music and crafts for the kids. Come out and meet new people and learn more about the resources in the military community.

Brought to you by:

**Every September**

Colwood Pacific Activity Centre  
(2610 Rosebank Road)

**MFRC** ESQUIMALT

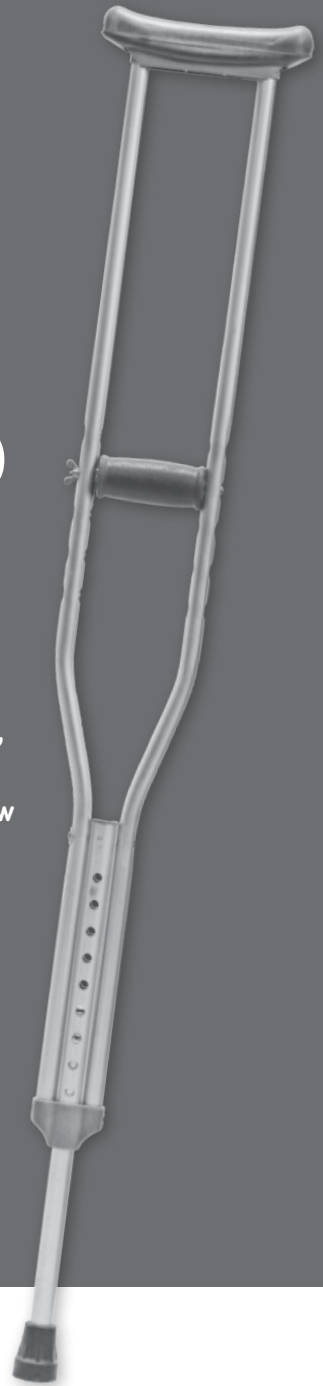
RSVP online at [www.esquimaltmfrc.com/wcw](http://www.esquimaltmfrc.com/wcw)

# WHAT'S YOUR PLAN?

Who will step in if something happens to you? To your partner? Who do you want contacted in an emergency? No one expects the unexpected, but having an Emergency Family Plan in place means the people you care about most will know what to do if the unexpected happens.

Community organizations like the MFRC are often unable to provide assistance in the first 72 hours of an emergency, so you need to make sure there are supports in place for your loved ones.

Not sure where to start? We can help you prepare a plan and connect with the resources you'll need. Give us a call today.



**MFRC** ESQUIMALT

[esquimaltmfrc.com/emergencyplan](http://esquimaltmfrc.com/emergencyplan)  
MFRC Info line: 250-363-2640



On behalf of everyone at the Esquimalt Military Family Resource Centre, we would like to welcome you and your family to Greater Victoria. West Coast life can be truly spectacular. It's a wonderful place to raise a family. There are plenty of reasons to love this area: a dynamic arts community, the mild climate, and the year-round outdoor life. You'll find it a place rich in history with modern shops, recreation facilities and schools. In Greater Victoria, you are never too far from a great restaurant, a beautiful park

or a walk by the ocean. We hope that you and your family have a great time here.

Moving can definitely be a challenge. So, we hope that this Welcome Booklet can provide you with valuable information before, during and after your move. On the following pages, you'll get an idea of the many resources available to you and your family at CFB Esquimalt and in the surrounding communities.

We encourage you to connect with the Military Family Resource Centre at any time. If you have a question, call our toll-free Information Line at 1-800-353-3329. We are happy to assist you in any way that we can.

Sincerely,

Jackie Carlé  
MFRC Executive Director

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Disclaimer: The information compiled in this document is for resource listing purposes only. The MFRC does not advise individuals to use any particular service. The MFRC will not accept any liability in respect of any damages or other liability arising from the use of any of the services listed on our resource listings. It is the individual's responsibility to research the referrals given to assess their suitability.



PO2 Fiona Borland  
CPO2 Randy Young  
Cruzer

# *All of us are family*

When you hear “family” you might think it means husband, wife and two kids. You may be single, married or common law. You may or may not have kids. No matter what *your* family looks like, we’re here for you.

We are *your* resource centre, and **you are family**.

Start exploring the many services that benefit everyone at [esquimaltmfrc.com](http://esquimaltmfrc.com)

MF  
RC ESQUIMALT

# INTRODUCTION

## Relocation Checklist

### Before You Leave Your Base or Community

- Contact the MFRC in your new location.
- Contact your vehicle insurance company to find out your coverage during the move, the rules and regulations, and to request a driver's abstract and driving history letter for your new insurance company. Ensure that the letter is written in the primary language of your new location.
- Contact the utility companies and landlords and advise them of your move.
- Renew passports for family members. It may be difficult to find references in your new community.
- Request a copy of your medical record and inquire about the process of having your medical record transferred to your new physician.
- If you have prescriptions get a renewal for at least 3 months.
- Confirm with your employer that they have uploaded your Record of Employment to Employment and Social Development Canada (this will be required if you are applying for Employment Insurance).
- Organize your paperwork such as insurance papers, medical records, school records and keep them with you during the move.
- Contact Canada Post to arrange a change of address (mail forwarding).
- Contact credit card companies, cell phone providers and any other companies that may be sending you bills to advise them of your change of address.

### If You Have Children

- Advise your child's school/daycare about the upcoming move. Obtain school records prior to the move. Check out the schools in your new location to determine which school will be a good fit for your child.
- Inquire into the reality of child care in your new location. Is it available? Are there waitlists? What types of child care are offered?
- Obtain your child's medical and immunization records.
- Talk to your child about the move. Try to help them focus on the positive.

# When to do what

| WHAT TO DO  | WHEN TO DO IT  | MORE INFORMATION |
|---|--|------------------|
| Register for daycare/school (if applicable)                                     | As soon as you get your posting message.   | Page 38          |
| Get a Military Family Identification Card (MFID)                                | Upon arrival or during your house hunting trip   | Page 47          |
| Get a vehicle safety inspection   | Within 30 days of arrival  | Page 31          |
| Get a BC driver's license and register your vehicle at the Motor Vehicle Branch | Within 3 months of arrival   | Page 32          |
| Register for a BC Care Card   | Within 3 months of arrival. Often the CAF member's pay office will facilitate this process. Have the CAF member check with her/his pay office. | Page 34          |
| Apply for Employment Insurance  | As soon as you arrive in British Columbia and are available for work   | Page 44          |
| Enrol in an English as a Second Language course at the MFRC (if applicable)     | Upon arrival   | Page 46          |

\* A Military Family Identification Card (MFID) is available to immediate military family members of Regular and Reserve Force members. Family members include: spouse/common-law partners and children who are 10 years of age and older. To obtain this card, the CAF member must be present to sign the card at the time of issue and present their MPRR (Member Personnel Record Résumé). This card will allow families access to base services such as the Naden Athletic Centre, to access Dockyard/Colwood by vehicle for pickups and drop-offs, and to receive discounts from local businesses.

## Quick Reference

|  |            |
|--|------------|
| BC. driver's license and vehicle insurance ..... | Page 31-32 |
| Child care – Preschool 0-5 years old .....       | Page 38-39 |
| Children – Schools 5-18 years old .....          | Page 39-40 |
| Doctor – finding.....                            | Page 36-37 |
| Employment.....                                  | Page 42-44 |
| Education – Post-secondary.....                  | Page 41    |
| Home – finding .....                             | Page 29-30 |
| Medical insurance.....                           | Page 34-35 |

## *Getting to know Victoria*

### **Geography and Climate**

Victoria is located on the southern tip of Vancouver Island. In order to get to Victoria by car, you will need to take a ferry from Vancouver (Tsawwassen Ferry Terminal). The trip is approximately 1 hour and 35 minutes. The unique location of Victoria gives the area a temperate climate with warm summers (the average temperature is 22 Celsius) and with more hours of sunshine than other regions on mainland B.C. Nature trails and bicycle lanes abound in the area, making the city very pedestrian and bicycle friendly.

A warm coat and umbrella are sufficient for winters in the Victoria region since they are usually the mildest in Canada with an average January temperature of 6 Celsius. When it does snow, it often does not stay long. The area is a haven for motorcyclists, cyclists and golfers. However, if you do prefer traditional winter activities such as skiing, you can visit Mount Washington, which is a 3 hour drive north of Victoria. This ski resort is located near the 19 Wing Comox Canadian Air Force Base.

### **Language**

While the primary language in Victoria is English, you will hear a variety of languages spoken through the area. French can be heard in some parts of the downtown areas close to government offices and around CFB Esquimalt. If your primary language is French, there is a French language school system, a Francophone society and free second language training available through the MFRC. Victoria has one of the highest levels of registrations in French immersion programs in Canada.

### **Cultural Heritage/Tourism**

Victoria is a city rich in its diverse cultural heritage: you can immerse yourself in the "British feel" of the area by going to the Empress Hotel for afternoon tea or explore the legacy of the First Nations people by visiting one of their many cultural centres. Victoria is also world-renowned for its majestic Butchart Gardens. The city is a favoured tourist destination, and the streets during the summer season are full of visitors exploring the city and all of its attractions.

## Emergency Preparedness

The Greater Victoria region is subject to the risk of earthquakes, severe winter wind and rain storms, and summer fire hazards. There is information available from the B.C. government at [www.gov.bc.ca/PreparedBC](http://www.gov.bc.ca/PreparedBC) to help you gain awareness of the hazards and how to respond. Preparing for emergencies is everyone's responsibility.

### Dogs

- Most municipalities have a list of dog-friendly and off-leash parks.
- The CRD website ([www.crd.bc.ca](http://www.crd.bc.ca)) has a list of parks where dogs are welcome and a list of off-limit areas in each park.
- All pets must be on a leash and under control at all times in B.C. Provincial Parks.
- The Capital Regional District (CRD) Bylaw and Animal Care Services manages dog licensing for Colwood, Langford, Metchosin, Highlands, Sooke, Juan de Duca Electoral Area, Salt Spring Island, Southern Gulf Islands and View Royal. Purchase licenses through Bylaw Services or through select vendors listed on their website.
- Residents of larger municipalities in the CRD Bylaw Enforcement Area can purchase a license at their municipal hall.
- Every municipality can purchase a license at the CRD Animal Shelter (5401 Pat Bay Highway).

## Greater Victoria Quick Facts & Stats

### People

- Overall population of Greater Victoria: 367,770
- Language spoken: English
- Accessibility for disabled people: Cross walks for the blind, bus transit wheel chair accessible, special transportation available (HandyDart).
- Access Victoria: Accessible Transit Services at [www.bctransit.com/victoria](http://www.bctransit.com/victoria)
- Legal age of majority: 19 years old

### Usage Of Phone

Phone: Need to dial 10 digits (including the 250 or 778 area code)

### Utility Providers

- Electricity: B.C. Hydro
- Gas: FortisBC
- Oil: Columbia Fuel and others
- Cable: Shaw and TELUS
- Telephone: TELUS and Shaw (for land lines)
- Internet: Shaw and TELUS
- Water: CRD

## Garbage and Recycling

- The Capital Regional District provides curbside recycling to over 121,000 homes in the region.
- Kitchen scraps are restricted from your garbage and are picked up every two weeks with garbage collection.
- Some municipalities provide their own garbage collection. In some areas like Colwood, Langford, and Sooke, you may be required to contract your own provider.

## Health

- B.C. Provincial Medical Coverage: monthly premium paid by each citizen (see page 34)
- Hospitals: 3 in the Greater Victoria Area (Capital Regional District)
- Family Doctors: Visit a Walk-in Clinic to inquire about doctors accepting new patients (see page 36-37)

## Work

- Main language: English proficiency required
- Minimum wage: \$12.65 per hour as of June 2018, \$13.85 per hour as of June 2019, \$14.60 per hour as of June 2020 and \$15.20 per hour as of June 2021
- Unemployment rate: 3.9% (see page 42)

## School

- K-12: Available in both official languages and French immersion
- University/College: Only in English
- School Age: 5 years old by Dec. 31
- All day kindergarten available in all public schools.
- The majority of Greater Victoria is served by three school districts: 61, 62 and 63.

## Faith/Religion

- Numerous denominations are available in the Greater Victoria Region
- Services in French (Roman Catholic: 1 Paroisse St-Jean-Baptiste)
- Canadian Forces Base: 3 Churches (2 Roman Catholic and 1 Protestant)



## Provincial Laws

- Smoking laws: Legal age (19) required to purchase tobacco product; smoking forbidden in all indoor public spaces and workplaces, as well as within three metres of public and workspace doorways, open windows or air intakes.
- Distracted driving law: Illegal to use a cellular phone and other devices while driving
- Liquor providers: Private and government owned stores
- Bicycle helmet: Mandatory
- Speed limits: 30-50 km/h in town and 70-100 km/h on highways
- Right turn on red light: Permitted
- Green flashing light does not mean advanced turn, it means the intersection is pedestrian controlled.
- Car seat: [www.icbc.com/road-safety/safer-drivers/pages/Child-car-seats.aspx](http://www.icbc.com/road-safety/safer-drivers/pages/Child-car-seats.aspx)
- Seat belt: Mandatory
- Sales Tax: 7% PST and 5% GST



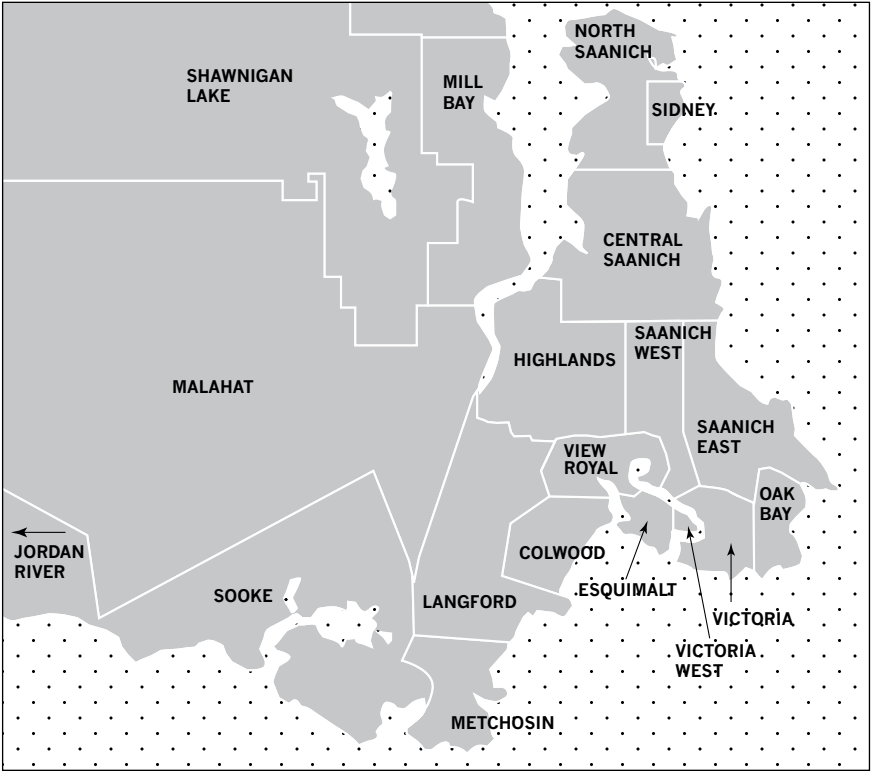
## CFB Esquimalt

HMC Dockyard Esquimalt, at the end of Esquimalt Road, hosts a large ship repair unit for maintaining naval vessels.

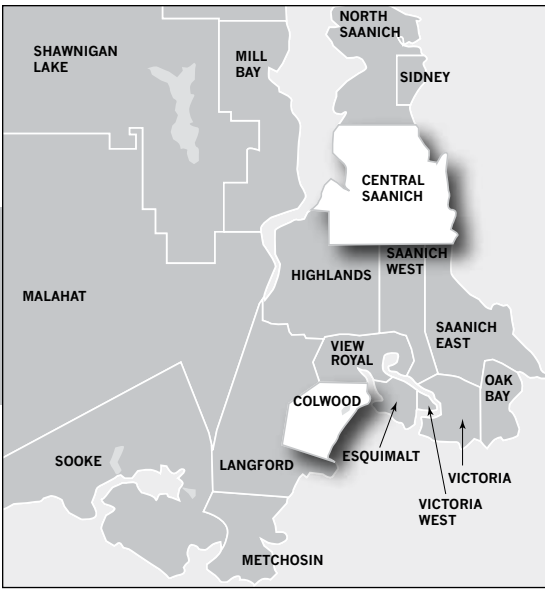
CFB Esquimalt is primarily a naval base with an English language designation. The Base employs around 4,500 military members and 2,500 civilian personnel. Approximately 10-15% of its military population is Francophone.

The Base has several locations spread over 25 kilometers in different communities surrounding Victoria. Most of the CFB Esquimalt facilities are located in the Esquimalt community approximately 4 kilometers from downtown Victoria.

# Greater Victoria - 13 Municipalities



| Municipality    | Kilometers to Base | More information |
|-----------------|--------------------|------------------|
| Esquimalt       | 0.8                | Page 14-15       |
| View Royal      | 4.9                | Page 25          |
| Victoria        | 5.8                | Page 24          |
| Saanich         | 7.9                | Page 21          |
| Oak Bay         | 9.2                | Page 20          |
| Colwood         | 11.1               | Page 13          |
| Langford        | 12.1               | Page 17          |
| Metchosin       | 19.1               | Page 18          |
| Central Saanich | 20                 | Page 12          |
| Highlands       | 20.9               | Page 16          |
| North Saanich   | 26.5               | Page 19          |
| Sidney          | 29.5               | Page 22          |
| Sooke           | 33.4               | Page 23          |



Central Saanich is about 20 km from downtown Victoria. This community has a rich agricultural heritage with easy access to transportation facilities. One of the major attributes of this community is its 20 km of shoreline. Central Saanich enjoys the benefits of being located close to Victoria but still possesses a rural ambience.

## Central Saanich

### Central Saanich Neighbourhoods:

Brentwood Bay, Island View, Saanichton

### Quick Facts for Central Saanich

- Population: 16,814
- Hospital: Saanich Peninsula Hospital
- Area is known for its farming community and many hobby farms
- Home to the world famous Butchart Gardens located in Brentwood Bay and Island View Beach
- The Saanich Fair is a popular annual event

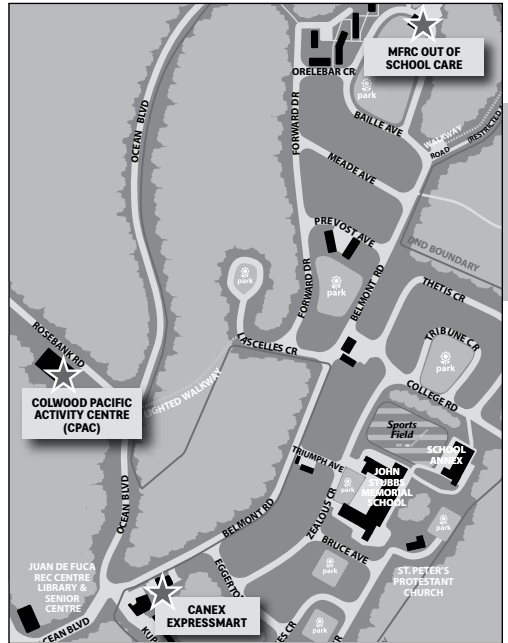
[www.centrialsaanich.ca](http://www.centrialsaanich.ca)

# Colwood

Colwood is the first community on the West Shore. This municipality offers a wide range of attractions and activities for people of all ages. You can play golf in the morning and go fishing in the afternoon. This community is family oriented and is one of the fastest growing communities in B.C.

Colwood is located 12 km from Dockyard and contains other sections of CFB Esquimalt. In this community, you will find the largest proportion of Residential Housing Units in an area called Belmont Park, adjacent to Royal Roads University. Belmont Park has a CANEX convenience store, a school and 2 churches (one Roman Catholic and one Protestant).

There is also a facility provided by the Base called the Colwood Pacific Activity Centre (CPAC), which is a 10 minute walk from Belmont Park. This facility is home to a MFRC location and two MFRC daycares. It also houses a PSP office. The MFRC also operates an out of school care program at a facility in Belmont Park.



## Colwood Neighbourhoods:

Belmont Park, Hatley Park, Mill Hill, Royal Roads, Triangle Mountain

## Quick Facts for Colwood

- Population: 16,859
- Residential Housing Units (RHU): Belmont Park
- MFRC location: CPAC and MFRC Out of School Care
- Best known landmark is Hatley Castle at Royal Roads University
- Home to Fort Rodd Hill and Esquimalt Lagoon



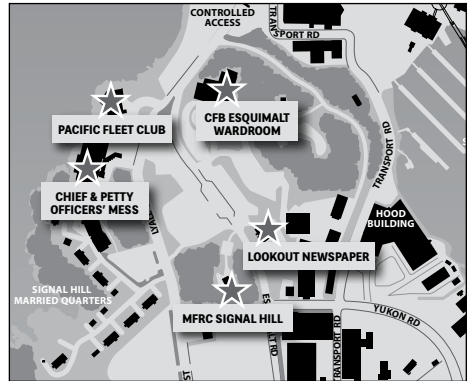
# Esquimalt

This community is situated on 72 acres that offer a mix of commercial, residential and industrial development. This community contains scenic parkland, waterfront walkways, beaches, and a golf course. This area of town hosts the largest portion of CFB Esquimalt and is the home of Canada's Pacific Naval Fleet. Here, you will be able to find the Dockyard, Naden, and Work Point as well as one of the two MFRC offices.

## Dockyard

The Dockyard is the largest part of the Base and is located at the end of Esquimalt Road about 7 km from downtown Victoria. In this part of the Base, you will find all the Messes, all the Single Quarters for Chiefs and Petty Officers' (sergeants and above) and a portion of Single Quarters for Commissioned Members in the Wardroom.

You can also find some Residential Housing Units (formerly known as PMQs) and one of the MFRC locations near the Dockyard entrance.



## Naden

The second largest part of the Base is in Naden, which is located approximately 2 km from the Dockyard. Here, you will find the CANEX, the SISIP office, a barbershop, and the CFHA office. This area also has PSP recreational facilities, which includes a

gym, a swimming pool, and an ice rink.

Naden also has Single Quarters for members with a rank Master Seaman and below (Master Corporals and below). Instructional facilities such as the Canadian Forces Fleet School and the Learning and Career Centre, along with Personnel Support Programs are also located here. Other notable facilities include: the Base Orderly Room, Base Personnel Support Office, the Base Chaplain's Office, a Chapel and Military Police. Across the street from Naden are some Residential Housing Units and the Base Hospital.

## Work Point

The third area of the Base within the Esquimalt community is Work Point, approximately 2 km from Naden.

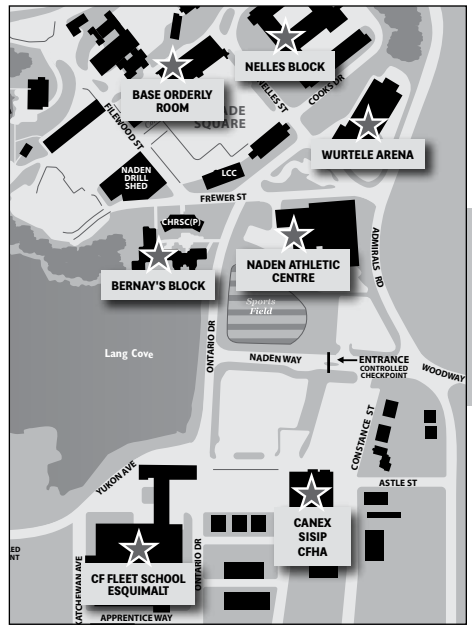
This part of the Base contains the second largest area of Residential Housing Units. In addition, you will find instructional facilities for recruits, specializing in training for First Nations personnel and Venture (the Naval Officer Training Centre) where all MARS Officers are trained. There are also Single Quarters for Commissioned Members and for transient CAF members of all ranks here. Work Point is located by the ocean and offers a breathtaking view of the Olympic Mountains in Washington State.

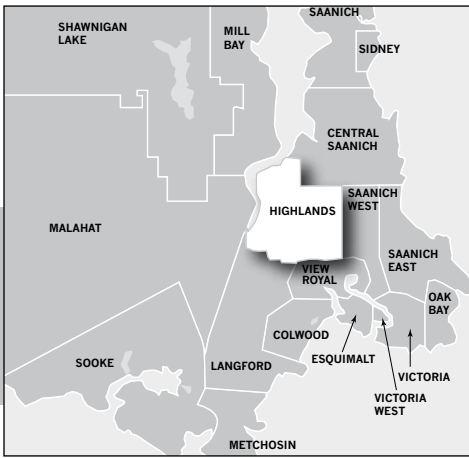
## Esquimalt Neighbourhoods:

Craigflower, Gorge Vale, Rockheights, Songhees, Work Point

## Quick Facts for Esquimalt

- Population: 17,655
- Residential Housing Units: Work Point, Signal Hill and Naden North
- Single Quarters: Yes
- MFRC location: Signal Hill MFRC
- Buccaneer Days is a popular annual event





The Highlands are located further north and provide a quiet rural setting. Small hobby farms and large residential acreage co-exist. There are beautiful scenic parks with extensive walking and hiking trails. This area is also home to unique wild life.

# Highlands

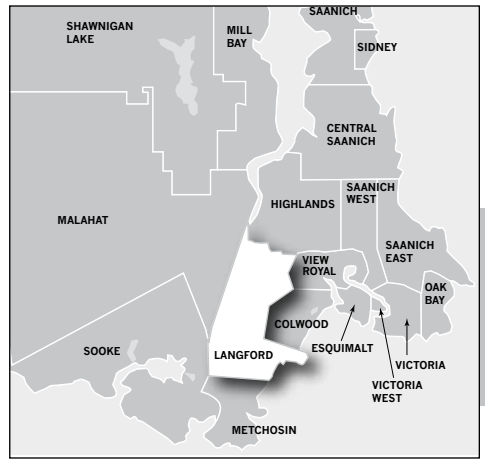
## Highlands Neighbourhoods:

Durrance Lake, East Highlands, West Highlands

## Quick Facts for The Highlands

- Population: 2,225
- Limited services in area but very close to Langford
- MFRC location: No (CPAC is the closest location)
- Best known for lakes, hills and wilderness
- Home to many parks including Gowlland Tod Provincial Park, Mount Work Regional Park and Lone Tree Hill Regional Park

The community of Langford is adjacent to Colwood. It is a young, growing community that offers affordable housing and a wide range of services and amenities. Residents enjoy a wealth of recreational activities.



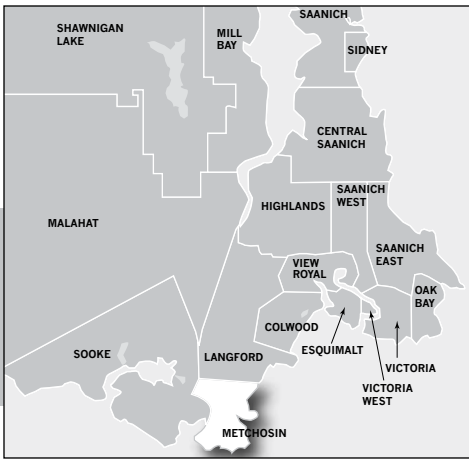
# Langford

## Langford Neighbourhoods:

Bear Mountain, Florence Lake, Glen Lake, Goldstream, Luxton, Millstream, Ravenwood

## Quick Facts for Langford

- Population: 35,342
- Affordable Housing Program: [www.langford.ca](http://www.langford.ca)
- Home to many of the Capital Region's big box retail stores
- Also known for Thetis Lake Regional Park, Mill Hill Park, Mount Wells, and Goldstream Provincial Park
- MFRC location: No (short distance to CPAC in Colwood)



Metchosin is a picturesque, semi-rural community. Nature trails, scenic marinas, and sandy beaches are some of the natural beauties that this community offers. Metchosin has a farmer's market where you can purchase local fruits and vegetables, homemade bread, jams and pickles, and "free range" eggs.

# Metchosin

## Metchosin Neighbourhoods:

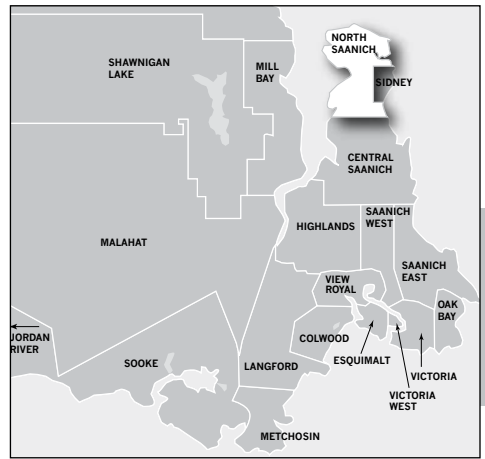
Happy Valley, Matheson Lake, Rocky Point, William Head

## Quick Facts for Metchosin

- Population: 4,708
- Residential Housing Units: Rocky Point
- MFRC location: No (CPAC is the closest location)

North Saanich is located on the Saanich Peninsula, approximately 25 km north of Victoria. The area is surrounded on three sides by 20 km of ocean shoreline. The long coastlines here offer local homes an unparalleled view of the ocean, distant islands and mountains.

This community is the home of the Air Force Detachment's 443 Maritime Helicopter Squadron. This squadron is located adjacent to the Victoria airport and is only a few kilometers from the ferry terminal.



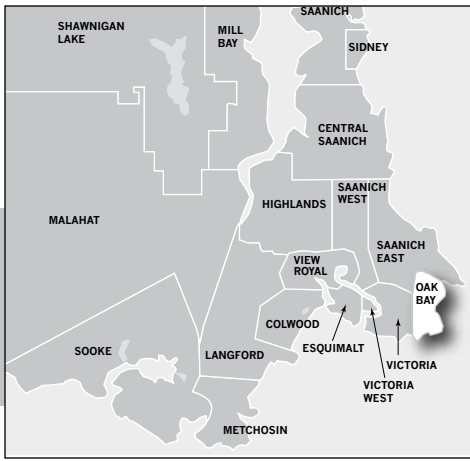
# North Saanich

## North Saanich Neighbourhoods:

Cloak Hill, Dean Park, Deep Cove, Lands End, Patricia Bay ("Pat Bay"), Swartz Bay

## Quick Facts for North Saanich

- Population: 11,089
- MFRC location: No
- Home to Victoria International Airport and Swartz Bay Ferry Terminal
- Home to 443 Maritime Helicopter Squadron



Oak Bay offers its English manner through Tudor style homes, tearooms and picturesque gardens. Walks are delightful along both the sandy Willows Beach and along the ocean boulevard known as the Scenic Drive.

# Oak Bay

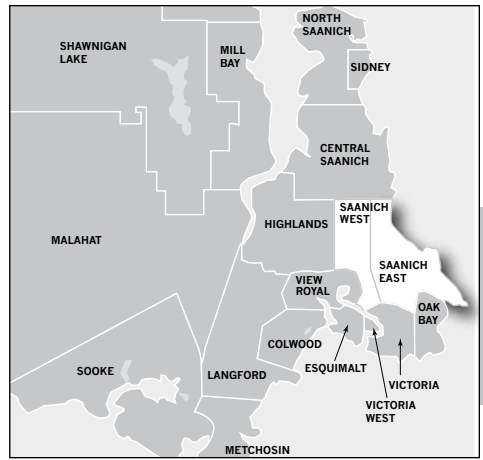
## Oak Bay Neighborhoods:

Gonzales, South Oak Bay, Uplands, Willows Beach, Windsor Park

## Quick Facts for Oak Bay

- Population: 18,094
- MFRC location: No
- Home to part of the University of Victoria
- The Oak Bay Tea Party is a popular annual event

Saanich is a major residential area in the Capital Regional District. This part of Greater Victoria has an important agricultural base. This community has provincial parks, public beaches and picturesque waterfalls at Beaver Lake and Swan Lake. If you enjoy beautiful views, you will be delighted when you will reach the top of Mount Douglas and contemplate the City of Victoria below.



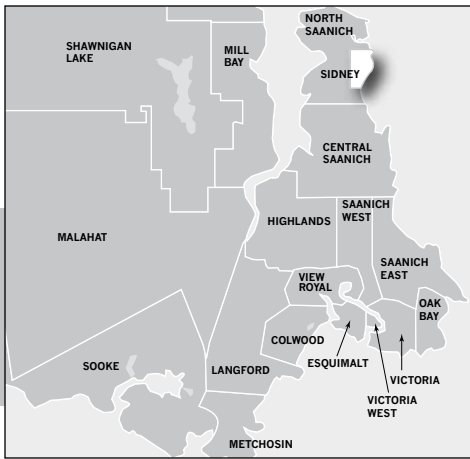
# Saanich

## Saanich Neighbourhoods:

Beaver Lake, Broadmead, Cadboro Bay, Cedar Hill, Cordova Bay, Elk Lake, Glanford, Gordon Head, The Gorge, Interurban, Lake Hill, Marigold, Mayfair, Mt. Douglas, Mt. Tolmie, Prospect Lake, Royal Oak, Strawberry Vale, Ten Mile Point, Tillicum, West Burnside, West Saanich

## Quick Facts for Saanich

- Population: 114,148
- MFRC location: No (short distances to all MFRC facilities)
- Highest population of any municipality on Vancouver Island
- Largest municipality in Greater Victoria based on square kilometres
- Home to part of the University of Victoria



Approximately 40 minutes from downtown Victoria along Highway 17 is the town of Sidney. This community is close to 443 Maritime Helicopter Squadron.

This scenic coastal community offers romantic seaside walks, countless sandy beaches and picturesque marinas. The waters off Sidney's shores are a favourite for scuba divers to explore both surrounding marine life and two artificial ship reefs.

# Sidney

## Sidney Neighbourhoods:

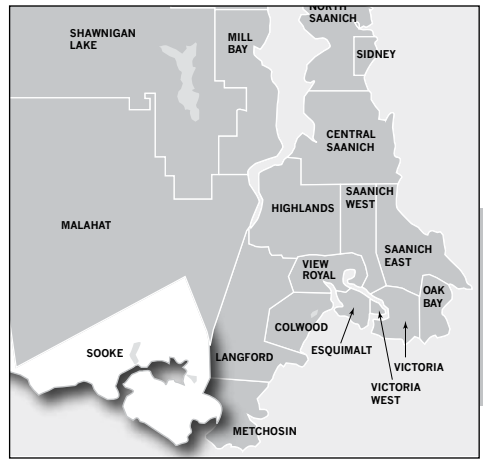
Sidney is broken into four quadrants listed as north, south, east, and west.

## Quick Facts for Sidney

- Population: 11,672
- MFRC location: No
- Only Canadian port-of-call in the Washington State Ferries system, with ferries running from Sidney to the San Juan Islands and Anacortes
- Very close to the Victoria International Airport and the Swartz Bay Ferry Terminal
- Host to a very popular street market on Thursday evenings in the summer
- One of Canada's two book towns as a result of its many bookstores
- Very close to 443 Maritime Helicopter Squadron

[www.sidney.ca](http://www.sidney.ca)

Sooke is located west of Esquimalt and is about a 40-minute car ride from downtown Victoria. Scenic oceanviews and the grandeur of the Olympic Mountains are common vistas in this community. Several members of the military community have chosen this family-oriented community for their home. Sooke is home to many provincial parks, scenic beaches and rainforests.



# Sooke

## Sooke Neighbourhoods:

Broom Hill, East Sooke, Kemp Lake, Otter Point, Saseenos, Whiffen Spit

## Quick Facts for Sooke

- Population: 13,001
- MFRC location: No
- Home to the Sooke Potholes, the West Coast Trail, the Juan de Fuca Provincial Park and popular beaches such as China beach, French beach and Mystic beach



Victoria is the capital city of British Columbia and home to the provincial government. Office buildings, shopping districts and heritage buildings dominate this area. The second oldest Chinatown in North America can be found here, and the Inner Harbour is alive with street buskers, visual artists, craftsmen and singers during the summer season.

# Victoria

## Victoria Neighbourhoods:

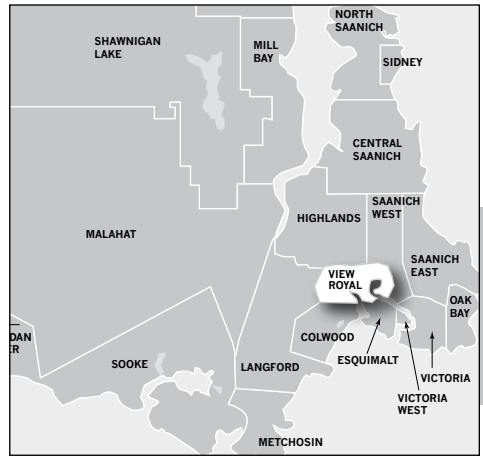
Chinatown, Cook Street Village, Downtown, East Burnside-Gorge, Fairfield, Fernwood, Harris Green, Hillside-Quadra, Humboldt Valley, James Bay, Jubilee, North Park, Oaklands, Rock Bay, Rockland, Vic West

## Quick Facts for Victoria

- Population: 80,017
- Hospital: Royal Jubilee Hospital
- Home to the Royal BC Museum and Beacon Hill Park
- Also home to many of the area's night clubs, theatres, restaurants and pubs
- Has a very thriving arts and culture scene including many annual festivals
- Known as the cycling capital of Canada
- Victoria's Inner Harbour and Government Street are popular destinations for tourists
- Over 600,000 passengers visit Victoria every year by cruise ship
- The Coho ferry connects vehicles, cyclists and pedestrians between Victoria and Port Angeles in Washington State
- The Victoria Clipper is a passenger-only ferry that runs from Victoria's inner harbour to downtown Seattle
- MFRC location: No (short distances from Esquimalt location)

[www.victoria.ca](http://www.victoria.ca)

Adjacent to Esquimalt is the community of View Royal. You may travel through this quaint little community if you commute to the Dockyard from the West Shore communities. View Royal envelopes a tranquil bay and sits at the doorstep of the Greater Victoria's urban core.



# View Royal

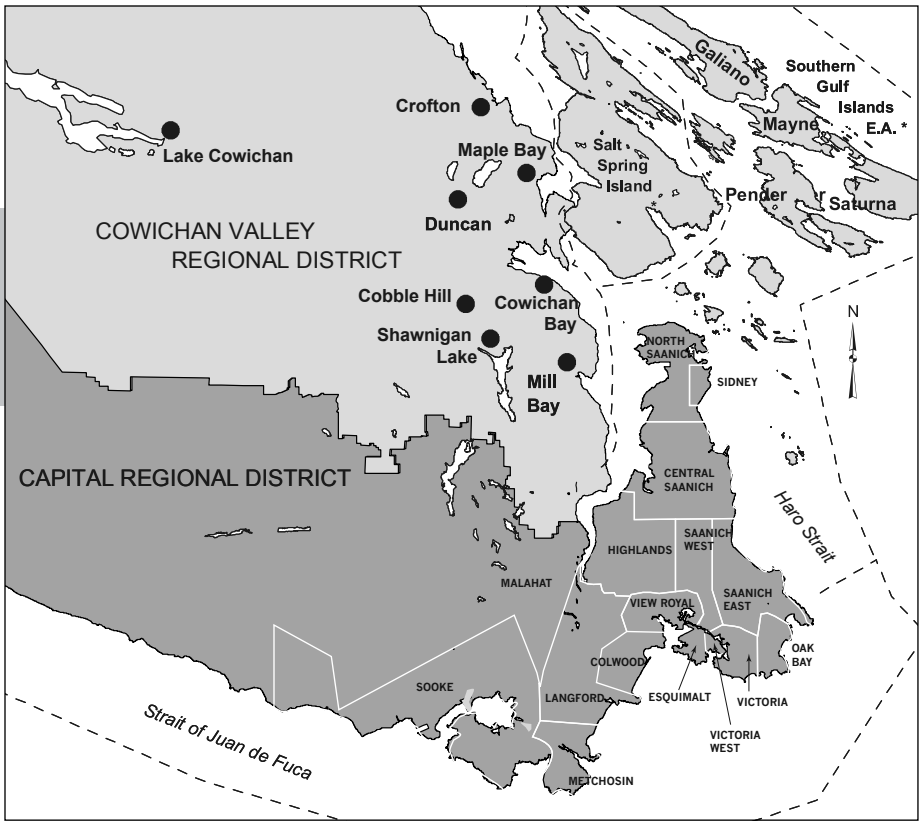
## View Royal Neighbourhood:

Shoreline

## Quick Facts for View Royal

- Population: 10,858
- MFRC location: No (short distances from Esquimalt and Colwood locations)
- Hospital: Victoria General Hospital

[www.viewroyal.ca](http://www.viewroyal.ca)



## Outside Greater Victoria

Communities outside Greater Victoria are also home to members of the Defense Community. In recent years, the Cowichan Valley has become an attractive place for CAF members to live.

The communities within the Cowichan Valley Regional District are about 60 km north of Victoria along Highway 1. This area generally offers fewer services that cater to the military community; however, the Cowichan Valley has its own advantages: housing in this district is more affordable than Greater Victoria.

If you live in the Cowichan Valley and need assistance, please do not hesitate to contact the MFRC toll-free at 1-800-353-3329.

# Cowichan Valley

The Cowichan Valley is located north of the Malahat Mountain on Highway 1. This mountain has an elevation of 310 meters. Its caves were used by First Nations ancestors for spiritual enhancement and are one of their most sacred sites on southern Vancouver Island. The Malahat Drive climbs through imposing mature forests and over rugged mountainside before dropping down into the Cowichan Valley. Despite its beauty, the drive over the Malahat Mountain can, at times, be challenging and dangerous during winter months. To view the Malahat Mountain drive you can consult this website: [images.drivebc.ca/bchighwaycam](http://images.drivebc.ca/bchighwaycam).

The Cowichan Valley is comprised of mostly rural communities with pulp and paper, forestry, fishing, farming, tourism and wineries being the main industries of the area. Recreational activities are abundant here: fishing, kayaking, hiking and golfing are just some of the year-round activities that you can do.

## Surrounding areas:

Chemainus, Cobble Hill, Cowichan Bay, Cowichan Station, Crofton, Duncan, Honeymoon Bay, Ladysmith, Lake Cowichan, Maple Bay, Mesachie Lake, Mill Bay, Shawnigan Lake, Westholme, Youbou

## Quick Facts for Cowichan Valley

- Population: 80,332
- Child care facilities: Yes, [www.vancouverislandccrr.ca](http://www.vancouverislandccrr.ca) (see page 38)
- Hospital: Located in Duncan ([www.islandhealth.ca](http://www.islandhealth.ca))
- Library: Located in Duncan
- Shawnigan Lake is 45 kilometres northwest of Victoria and a popular recreation destination
- Mill Bay is 42 kilometres northwest of Victoria and known for having a small ferry that connects to Brentwood Bay on the Saanich Peninsula
- Cobble Hill is 49 kilometres northwest of Victoria and famous for its vineyards



## *Getting settled into your community*

### Finding a place to live

#### **Housing Affordability**

The Department of National Defence (DND) addresses housing affordability issues through the pay and benefits package. This approach is complemented by the Post Living Differential Allowance, which compensates members who are posted to locations with a higher cost of living such as Esquimalt. All members posted to these areas receive the allowance, whether they choose to live in DND housing or not.

#### **Military Housing**

The regulatory basis for setting DND housing units rent specifies that rents paid by occupants of government housing should be fair, equitable, and comparable to those paid for a dwelling of similar size and condition in the surrounding market. This level playing field ensures that rents paid by the 16% of CAF personnel who choose to live in DND housing units are comparable to the rents paid by the 84% of CAF personnel who live in civilian housing units.

#### **Residential Housing Units**

*(formerly known as Permanent Married Quarters PMQ's)*

The Canadian Forces Housing Agency (CFHA) gives you the option of residing in Military Residential Housing Units. The number of units available is limited to 709 within a 25 km radius of CFB Esquimalt. Eligibility is based on a priority system and a first-come, first-served basis. If no Residential Housing Units are available, the CAF member may have their names placed on an active wait list 60 days prior to their change-of-strength date. It is recommended that you apply as soon as possible through the Integrated Relocation Program (IRP). Visit [www.irdp-pri.com](http://www.irdp-pri.com) for more information or by contacting CFHA directly by either filling out an application in person at the housing management office located in Naden, or online at [www.cfha-alfc.forces.gc.ca](http://www.cfha-alfc.forces.gc.ca). The CFHA phone number is 250-363-4421.

## Base Accommodations (Single Quarters)

Single Quarters are also offered at CFB Esquimalt. The following is a list of rooms available according to rank:

- Officers: 134 single rooms
- Chief and Petty Officers (sergeant and above): 74 single rooms
- Master Seaman and below (Master Corporal and below): 282 spaces (including, single and double occupancy)
- Junior Officers: 254 spaces
- Transient members of all ranks: 68 single rooms

The quarters available to CAF members are divided amongst the following locations located in the Esquimalt community: Dockyard, Naden, and Work Point. For more information, please contact the Base accommodations at 250-363-4087.

## Renting

In B.C., you have the opportunity to rent a house, a condo, an apartment or a room and board. To obtain additional information about rental rules and regulations, check the Canada Mortgage and Housing Corporation website: [www.cmhc-schl.gc.ca](http://www.cmhc-schl.gc.ca). (To obtain information on rental accommodations, please contact the MFRC)

## Pets and Smoking

In B.C., a landlord may refuse to rent to a tenant who is a smoker or who has pets.

## Buying a house in B.C.

For further information on buying and if you have special needs related to disabilities, please consult the Canada Mortgage and Housing Corporation. Website: [www.cmhc-schl.gc.ca](http://www.cmhc-schl.gc.ca). Phone: 1-800-668-2642. If you are outside Canada, call 613-748-2000 or fax 613-748-2098.

For general inquiries you can also email at [chic@cmhc-schl.gc.ca](mailto:chic@cmhc-schl.gc.ca).

## Price of Homes

Greater Victoria is one of the most expensive places in Canada to buy a home. As a result, a large number of military families live in Colwood, Langford, and Sooke.

Visit the Victoria Real Estate Board's website for the latest statistics on housing prices: [www.vreb.org](http://www.vreb.org)



# Vehicle Registration, Licensing and Transportation

## Vehicle Registration

Vehicle registration rules differ from province to province. The following section will provide you with information on the rules that apply in British Columbia. The Insurance Corporation of British Columbia (ICBC) is a provincial crown corporation that provides universal auto insurance in B.C. as well as licensing and registration. Check out their website at [www.ICBC.com](http://www.ICBC.com) for the most current information or phone 1-800-663-3051 if you have any questions.

You are required to register your vehicle within 30 days of moving to B.C. Before registration, you must have your vehicle inspected by a designated inspection facility in British Columbia. Please refer to the ICBC website to get the most up-to-date list of facilities. Once you have successfully passed the safety inspection, you can proceed to one of the many Autoplan Brokers listed on their website.

### You will need to bring:

- Your current registration
- Completed safety inspection
- Your vehicle
- Proper ID (you will need to refer to the ICBC website for accepted ID)

## Vehicle Insurance

ICBC provides insurance discounts if you can provide a claim-free insurance history. You will need to have a “Claim History” letter from your previous insurer on official letterhead with the driver’s name, policy number, and period of coverage and the dates of any fault claims. If this letter is not in English, you will need to get a certified, ICBC-approved translator to translate the letter. A list of translators is available online.

## Driver’s License

You must get a B.C. Drivers License within 90 days of moving to B.C. To get a full privilege driver’s licence, you must provide proof of having held a driving record for two years (not a learner’s license). If you cannot provide proof, you will be required to complete the B.C. graduated licensing system outlined in detail on the ICBC website.

## Storage of recreational vehicles

There are storage facilities provided by PSP located at Work Point in Esquimalt and near the Colwood Pacific Activity Centre in Colwood. Space is severely limited with precedence being given to deployed members, so military members are encouraged to call PSP Recreation at CPAC at 250-363-1009 to be placed on a waitlist.

## Alternate transportation in Greater Victoria

### Vanpooling and Park and Ride

This is a specialized transportation service that serves longer-distance commuter trips to and from areas which are not served by conventional transit. Vanpooling is more efficient and economical than commuting alone.

If you are interested in joining a vanpool, you should contact the Jack Bell Foundation at 250-380-RIDE or [www.ride-share.com](http://www.ride-share.com).

For more information regarding transportation, visit the B.C. Transit website for their Park and Ride program:

[www.bctransit.com/victoria/schedules\\_and\\_maps/park-and-ride](http://www.bctransit.com/victoria/schedules_and_maps/park-and-ride)

## Traffic

A large percentage of people live outside the city of Victoria in communities such as Sooke, Colwood, and Langford but commute to work in downtown Victoria. Some people even make the long commute from the Cowichan Valley into Greater Victoria. Traffic tends to back up for several kilometres as vehicles enter the downtown core. A large number of military families live in Sooke, Colwood and Langford, and experience similar backups as military members make their way to CFB Esquimalt. Traffic delays are common during rush hour on the Trans-Canada Highway (Highway 1). Admirals Road in Esquimalt, and the Old Island Highway in View Royal and the Island Highway in View Royal/Colwood all experience increases in traffic volume during peak periods.



## Biking, Walking, Jogging

The Galloping Goose Trail moves through urban, rural and wilderness settings. The trail is 60 km long and begins at the south end of the Selkirk Trestle, at the foot of Alston Street in Vic West and goes both out to Sooke and Sidney. Access points and parking are found along the entire trail route.

Visit [www.gallopinggoosetrail.com](http://www.gallopinggoosetrail.com) for additional information or call 250-478-3344.

# Medical Coverage

In most cases, the medical coverage from your province of origin will continue for 3 months after you relocate.

As of July 2008, an agreement has been made that "British Columbia will waive the Medical Service Plan (MSP) wait period for all Canadian Soldiers and their families who move to B.C. from elsewhere in Canada," including the Province of Québec for family members of CAF members (spouse and common law partners and children.) Families will need to contact the Base Orderly Room or their Unit's Orderly Room to request waiving the three-month wait period. If you need further assistance navigating the medical system, please contact the Esquimalt MFRC.

## **B.C. Medical Coverage**

### **For spouses/common law partners and children of CAF members**

The medical coverage application is made by the CAF Members through his or her employer, which is DND. The military member can obtain application forms at his/her Base Orderly Room (BOR) or ship's office. Monthly premiums vary according to the number of family members. For more information, contact your BOR or ship's office or Health Insurance BC Contact Centre at 1-800-663-7100 or online at [www2.gov.bc.ca/gov/content/health/health-drug-coverage/msp](http://www2.gov.bc.ca/gov/content/health/health-drug-coverage/msp)

As soon as you arrive in the province, the military member fills out the forms and submits them to the Base Orderly Room or his or her ship's office. Application forms require:

1. The Member's signature.
2. Social Insurance Number.

### **For partners that are not common law**

If you are applying for a self-administered MSP account, complete an application for enrollment form online (see [www.health.gov.bc.ca/msp](http://www.health.gov.bc.ca/msp)) and send it to MSP. Copies of documents to support the name and Canadian citizenship or immigration status of the persons listed on your application may be required. Visit this website for additional information: [www2.gov.bc.ca/gov/content/health/health-drug-coverage/msp/bc-residents/eligibility-and-enrolment](http://www2.gov.bc.ca/gov/content/health/health-drug-coverage/msp/bc-residents/eligibility-and-enrolment).

B.C. Care Cards will be mailed to your residence. If you have not received your cards within three months, contact the Health Insurance BC Contact Centre at 1-800-663-7100 or where the application has been made through DND. The CAF member can check the status of his/her application with the Base Orderly Room or ship's office.

Once you have received your B.C. Care Card all British Columbians are required to register for Fair Pharmacare. You may apply online or by contacting Health Insurance BC 1-800-663-7100. You will need to have the personal health card number and date of birth for each member of your family, and for yourself and your spouse (if applicable) you will need your social insurance number and your Net Income (Line 236) from your Income Tax Return or from your Notice of Assessment from two years ago.

## Public Service Health Care Plan (PSHCP)

PSHCP is an optional extended health care benefit plan administered by Sun Life. This coverage does not change as you move from province to province. If your family members (spouse/common law partner and children) are not covered by this plan, the military member can go to his or her Base Orderly Room or ship's office to fill out and submit the application form. This coverage is designed to help pay for some of the health services that are not covered by the provincial health insurance plan. You can find more information about eligibility and obtain application forms by visiting their website at:

[www.sunlife.ca](http://www.sunlife.ca)

or by calling the Sunlife PSHCP Call Centre at 1-888-757-7427.

## Dental

In B.C., there is no dental coverage. DND offers a dental plan for family members (spouse/common law partner and children) that is administered by Great West Life. This coverage does not change as you move from province to province. If your family members (spouse/common law partner and children) are not covered by this plan, the military member can go to his or her Base Orderly Room or ships' office to fill out the application form. You can find more information on the Great West Life website at: [www.greatwestlife.com](http://www.greatwestlife.com) or by calling them at 1-800-957-9777.



# Accessing Medical Services

As in other provinces, it is difficult to secure a family doctor in British Columbia. However, some services have been put in place to help you find doctors who are accepting new patients.

## Needing Medical Attention

If you do or do not have a family doctor in B.C., you can visit a walk-in clinic for your non-emergency medical needs. There are walk-in clinics in most municipal areas. For all emergencies, visit the local hospital or dial 911. It is recommended that you use the same walk-in clinic each time so that they have your medical history.

## Finding a new physician

The Victoria Medical Society (VMS) website provides an up-to-date list of physicians in the Greater Victoria and surrounding areas who are accepting new patients. Contact the MFRC for a complete updated list of doctors accepting new patients. This list is updated monthly.

Call 250-598-6021 or visit [www.victoriamedicalsociety.org](http://www.victoriamedicalsociety.org).

## B.C. Nurse Line

This service gives you the opportunity to speak with a nurse about your symptoms, consult with a pharmacist about your medication questions, or get good nutritional advice from a dietitian. You can also inquire about publicly funded health services and resources that you might need.

You can access this service by dialing 811 and it is available 24 hours a day, 7 days a week for non-urgent medical questions. You can also visit their website at: [www.healthlinkbc.ca](http://www.healthlinkbc.ca) or contact them by phone at 1-866-215-4700.

Deaf and hearing-impaired dial 711 or toll free at 1-866-889-4700. This service is available in 130 languages upon request.

## Island Health

Island Health provides health care on Vancouver Island. This organization will help you find health care providers, facilities, and programs across the region. You will also be able to access the B.C. Health Guide as well as other services.

Telephone: 250-370-8699

Toll Free: 1-877-370-8699

Website: [www.islandhealth.ca](http://www.islandhealth.ca)

## Hospitals

### Victoria General Hospital

1 Hospital Way (located in View Royal)  
250-727-4212

### Royal Jubilee Hospital

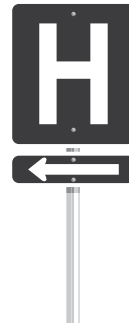
1900 Fort Street (located in Victoria)  
250-370-8000

### Saanich Peninsula Hospital

2166 Mt Newton X Rd (located in Central Saanich)  
250-544-7676

### Cowichan District Hospital

3045 Gibbins Rd (located in Duncan)  
250-737-2030



## Urgent Care

### Westshore Urgent Primary Care Centre

582 Goldstream Ave (located in Colwood)  
250-519-6919

## Finding a new dentist

The College of Dental Surgeons of British Columbia will help you find registered, licensed dentists as well as certified dental assistants (CDAs).

Call toll-free in B.C.: 1-800-663-9169  
Fax toll-free in B.C.: 1-866-734-9448  
Website: [www.cdsbc.org](http://www.cdsbc.org)

You will need to call individual clinics to see if they will do direct billing to Great West Life.



## Special Needs

If you have a family member with a health concern, disability or mental illness, please note that the services differ from province to province. In British Columbia, there can often be very long waitlists, and the eligibility and delivery of services might be different than other provinces. For more information on how to navigate these systems, call 1-800-353-3329 to speak to the MFRC's Family Navigator Coordinator.

Start the transition of services early and ask your doctor if a confirmation of diagnosis need to be done in British Columbia once you arrive.

If you are currently seeing a specialist, ask for a referral from your specialist to one in Victoria.

# Finding Child Care for Kids Under 5

## Finding child care

There is a significant shortage of child care, particularly for children under 3 years of age. Please start your search as soon as possible after you receive your posting message. There are two ways you can obtain information about child care in B.C.:

1. Parents can search for licensed child care facilities by city, by address and by license category by using [maps.gov.bc.ca/ess/hm/ccf](http://maps.gov.bc.ca/ess/hm/ccf)
2. Contact the Child Care Resource and Referral (CCRR) program in your community. This service provides guidance, support, funding information, resources and referral services for child care providers and parents in all communities within the province of B.C. at [www.childcarevictoria.ca](http://www.childcarevictoria.ca).

*Please note: child care providers listed in the government database and the CCRR are voluntary. You may want to connect with other parents to enhance your research.*

## Esquimalt Military Family Resource Centre

The MFRC has 1 licensed daycare for infant-toddlers, 1 licensed daycare for 3 to 5 year olds, 1 preschool, and out of school care. In addition to this, the MFRC offers Casual Child Care services and programs designed to support families dealing with unique lifestyle issues (long-term separations due to military operational requirements, etc). The MFRC also provides assistance with developing an emergency family plan.

*Please note: Sign up at [www.esquimaltmfrc.com](http://www.esquimaltmfrc.com) as soon as possible if you are interested in adding your child to the MFRC waitlist (due to limited spaces available.)*

## Ministry of Children and Family Development

You can obtain a copy of Parents' Guide to Selecting Child Care via their website at [www.mcf.gov.bc.ca/childcare](http://www.mcf.gov.bc.ca/childcare). Brochures pertaining to this topic are also available on their website at [www.gov.bc.ca/mcf](http://www.gov.bc.ca/mcf).

## Affordable Child Care Benefit

The Affordable Child Care Benefit helps families with the cost of child care, depending on factors like family size, type of care and household income.

The Child Care Fee Reduction Initiative lowers the cost of child care for parents each month. Parents do not need to apply for the program. Child care providers must opt-in to receive funding to reduce fees.

To learn more about the programs, visit [childcare.gov.bc.ca](http://childcare.gov.bc.ca).

For more information regarding all the topics above, please contact:

If you reside in the Greater Victoria district: 250-382-7000

If you reside in the Cowichan Valley district: 250-746-4135

If you live in the Sooke area: 250-642-5152

If you live in the West Shore area: 250-391-8653  
Elsewhere in B.C. toll free: 1-800-750-1868  
Child Care Resource and Referral: [www.childcarevictoria.ca](http://www.childcarevictoria.ca)



## School and Out of School Programs (5 to 18 years)

### **Did you know?**

Children's Education Management manages the education compensation and benefits programs for Department of National Defence members to ensure that their dependent children obtain elementary and secondary education.

Learn about their compensation and benefits program: [www.cafconnection.ca](http://www.cafconnection.ca)

Please note: that all school districts (except #93) offer French immersion and English as a Second Language (ESL) programs.

### **Victoria, Esquimalt and surrounding areas**

Greater Victoria School District #61 provides education for approximately 20,000 students in the municipalities of Esquimalt, Oak Bay, Victoria, View Royal and a portion of Saanich and the Highlands. They have 27 elementary schools, 10 middle schools, 7 secondary schools and 4 alternative schools.

Telephone: 250-475-3212

Website: [www.sd61.bc.ca](http://www.sd61.bc.ca)

## **Colwood, Sooke and surrounding areas**

Sooke School District #62 provides education to approximately 8,200 students in the West Shore municipalities of Sooke, Port Renfrew, Metchosin, Langford, Colwood and the Highlands. They have 18 elementary schools, 4 middle schools, 3 secondary schools and 1 alternative school.

Telephone: 250-474-9800

E-mail: [info@sd62.bc.ca](mailto:info@sd62.bc.ca)

Website: [www.sd62.bc.ca](http://www.sd62.bc.ca)

## **Central Saanich, North Saanich, Sidney and surrounding areas**

Saanich School District #63 provides education to 7,724 students in the municipalities of Royal Oak to Swartz Bay including 8 elementary schools, 3 middle schools, 3 secondary schools, and 5 alternative schools.

Telephone: 250-652-7300

Website: [www.sd63.bc.ca](http://www.sd63.bc.ca)

## **Cowichan Valley and surrounding areas**

Cowichan Valley School District #79 provides education to 8,300 students in the municipalities from the north in Saltair, down south to Spectacle Lake on the Malahat, and west to the Lake Cowichan region, including Honeymoon Bay and Youbou. They have 31 schools: 18 elementary schools, 4 middle schools, 4 secondary schools, and 5 alternative schools.

Telephone: 250-748-0321

Website: [www.sd79.bc.ca](http://www.sd79.bc.ca)

## **Conseil scolaire francophone de la Colombie-Britannique**

School District #93 is responsible for the French education in all of BC. Victoria has two schools for children whose primary language is French. The first, close to Oak Bay, offers instruction from Kindergarten to grade 3. It also offers an after school care program. This school has approximately 70 students. The second school, Victor-Brodeur, offers instruction from Kindergarten to grade 12 as well as a full-day daycare, an out-of-school care program and a preschool in French. This school has approximately 750 students. It is located in Esquimalt close to the Base. For more information regarding eligibility criteria, please contact École Victor-Brodeur.

Telephone: 250-220-6010

Website: [brodeur.csf.bc.ca](http://brodeur.csf.bc.ca)

## **Out of School Care Programs**

Out of School Care programs are offered at some schools and recreation centres (check [childcarevictoria.ca](http://childcarevictoria.ca) and [fitinfitness.ca](http://fitinfitness.ca)) and one MFRC location in Colwood.

# Post-Secondary Education

## **University of Victoria**

3800 Finnerty Road, Victoria, B.C. V8P 5C2  
Telephone: 250-721-7211  
Fax: 250-721-7212  
Website: [www.uvic.ca](http://www.uvic.ca)

## **Royal Roads University**

2005 Sooke Road, Victoria, B.C. V9B 5Y2  
Telephone: 250-391-2511  
Toll Free: 1-800-788-8028  
Fax: 250-391-2500  
Website: [www.royalroads.ca](http://www.royalroads.ca)

## **Vancouver Island University - Cowichan Campus**

222 Cowichan Way, Duncan, B.C. V9L 6P4  
Telephone: 250-746-3500  
Toll Free: 1-888-920-2221  
Fax: 250-746-3529  
Website: [www.viu.ca](http://www.viu.ca)

## **Camosun College - Lansdowne Campus**

3100 Foul Bay Road, Victoria, B.C. V8P 5J2  
Telephone: 250-370-3000  
Toll Free: 1-877-554-7555  
Fax: 250-370-3551  
Website: [www.camosun.ca](http://www.camosun.ca)

## **Camosun College - Interurban Campus**

4461 Interurban Road, Victoria, B.C. V8X 3X1  
Telephone: 250-370-3000  
Toll Free: 1-877-554-7555  
Fax: 250-370-3750  
Website: [www.camosun.ca](http://www.camosun.ca)



## Employment

This section describes the main employment and education resources available in your community to support your job search. The Esquimalt MFRC has established working relationships with various community employment assistance agencies to ensure you have the best resources available to find employment. These professional agencies are well positioned in the greater community and know the employment field well.

### Job Search Resources

The following local organizations can assist military spouses/partners and youth with the following services: one-on-one and group career counselling, job search support, resume and cover letter writing assistance, interview tips and practices, Employment Insurance information, home based business support, education and training information, career resource library, assessment tools, and local labour market information. Check out the employment section of the Esquimalt MFRC website for the following links and more.

### To find your local agency:

[www.workbc.ca](http://www.workbc.ca)

#### Victoria and Saanich

GT Hiring Solutions

250-388-0858

[www.gthiringsolutions.ca](http://www.gthiringsolutions.ca)

#### Saanich Peninsula/Sidney

Beacon Community Services

250-656-0134

[www.beaconcs.ca](http://www.beaconcs.ca)

## **Colwood, Langford, Metchosin, the Highlands and Sooke**

Worklink

250-478-9525 (West Shore)

250-642-3685 (Sooke)

[www.worklink.bc.ca](http://www.worklink.bc.ca)

## **Duncan**

Cowichan Career Centre

250-748-9880

[www.gvsjobs.com](http://www.gvsjobs.com)

## **For individuals who have special needs or barriers to employment**

### **Special needs**

#### **Victoria Disability Resource Centre**

250-595-0044

[www.drcvictoria.com](http://www.drcvictoria.com)

#### **Community Living BC**

[www.communityliving.bc.ca](http://www.communityliving.bc.ca)

#### **Esquimalt MFRC**

Connect with the Family Navigator Coordinator.

### **Other Languages (than English)**

#### **Victoria Immigrant & Refugee Centre Society (VIRCS)**

250-361-9433

[www.vircs.bc.ca](http://www.vircs.bc.ca)

#### **Inter-Cultural Association of Victoria (ICA)**

250-388-4728

[www.icavictoria.org](http://www.icavictoria.org)

### **Francophone**

#### **La Société Francophone de Victoria (SFV)**

250-388-7350

1-888-388-7350

[www.francocentre.com](http://www.francocentre.com)

## Employment Resources

### Victoria Service Canada Centre

595 Pandora Avenue Victoria, British Columbia V8W1N5

Monday to Friday from 8:30am to 4pm (Pacific Time)

General Inquiries: 1-800-206-7218

Language of service: English and French

Website: [www.servicecanada.gc.ca](http://www.servicecanada.gc.ca)

### Cowichan Service Canada Centre

211 Jubilee Street, Duncan, British Columbia V9L1W8

Monday to Friday from 8:30am to 4pm (Pacific Time)

General Inquiries: 1-800-206-7218

Language of Service: English

Website: [www.servicecanada.gc.ca](http://www.servicecanada.gc.ca)

## Employment Insurance

The number of weeks for which you are entitled to receive employment insurance is based on the unemployment rate of the community to which you are moving and the amount of insurable hours you have accumulated in the qualifying period. Please consult your Employment Insurance Office to learn about the current unemployment rate of your new community.

## Job Market

If you are looking for facts and figures about the labour market, salaries and wages, jobs and skills requirement, to compare occupations, potential employers etc., please visit [www.bcjobsplan.ca](http://www.bcjobsplan.ca).

## Employment Standard Act in B.C.

Information about the rules and regulations in B.C. pertaining to employment can be found at [www.labourmarketinformation.ca](http://www.labourmarketinformation.ca).

## Reimbursements of some expenses related to job search

The relocation program reimburses the cost of some expenses related to the job search of the military spouse/partner when relocating in a new community. Visit [bgrsguide.bgrs.ca](http://bgrsguide.bgrs.ca) for more information.

# SECTION 3

## Getting connected

The information contained in this Welcome Book is a starting point for you. However, if you have any questions after reading through this package, please contact the MFRC. We are here to make this transition as smooth as possible. Fax and Internet services are available in all MFRC locations and are free of charge.



### MFRC Services

The MFRC is here to support the unique parts of the military lifestyle.

#### Deployments

Deployments remove a military member from their everyday life. Adjusting to a deployment and reuniting with family and friends after a separation can be stressful. We can help you prepare in advance so that you can be informed, stay connected and have a positive reunion.

Programs and services include:

- Pre-Deployment Briefings
- Deployment Workshops for Adults
- Deployment Workshops for Children
- Family Networks
- Free Respite Child Care
- Mail Package Drop-off
- Staying in Touch Calls or Emails
- Sunday Information Sessions

#### Joining a new community

Moving from one base to another and joining a new community can be an adjustment. The MFRC is there to help you integrate into your new community by providing information, activities and workshops to help you make the transition.

Programs and services include:

- MFRC Information Line
- Military Lifestyle 101 Workshop
- Second Language Training
- Welcome Activities
- Welcome Resources

## Support for individuals and families

Military members have jobs that require intense focus and concentration. Those demands push their physical and mental limits and can have profound impacts on their families as well. When issues present themselves, it can be very challenging.

The MFRC is here to promote resiliency and life skills so that military members and their families can stay well, and military members can focus on their mission.

Programs and services include:

- Help completing an Emergency Family Plan
- Short-term Counselling
- Direct Support and Referrals to Community Resources
- Support for Families with Diverse and Complex Needs
- Workshops

## Help with the kids

The MFRC has resources to meet the unique demands of raising children in the military lifestyle. It's about getting quality care, support and resources in an environment that understands the lifestyle.

Programs and services include:

- Activities for Parents and Children
- Casual Child Care
- Daycare
- Educational Workshops for Parents
- Information Resources for Parents
- Out of School Care
- Preschool

# MFRC Locations and Hours

## Located in Esquimalt



### MFRC Signal Hill

(located near Dockyard)  
1505 Esquimalt Road  
Monday to Friday  
8:30am to 4:30pm  
Closed on statutory holidays

## Located in Colwood



### MFRC CPAC

(Colwood Pacific Activity Centre)  
2610 Rosebank Road (off Ocean Blvd)  
Monday to Tuesday 7:30am to 6pm  
Wednesday 7:30am to 9pm  
Thursday to Friday 7:30am to 6pm  
Saturday 8:30am to 12:30pm  
Closed on Sundays and statutory holidays  
(Has daycare facility)



### MFRC Out of School Care

720 Galiano Crescent

# Connecting with New People

## Volunteer Opportunities

Help support your community! Ongoing volunteer opportunities are available to you through the MFRC and PSP (Personnel Support Programs). Volunteering can help you develop a routine, as well as meeting other people, share your talents, learn new skills (computer skills, language skills), build local references for your resume and enrich your community in a meaningful way.

## Base Clubs

Aquarius Dive Club, Auto Hobby, Boating, Garden, Golf, Karate, Kayak, Model Railroad, Motorcycle, Power Boat, Sailing, and Triathlon. Visit [www.pspesquimalt.ca](http://www.pspesquimalt.ca) for contact information.

## Messes

Activities organized by each of the messes.

Visit [www.pacificfleetclub.ca](http://www.pacificfleetclub.ca), [www.cpomess.ca](http://www.cpomess.ca) and [www.wardroom.ca](http://www.wardroom.ca) for more information.

## Annual Events

- Lil' Sweetheart Dance
- Formation Fun Day
- Pacific Women's Day
- West Coast Welcome

# Exploring Vancouver Island

## Enjoying Island Life

The unique location of Vancouver Island offers numerous opportunities to its residents and visitors. We have highlighted a few of them and hope that it will encourage you to explore. More details can be found at [www.vancouverisland.com/things-to-do-and-see](http://www.vancouverisland.com/things-to-do-and-see).

## Extraordinary Trees!

Cathedral Grove – West of Nanaimo on Highway 4 (Pacific Rim Highway) and about 2.5 hours from Victoria, you will find the 157-hectare MacMillan Provincial Park also known as Cathedral Grove. This park has one of the most accessible stands of giant Douglas fir trees in British Columbia. Some of these towering ancient Douglas firs are more than 800 years old and one tree measures over 9 metres in circumference.

## Storm and Surf

Tofino – Further west on Highway 4 is the town of Tofino. The town has a population of 1,655 people and sits on a narrow peninsula bordered by the Pacific Rim National Park to the south and the Pacific Ocean to the west. During the winter months (November to March) visitors can view waves as high as 18 m (59 ft). This area is a haven for both surfers and beach enthusiasts.

## Gulf Islands

The Gulf Islands offer a unique relaxing experience. There are more than 225 Gulf Islands of varying sizes. Trips to these islands can make for a beautiful weekend getaway or daytrip. Most people use B.C. Ferries to reach the main Gulf Islands. Government docks and private marinas are ready for boaters year-round. Alternate ways to get around vary from island to island. Salt Spring has both a taxi and a van shuttle service. The Gulf Islands are popular destination for cyclists. Bicycles offer a great way to see the islands up close, but caution should be observed on the mostly narrow and sometimes hilly roads.

## Butchart Gardens

The Butchart Gardens is one of the world's premier floral show gardens. Jennie Butchart began to shape this magnificent landscape in 1904. The public area of Butchart Gardens covers 22ha (55 acres) and offers floral beauty for all seasons. Visit their website at [www.butchartgardens.com](http://www.butchartgardens.com). Free admission for military members with a valid ID.

# Contact Information

## B

### **Base Gym**

Personnel Support Programs  
250-363-5677  
[www.pspesquimalt.ca](http://www.pspesquimalt.ca)

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### **Base Operator**

CFB Esquimalt  
250-363-2000  
[www.navyforces.gc.ca](http://www.navyforces.gc.ca)

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### **Bike trails**

Gallopig Goose  
250-478-3344  
[www.gallopiggoosetrail.com](http://www.gallopiggoosetrail.com)

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### **Buses**

B.C. Transit  
250-382-6161  
[www.bctransit.com](http://www.bctransit.com)

### **Buses**

(Accessible transit for individuals with special needs)  
Accessible Transit Services  
250-385-2551  
[www.bctransit.com/victoria/riderinfo/accessibility](http://www.bctransit.com/victoria/riderinfo/accessibility)

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### **Buying a home**

Canadian Mortgage Housing Corporation  
1-800-668-2642  
1-613-748-2000  
[www.cmhc-schl.gc.ca](http://www.cmhc-schl.gc.ca)

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## C

### **Cable TV**

Shaw Cable  
250-475-5655  
[www.shaw.ca](http://www.shaw.ca)

Telus  
250-310-2255  
[www.telus.com](http://www.telus.com)

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### **Car inspection**

Commercial Vehicle Enforcement  
250-952-0577  
[www.th.gov.bc.ca/cvse](http://www.th.gov.bc.ca/cvse)

### **Car insurance**

Insurance Corporation of B.C.  
250-978-8300  
1-800-663-3051  
[www.icbc.com](http://www.icbc.com)

### **Central Saanich community**

Municipal Hall  
250-652-4444  
[www.centralesaanich.ca](http://www.centralesaanich.ca)

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### **Child Care**

Child Care Resource and Referral (CCRR)  
250-382-7000 (Greater Victoria)  
250-746-4135 (Cowichan Valley)

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### **Church**

Chaplain's Office CFB Esquimalt  
250-363-4030  
[www.navyforces.gc.ca/marpac](http://www.navyforces.gc.ca/marpac)

### **Church (Paroisse)**

Paroisse St-Jean- Baptiste  
250-598-0944  
301 Richmond Avenue, Victoria, BC

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### **Clubs on the base**

Personal Support Program  
250-363-1009  
[www.pspesquimalt.ca](http://www.pspesquimalt.ca)

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### **College**

Camosun College  
250-370-3000  
[www.camosun.ca](http://www.camosun.ca)

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### **Colwood community**

Municipal Hall  
250-478-5541  
[www.colwood.ca](http://www.colwood.ca)

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### **Cowichan Valley community**

Municipal Hall  
250-746-2500  
[www.cvrdbc.ca](http://www.cvrdbc.ca)

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## D

### **Dental insurance**

Great West Life  
1-800-957-9777  
[www.tbs-sct.gc.ca](http://www.tbs-sct.gc.ca)

**Dentists**

College of Dental Surgeons of B.C.  
1-800-663-9169  
[www.cdsbc.org](http://www.cdsbc.org)

**Driver's license**

ICBC  
250-978-8300  
1-800-950-1498  
[www.icbc.com](http://www.icbc.com)

**E****Education allowances**

Children's Education Management  
[www.cafconnection.ca](http://www.cafconnection.ca)

**Employment**

Employment Insurance Office  
1-800-206-7218  
[www.servicecanada.gc.ca](http://www.servicecanada.gc.ca)

**Employment (Local agency)**

Greater Victoria Locator  
[www.labourmarketservices.gov.bc.ca](http://www.labourmarketservices.gov.bc.ca)

**Employment**

Cowichan Lake community services  
250-749-6822  
[www.comserv.org/employment.html](http://www.comserv.org/employment.html)

**Employment**

Cowichan Career Centre, Duncan  
250-748-9880  
[www.gvsjobs.com](http://www.gvsjobs.com)

**Employment (Special needs)**

Victoria Disability Resource Centre  
250-595-0044 ext. 101  
[www.drcvictoria.com](http://www.drcvictoria.com)

**Employment (other languages)**

Victoria Immigrant & Refugee Centre Society  
(VIRCS)  
250-361-9433  
[www.vircs.bc.ca](http://www.vircs.bc.ca)

**Employment (Special needs)**

Independent living (Duncan)  
250-746-3930  
[www.cvilrc.bc.ca](http://www.cvilrc.bc.ca)

**Employment (other languages)**

Inter-Cultural Association of Victoria (ICA)  
250-388-4728  
[www.icavictoria.org](http://www.icavictoria.org)

**Employment (francophone)**

La Société Francophone de Victoria (SFV)  
250-388-7350  
1-888-388-7350  
[www.francocentre.com](http://www.francocentre.com)

**Esquimalt community**

250-414-7100  
[www.esquimalt.ca](http://www.esquimalt.ca)

**F****Family Information Line**

1-800-866-4546  
[www.familyforce.ca](http://www.familyforce.ca)

**Financial services**

SISIP  
250-363-3301  
1-800-267-6681  
[www.sisip.com](http://www.sisip.com)

**G****Garbage**

Contact a local contractor

**Gas**

FortisBC  
1-888-224-2710  
[www.fortisbc.com](http://www.fortisbc.com)

**H****Health Insurance**

Sunlife  
1-888-757-7427  
[www.tbs-sct.gc.ca](http://www.tbs-sct.gc.ca)

**Highlands community**

Municipal Hall  
250-474-1773  
[www.highlands.bc.ca](http://www.highlands.bc.ca)

**Hospital in Duncan (Cowichan Valley district)**

Cowichan District Hospital  
250-737-2030  
[www.viha.ca](http://www.viha.ca)

**Hospital in Saanich (Greater Victoria district)**

Saanich Peninsula Hospital  
250-544-7676  
[www.viha.ca](http://www.viha.ca)

**Hospital in Victoria (Greater Victoria district)**

Victoria General Hospital  
250-727-4212  
[www.viha.ca](http://www.viha.ca)

**Hospital in Victoria (Greater Victoria district)**

Royal Jubilee Hospital  
250-370-8000  
[www.viha.ca](http://www.viha.ca)

**Hydro**

BC Hydro  
1-800-224-9376  
[www.bchydro.com](http://www.bchydro.com)

**L****Langford community**

Municipal Hall  
250-478-7882  
[www.langford.ca](http://www.langford.ca)

**M****Medical Card**

MSP  
1-800-663-7867  
[www.healthservices.gov.bc.ca/msp](http://www.healthservices.gov.bc.ca/msp)

**Medical Facilities**

VIHA  
250-370-8699  
1-877-370-8699  
[www.viha.ca/finding\\_care](http://www.viha.ca/finding_care)

**Medical Information**

BC Nurse Help Line  
1-866-215-4700  
Dial 8-1-1  
[www.healthlinkbc.ca](http://www.healthlinkbc.ca)

**Members Assistance Program**

1-800-268-7708

**Metchosin community**

Municipal Hall  
250-474-3167  
[www.metchosin.ca](http://www.metchosin.ca)

**MFRC**

Military Family Resource Centre  
250-363-2640  
1-800-353-3329  
[www.esquimaltmfrc.com](http://www.esquimaltmfrc.com)

**N****Neighbourhood Research Tool**

Homezilla  
[www.homezilla.ca](http://www.homezilla.ca)

**North Saanich community**

Municipal Hall  
250-656-0781  
[www.northsaanich.ca](http://www.northsaanich.ca)

**O****Oak Bay community**

Municipal Hall  
250-598-3311  
[www.oakbay.ca](http://www.oakbay.ca)

**P****Personnel Support Programs**

250-363-5677  
[www.pspesquimalt.ca](http://www.pspesquimalt.ca)

**Physicians**

Victoria Medical Society  
250-598-6021  
[www.victoriamedicalsociety.org](http://www.victoriamedicalsociety.org)

**Physicians**

College of Physicians of BC  
1-800-461-3008  
[www.cpsbc.ca](http://www.cpsbc.ca)

**Post-Secondary Education (Military)**

BPSO  
250-391-4091

# R

## Recreation centres

[www.fitinfitness.ca](http://www.fitinfitness.ca)

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## Relocation services

Brookfield Global Relocation Services  
[bgrsguide.bgrs.ca](http://bgrsguide.bgrs.ca)

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## Renting a home

CMHC  
1-800-668-2642  
1-613-748-2003  
[www.cmhc-schl.gc.ca](http://www.cmhc-schl.gc.ca)

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## Residential Housing Units

CFHA  
250-363-4163  
[www.cfha-alfc.forces.gc.ca](http://www.cfha-alfc.forces.gc.ca)

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# S

## Saanich community

Municipal Hall  
250-475-1775  
[www.saanich.ca](http://www.saanich.ca)

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## Schools Francophone

School district #93  
250-220-6010  
[brodeur.csfb.bc.ca](http://brodeur.csfb.bc.ca)

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## Schools in Central Saanich

School district #63  
250-652-7300  
[www.sd63.bc.ca](http://www.sd63.bc.ca)

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## Schools in Cowichan

School district #79  
250-748-0321  
[www.sd79.bc.ca](http://www.sd79.bc.ca)

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## Schools in Sooke

School district #62  
250-474-9800  
[www.sd62.bc.ca](http://www.sd62.bc.ca)

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## Schools in Victoria

School district #61  
250-475-3212  
[www.sd61.bc.ca](http://www.sd61.bc.ca)

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## Sidney community

Municipal Hall  
250-656-1184  
[www.sidney.ca](http://www.sidney.ca)

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## Single Quarters

Base Accommodation  
250-363-4087  
[www.navy.forces.gc.ca/marpac](http://www.navy.forces.gc.ca/marpac)

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## Sooke community

Municipal Hall  
250-642-1634  
[www.sooke.ca](http://www.sooke.ca)

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## Storage of Vehicle

Commissionnaire  
250-363-4933

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# T

## Telephone Service

Telus  
1-888-811-2828  
250-310-2255  
[www.telus.com](http://www.telus.com)

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# U

## University (Greater Victoria)

University of Victoria  
250-721-7211  
[www.uvic.ca](http://www.uvic.ca)

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## University (Greater Victoria)

University of Royal Roads  
250-391-2511  
1-800-788-8028  
[www.royalroads.ca](http://www.royalroads.ca)

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## University (Cowichan Valley)

Vancouver Island University - Cowichan Campus  
250-746-3500  
1-888-920-2221  
[www.viu.ca](http://www.viu.ca)

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# V

## Vanpooling

Jack Bell Foundation  
1-250-380-RIDE  
[www.ride-share.com](http://www.ride-share.com)

## Victoria community

Municipal Hall  
250-385-5711  
[www.victoria.ca](http://www.victoria.ca)

## View Royal community

Municipal Hall  
250-479-6800  
[www.viewroyal.ca](http://www.viewroyal.ca)

# W

## Welcome services

Welcome Wagon  
[www.welcomewagon.ca](http://www.welcomewagon.ca)

## Important Phone Numbers

|                                       |                      |
|---------------------------------------|----------------------|
| Base Duty Officer                     | 250-389-0603 (pager) |
|                                       | 250-812-0603 (cell)  |
| Base Operator                         | 250-363-2000         |
| Base Orderly Room                     | 250-363-4288         |
| BC Nurse Line                         | 8-1-1                |
| Chaplain's Office                     | 250-363-4030         |
| Colwood Pacific Activity Centre (PSP) | 250-363-1009         |
| Help Line for Children                | 250-310-1234         |
| Member Assistance Program (24/7)      | 1-800-268-7708       |
| Military Police (Non-emergency)       | 250-363-4032         |
| PSP Naden Athletic Centre Kiosk       | 250-363-5677         |
| Ship Information Line                 | 250-363-2121         |
| Vancouver Island Crisis Line          | 1-800-494-3888       |

# WE KNOW MILITARY LIFE



Your MFRC is an independent non-profit, staffed by qualified professionals. We know the military lifestyle – inside and out. Talk to us about everything from relocation to deployment, childcare, and counselling provided by registered social workers.

Learn more about us at [esquimaltmfrc.com](http://esquimaltmfrc.com)

**MFRC** ESQUIMALT

# SPEAK FREELY



Your MFRC is an independent non-profit,  
staffed by qualified professionals.

Confidentiality is one of our core principles,  
so what you say here goes no further.

Learn more about how  
we protect your privacy at  
[esquimaltmfrc.com/confidentiality-privacy](https://esquimaltmfrc.com/confidentiality-privacy)

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