

MCFD and Island Health (VIHA) Mental Health and Substance Use Services

Program/Organization	Contact	Description	Referrals
<p>Child and Youth Mental Health (CYMH) Intake, Ministry of Children and Family Development (MCFD)</p> <p>AGES 0-18</p>	<p>CYMH Saanich, Location: 201-4478 West Saanich Road, Phone: 250-952-5073</p> <p>CYMH South Island Aboriginal Team, Location: 1-1195 Esquimalt Road, Phone: 250-952-4073</p> <p>CYMH South Island Eating Disorders, Location: 302-2955 Jutland Road, Phone: 250-387-0000</p> <p>CYMH South Island High Risk, Location: 201-4478 West Saanich Road, Phone: 250-952-5073</p> <p>CYMH Victoria, Location: 302-2955 Jutland Road, Phone: 250-356-1123, Fax: 250-387-0002</p> <p>CYMH West Shore, Location: 2nd Floor – 345 Wale Road, Phone: 250-391-2223</p> <p>www.mcf.gov.bc.ca/mental_health/</p>	<p>The CYMH teams provide a range of assessment and treatment options for children, youth, and their families.</p> <p>The programs are designed to support children and youth who are experiencing significant difficulties related to their thoughts, feelings, and behaviours. They also serve as a “system navigator” for the Victoria community and helps families find the services that are right for them.</p> <p>In the Greater Victoria area, intake clinics are provided every week and no appointment is necessary. Drop-in clinic hours are Tuesdays 9:00am-3:00pm and Thursdays 11:00am-4:30pm.</p>	<p>Referrals of a child or youth can be made to CYMH by the parent or youth themselves.</p> <p>To self-refer to CYMH, clients can go to drop-in clinic at their catchment office for an initial assessment. Clients can call the intake team at 250-356-1123 to determine which catchment area they belong to.</p> <p>*CYMH Intake teams support family physicians to navigate CYMH services and system, and find appropriate referrals. Call the intake team in your catchment area for a consultation.</p>

Program/Organization	Contact	Description	Referrals
<p>Child, Youth and Family Mental Health (CYFMH) Intake, Island Health (VIHA)</p> <p>Inpatient services AGES 6-16 Outpatient services AGES 0-18 (age 19 for patients already provided services)</p>	<p>Phone: 250-519-6794 or 250-519-6720</p> <p>Fax: 250-519-6789</p> <p>www.viha.ca/cyf_mental_health/</p>	<p>Island Health has a variety of services and programs for children and youth with mental health and substance use issues.</p> <p>A fundamental criterion for intake is that the child or youth's mental health needs have exceeded the resources of their community, including MCFD CYMH services (see next entry).</p>	<p>To make a referral to CYFMHS, fax a completed referral form to 250-519-6789 (see appendix for referral form).</p> <p>To discuss a potential referral or obtain more information about services, contact CYFMHS Intake at 250-519-6794 or 250-519-6720.</p>
<p>Child and Youth Mental Health Urgent Psychiatric Consult</p> <p>AGES 0-16</p>	<p>Phone: 250-727-4212</p> <p>Child, Youth and Family Ambulatory Clinic at VGH or the Ansbomb Program at the Queen Alexandra Centre for Children's Health</p> <p>www.viha.ca/cyf_mental_health/crisis_svcs/chr_mentalhealth_upc.htm</p>	<p>This service is available for children up to age 17 with urgent mental health concerns who would benefit from a one-time psychiatric evaluation, related to issues such as early psychosis, severe depression or anxiety, suicidal ideation or deterioration in a child's functioning. Services include psychiatric consult, assessment, and treatment recommendations for the referring physician.</p>	<p>Physicians can make referrals by contacting the mental health crisis nurse at 250-727-4212, who will screen, triage and, on occasion, re-direct referrals to more appropriate resources. Consults are only accepted for children and youth living within the Capital Regional District and the Gulf Islands.</p> <p>Priority is given to those with no previous psychiatric involvement.</p>
<p>Discovery Youth & Family Substance Use Services Intake, Island Health (VIHA)</p> <p>AGES 13-19</p>	<p>Phone: 250-519-5313, Fax: 250-519-5314</p> <p>Location: Esquimalt Health Unit, 530 Fraser Street, 2nd Floor, Hours: 8:30am-4:30pm</p> <p>www.viha.ca/youth-substance-use/discovery.htm</p>	<p>Discovery works to assist youth and/or their families to reduce the harms associated with substance use and related issues.</p>	<p>Referrals can be made by physicians, school workers, community service providers, or by clients and families, by calling the Intake Worker at 250-519-5313. A referral form is also available and can be faxed to 250-519-5314 (see appendix for referral form).</p>

Program/Organization	Contact	Description	Referrals
<p>Integrated Mobile Crisis Response Team (IMCRT)</p> <p>ALL AGES</p>	<p>Access through VI Crisis Line: 1-888-494-3888</p> <p>www.viha.ca/mhas/locations/victoria_gulf/imcrt.htm</p>	<p>IMCRT provides short-term support and stabilization in order to manage the crisis and ensure continuity of care between the initial intervention and the involvement of follow-up services.</p> <p>IMCRT operates from 1:00 p.m. to midnight 7 days a week.</p>	<p>Access is through the Vancouver Island Crisis Line at 1-888-494-3888. Physicians and other mental health professionals may access the team directly through a confidential pager number (provided by the Crisis Line upon request). Other access is through the police.</p>
<p>Mental Health and Substance Use Intake, Island Health (VIHA)</p> <p>AGES 19+</p>	<p>Mental Health Services Phone: 250-519-3485 Fax: 250-381-3222</p> <p>Substance Use Services Phone: 250-213-4444 Fax: 250-213-4445</p> <p>http://www.viha.ca/mhas/locations/victoria_gulf/intake.htm</p>	<p>MHSU provides a range of services. If you are unsure what program to refer to, call to consult with an Intake worker at MH Services (250-519-3485) or SU services (250-213-4444).</p>	<p>Adult MHSU Intake is the central intake service for all Island Health adult MHSU programs that require referral from a family physician or nurse practitioner (unless access and referral information is otherwise specified in the listing). The intake service provides screening, assessment, treatment recommendations, and referrals to Island Health services and external community programs in the Victoria area.</p>

Community Mental Health and Substance Use Services

Organization	Contact	Description	Referral and Costs
<p>AIDS Vancouver Island (AVI)</p> <p>AGES 19+</p> <p>Those under 19 years of age will be accepted for intake and referred to other services targeted to youth.</p>	<p>Phone: 250-384-2366 Toll free Infoline: 1-800-665-2437 Harm Reduction Services (3-10pm): 250-889-0268 Mobile Harm Reduction (Wed-Sun 12-4pm): 250-896-2849 www.avi.org</p> <p>3rd floor – Access Health Centre, 713 Johnson St, Victoria</p>	<p>AVI provides integrated services to individuals with HIV/AIDS and/or hepatitis C, tuberculosis and other communicable diseases through education, advocacy and support.</p> <p>Services include:</p> <ul style="list-style-type: none"> • Confidential Information Line • Short-term counselling • Advocacy, support, and education • Weekly drop-in medical clinic • Men’s Wellness Program for men who have sex with men • Harm reduction services & drug related support services, including referral and assistance navigating social and health care systems 	<p>Clients can self-refer by dropping into the clinic.</p> <p>No cost.</p>
<p>Alcohol & Drug Information and Referral Service</p> <p>ALL AGES</p>	<p>Phone: 1-800-663-1441 www.bc211.ca</p>	<p>Anonymous, confidential, multilingual 24/7 help line to resources, supports and referrals to treatments and counsellors across the province.</p>	<p>Clients can self-refer by calling 1-800-663-1441 in BC, or visiting the website.</p> <p>No cost.</p>

Organization	Contact	Description	Referral and Costs
Alcoholics Anonymous (AA) ALL AGES	Help Line: 250-383-7744 Office: 250-383-0415 www.aavictoria.ca #8-2020 Douglas Street, Victoria	AA is an organization not allied with any particular sects, denomination, political institution or organization, that supports people to stay sober, help others do the same, and recover from alcoholism.	Clients can self-refer by calling the help line for support and information at 250-383-7744. Check the website for meeting days/times. No cost.
Beacon of Hope House (The Salvation Army) MALES AGED 13-18	Phone: 250-381-9474 www.victoriahopehouse.ca	The Hope House is a six-bed supportive residential recovery facility for male youth and runs a 30, 60 or 90 day program geared towards recovery from addiction and life skills training. Programming includes individual and group counselling, anger management, addiction education and relapse prevention strategies, recreational activities, and much more.	Clients can self-refer by calling the office or visiting the website and filling out a form. No cost.
Boys & Girls Club Services of Greater Victoria AGE VARIES PER PROGRAM	Phone: 250-384-9133 www.bgcvic.org 301-1195 Esquimalt Rd, Victoria	Boys & Girls Club offers programs and services to support healthy development for children, youth, families, and parents. Programs include: <ul style="list-style-type: none"> • Supportive Recovery Care Home Program (ages 13-19) • Youth Prenatal and Parenting Program (ages 15-21) • Youth justice programs for young offenders • Community homes for vulnerable youth • Community clubs and camps (ages 5-12) 	Clients & families can self-refer to youth services by contacting: Beth Diprose, 250-384-9133 ext. 204 Cost varies per program.

Organization	Contact	Description	Referral and Costs
Narcotics Anonymous (NA) ALL AGES	Phone: 250-383-3553 www.bcrna.ca	NA is an international, community-based association providing support for people with substance use and addiction issues.	Clients can self-refer. Meeting info can be found/confirmed by calling the South Vancouver Island Area Helpline Number 250-383-3553 or by visiting the website and clicking on 'Meetings'. No cost.
NEED2: Suicide Prevention Education & Support	Phone: 250-386-6328 www.need2.ca 1524 Fort St, Victoria BC	NEED2 works to prevent deaths by suicide through community programs and online presence. Programs include youthspace.ca, Suicide Education and Awareness (SEA), and teaching mindfulness in schools.	Clients can self-refer by visiting their website to see what services they provide. Youthspace.ca (online chat for youth), SMS text chat: 778-783-0177 No cost.
Pacific Centre Family Services Association (PCFSA) AGE VARIES PER PROGRAM	Phone: 250-478-8357 www.pacificcentrefamilyservices.org 345 Wale Road, Victoria	PCFSA provides a variety of counselling and substance use programs: <ul style="list-style-type: none"> • Affordable Counselling Program • Substance Use Program (for adults 19 and over; limited to West Shore, including View Royal, the Highlands, Metchosin & Sooke) • Youth Services (for youth ages 10-19; limited to West Shore) including counselling, crisis intervention, and family mediation/counselling 	Clients can self-refer to programs by calling the Centre. Counselling fees on sliding scale.

Organization	Contact	Description	Referral and Costs
<p>Pandora Clinic</p> <p>AGES 18+</p> <p>At the discretion of the physician for clients younger than 18.</p>	<p>Phone: 250-294-6714 Fax: 250-294-6713 www.pandoraclinic.com</p> <p>922 Pandora Ave, Victoria</p>	<p>The Pandora Clinic specializes in the treatment of opiate addiction. Reduction in illicit drug use, infectious diseases, and crime are attainable through treatment. Opiate substitution therapy is not for all people who are addicted to opiates and therefore proper assessment is essential prior to commencing treatment.</p>	<p>Clients can self-refer by going to the clinic Monday to Thursday, 9:00am-5:00pm.</p> <p>No cost.</p>
<p>Peak House</p> <p>AGES 13-18</p>	<p>Intake Info: 1-604-253-6319 Office: 1-604-253-2187 www.peakhouse.ca</p>	<p>Peak House is a voluntary, ten week, live-in, treatment program for youth experiencing problems with drugs, including alcohol. They operate within the harm reduction spectrum with a trauma informed, client centered, and social justice framework.</p> <p>They do not offer detox services and ask that clients abstain from substance use for a minimum for seven days prior to entering the program.</p>	<p>Referrals are accepted from counsellors in the community. To find an Alcohol and Drug counsellor, contact the Alcohol and Drug Information and Referral Service at 1-800-663-1441.</p> <p>No cost.</p>

Organization	Contact	Description	Referral and Costs
<p>Umbrella Society for Addictions & Mental Health</p> <p>ALL AGES</p>	<p>Phone: 250-380-0595 www.umbrellasociety.ca</p> <p>901 Kings Road, Victoria</p>	<p>Umbrella actively promotes understanding, acceptance and support for people affected by addiction and mental health issues through peer support programs:</p> <ul style="list-style-type: none"> • System navigation to connect with clinical and community services • General connectedness, to provide additional support outside of other services • Supporting the family • Problem solving supports for other life challenges 	<p>Clients can self-refer by calling the office or by sending an email to wecanhelp@umbrellasociety.ca</p> <p>No cost.</p>
<p>Vancouver Island Crisis Line</p>	<p>Phone: 1-888-494-3888 www.vicisis.ca</p>	<p>They also provide:</p> <ul style="list-style-type: none"> • Emotional support • Crisis intervention • Suicide prevention services • Information and referrals • Access to IMCRT <p>This Island Health contracted service also maintains a database of support services available throughout Vancouver Island.</p>	<p>Anyone can call anytime, 24 hours a day, 7 days a week for risk management triage, support and referral.</p> <p>No cost.</p>

Organization	Contact	Description	Referral and Costs
<p>Victoria Native Friendship Centre (VNFC)</p> <p>AGE VARIES PER PROGRAM</p>	<p>Phone: 250-384-3211 www.vnfc.ca</p> <p>231 Regina Avenue, Victoria BC</p>	<p>VNFC provides services to an estimated 15,000 Aboriginal people living off reserve in the greater Victoria area, as well as the 5,000 residents from the First Nations communities in the southern Vancouver Island region. Services include:</p> <ul style="list-style-type: none"> • Aboriginal Early Intervention Team • Addictions Counsellor (some provided by an Elder), Mental Health Liaison • Youth and family programs • Employment and career services • Arts and cultural programs 	<p>Clients can self-refer by calling or dropping by the Centre during the following days/times: Monday to Friday 9:00 am - 10:45 am & 2:30 pm - 3:45 pm</p> <p>Cost varies per program, many are offered at no cost.</p>
<p>Victoria Youth Clinic</p> <p>AGES 12-24</p>	<p>Phone: 250-383-3552 Fax: 250-383-3502 www.victoriayouthclinic.ca</p> <p>533 Yates Street, Victoria BC Hours: Monday to Thursday, 11am-5:00pm</p>	<p>The Victoria Youth Clinic is a confidential primary health care service for youth aged 12 to 24 years. Counselling, support, advocacy, health and other services are provided by a team of doctors, nurses, counsellors, psychiatrists, outreach workers, medical office assistants and managers.</p>	<p>Youth can self-refer by calling, or by dropping in Monday to Thursday from 11am-5pm.</p> <p>Services are provided at no cost to youth and do not require a Care Card.</p>

Organization	Contact	Description	Referral and Costs
<p>Victoria Youth Empowerment Society (YES)</p> <p>AGE VARIES PER PROGRAM</p>	<p>Office: 250-383-3514 Fax: 250-383-3812 www.yes.ca</p> <p>533 Yates Street, Victoria BC</p>	<p>YES offers a broad range of programs and services to support youth and their families, including:</p> <ul style="list-style-type: none"> • Mental Health Liaison Counselling (ages 13-19) • Youth and Family Support Counselling (ages 12-19) • Youth Services Outreach Program (ages 12-19) • Specialized Youth Detox (ages 13-18) • Life Skills Program (ages 12-19) • Kiwanis Emergency Youth Shelter (ages 13-18) • Supported Independent Living Program (ages 15-23) 	<p>Youth and families can self-refer by calling the office or dropping by, or physicians and other professionals can also refer.</p> <p>No cost.</p>