

Substance Use and Pain Services, Victoria BC

Program	Description	Referrals
<p>Addictions Outpatient Treatment (Quadra Clinic) Phone: 250-519-3544, Fax: 250-519-3545 2nd floor - 1250 Quadra St, Victoria BC www.viha.ca/mhas/locations/victoria_gulf/addictionsoutpatient.htm</p>	<p>Addictions Outpatient Treatment (AOT) provides services to adults aged 19 and over who are experiencing drug and alcohol problems. Services are also available to adults currently affected by a family member's use. Services include:</p> <ul style="list-style-type: none"> • Day and evening support groups for men and women; gender-specific intensive day treatment • Daytime co-ed intensive educational groups and Individual counselling • Referral to other specialized programs, such as residential treatment, supportive recovery facilities, and Victoria Withdrawal Management Services • Other groups on issues such as: <ul style="list-style-type: none"> ○ Codependency/Choices, Harm Reduction, Concurrent Disorders, Relapse Prevention, Stress Reduction and Relaxation 	<p>Self-referral – initiated in person intake at 1125 Pembroke St and arranging for an appointment to discuss service options.</p> <p>Physician referral - initiated by faxing completed referral form and client questionnaire (if possible) to 250-381-3222.</p>
<p>Discovery Youth & Family Substance Use Services Phone: 250-519-5313, Fax: 250-519-5314 Esquimalt Health Unit, 530 Fraser Street, 2nd Floor, Hours: 8:30am-4:30pm 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. Services are free and available to anyone in the community directly or indirectly negatively impacted by substance use:</p> <ul style="list-style-type: none"> • Youth aged 13 to 19 who have concerns about alcohol or other drug use • Families/caregivers who are concerned about a youth using alcohol or other drugs • Any support person who is worried about a youth's use of alcohol or other drugs • Youth who are worried about someone else's use of alcohol or drugs 	<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.</p>
<p>RJH Pain Clinic Phone: 250-519-1836 Fax: 250-519-1837 Royal Jubilee Hospital 1952 Bay Street Victoria, BC V8R 1J8</p> <p>Hours: Monday to Friday, 8 am - 4 pm.</p>	<p>The Pain Program is for people living in the Island Health region who are experiencing severe chronic pain that is resistant to treatment, and for the people who support them.</p> <p>The Pain Program's clinics are staffed with professionals dedicated to alleviating pain and helping patients live active and rewarding lives. It uses the most efficient and effective current practices from many disciplines to treat the patient as a whole.</p>	<p>Physician referral – fax completed (Regional Outpatient Pain Management Program) referral form to 250-519-1837 (see attached for referral form).</p>
<p>Pandora Clinic 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>Age for services: 18 years of age or older, and at the discretion of the physician for clients younger than 18.</p>	<p>Self-referral – initiated by going to the clinic Monday to Thursday, 9:00am-5:00pm.</p> <p>Cost: None.</p>

<p>Rapid Access Addiction Clinic (RAAC) Phone: 250-519-3485 1119 Pembroke Street, Victoria</p>	<p>RAAC provides rapid access to opioid agonist therapy (OAT) and other evidence-based addictions medicine interventions. RAAC patients will be provided with intensive, time limited support with a multidisciplinary team who will provide a full range of addiction medicine assessment, treatment, counseling and care transition planning. RAAC will work collaboratively with community programs and FPs/NPs with the goal of connecting individuals to ongoing resources for treatment of their substance use disorders.</p> <p>Age for services:</p>	<p>Physician referral – Fax completed referral form to 250-381-3222. Physicians will be notified of acceptance of referral and clients will be contacted as soon as possible for an appointment. Walk-in and self-referral are also accepted.</p> <p>Cost: None.</p>
<p>Seniors Outreach Services Phone: 250-519-3566 2828 Nanaimo Street, Victoria www.viha.ca/seniors/clinics_mental_health/sort_locations.htm</p>	<p>For seniors 65 and over with mental health and/or substance use problems, seniors outreach is available to support family physicians and community health care providers with further assessment and intervention. The interdisciplinary outreach team includes geriatric psychiatrists, mental health clinicians, occupational therapists and social workers. Seniors Outreach Teams may also be involved in the investigations of abuse and neglect, and provide specific case management for very complex, complicated older clients with chronic and persistent mental illness.</p> <p>Age for services: 65+</p>	<p>Physician referral to Seniors Health - Fax completed Seniors Health referral form to 250-519-1904 (see attached for referral form).</p>
<p>Umbrella Society for Addictions & Mental Health Phone: 250-380-0595 www.umbrellasociety.ca 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>Age for services: youth and adults</p>	<p>Self-referral - Clients can self-refer by calling the office or by sending an email to wecanhelp@umbrellasociety.ca</p> <p>Physician Referral - current pilot with the Victoria Division - call Outreach worker, Jenny Dagg, at 250-213-9898 or office at 250-380-0595</p>
<p>University of Victoria – Chronic Pain Self-Management Program Toll-free: 1-866-902-3767 Email: selfmgmt@uvic.ca Website: www.selfmanagementbc.ca</p>	<p>The Chronic Pain Self-Management Program is a six-week workshop that helps people with chronic pain to better manage their symptoms and their daily lives. The workshop provides information and teaches practical skills. It gives people the confidence and motivation they need to manage the challenges of living with chronic pain.</p> <p>Workshop groups meet once a week for 2½ hours, over six weeks. There are ten to sixteen participants in each workshop.</p>	<p>Self-referral – listing of workshops on the website at: http://www.selfmanagementbc.ca/upcomingworkshops</p> <p>Cost: None</p>

<p>Victoria Withdrawal Management Services Phone: 250-213-4441, Fax: 250-213-4445 1125 Pembroke Street, Victoria BC www.viha.ca/mhas/locations/victoria_gulf/vwms.htm</p>	<p>Withdrawal Management Services encompasses four services for people in different stages of alcohol and drug recovery (sobering, detox, stabilization, and recovery):</p> <ul style="list-style-type: none"> • The Sobering and Assessment Centre is a 20 bed facility, offering shelter and assessment of inebriated clients for less than 24 hours. Access to this service is through police referral, hospital referral, or client self-referral to 1125 Pembroke Street. • The Community Medical Detox Unit is a 21 bed, short-term stay unit (approximately 7 days) for acute medical withdrawal. • Stabilization Unit is a 22 bed unit (7 to 30 days) for stabilization and reconnection with community resources. • Recovery Addictions Support (RAS) is a flexible day program for clients new to recovery. The program runs seven days per week and offers daily psychoeducational groups and complementary therapies. 	<p>Physician referral through MHSU Intake. Fax completed referral form and client questionnaire (if possible) to 250-213-4445 (see appendix for referral form).</p> <p>Self-referral - initiated by contacting Withdrawal Management Services Intake at 250-213-4444.</p>
<p>Victoria Youth Clinic Society Phone: 250-383-3552 Fax: 250-383-3502 www.victoriayouthclinic.ca 533 Yates Street, Victoria Hours: Monday to Thursday, 11am-5:00pm and Friday 11-4pm</p>	<p>The Youth Clinic provides confidential, comprehensive primary healthcare services with a multidisciplinary team (GP's, Psychiatrists, Nurses, Counselors, Outreach worker, Navigator, Office assistants and management) in a safe, welcoming, accessible and youth-friendly environment.</p> <p>Services include assessment and treatment of health problems (including mental health and substance use); detox med screens; transgender counseling and hormone assessment; the provision of medications and contraceptives; counseling; health teaching and referrals to other health and community services. The Clinic is identified by the RAAC (Rapid Access Addiction Clinic) as a resource for youth struggling with opioids for Suboxone therapy. The Youth Clinic partners with community and government to advocate for youth, provides a resource to the community and participates in research, teaching and ongoing education for youth and families.</p> <p>Age for services: 12-24 years of age.</p>	<p>Self-referral - Youth can self-refer to services by calling, or by dropping into the clinic.</p> <p>Cost: None.</p>
<p>Victoria Youth Empowerment Society (YES) Office: 250-383-3514 Fax: 250-383-3812 www.vyes.ca 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>Self-referral - Youth and families can self-refer by calling the office or dropping by, or physicians and other professionals can also refer.</p> <p>Cost: no cost.</p>