

VIHA inpatient addictions services (Ages 19 +)

VIHA Substance Use Intake
 Receives referrals from all VIHA addictions services requiring intake
 Client self-referral attend in-person at 1119 Pembroke Street
 VIHA referrals online through Pathways
 Physician referral forms and client questionnaire available at viha.ca can be faxed to 250-381-3222
 For more information please call 250-519-3485

	CAPACITY	ADMISSION CRITERIA	PROGRAM DESCRIPTION	LENGTH OF STAY	CONTACT INFORMATION
Community Medical Detox Unit (withdrawal management) REQUIRES MHSU INTAKE	22 beds	-High risk severe biomedical complications resulting from withdrawal process -Abstinent less than 3 days -Severe dependency -History of significant withdrawal symptoms -High risk for relapse -At-risk living/client with poor coping skills and/or low self-efficacy - Exclusion Criteria: <ul style="list-style-type: none"> • Inability to manage own behaviours posing a risk for imminent harm to self or others • Deemed to need a higher level of medical care than can be offered by detox unit, i.e. need for IV treatment 	-24 hour medically supervised evaluation and withdrawal management in a community residential unit -Biopsychosocial assessment and development of individual treatment planning -Providing safe and comfortable withdrawal for clients in the early stages of recovery -Addressing medical, social, psychological and spiritual needs through access to community resources - COST? Covered under MSP	7-10 days	Phone: 250-519-3485 Website: http://www.viha.ca/mhas/locations/victoria_gulf/access-crisis/intake.htm Address: Royal Jubilee Hospital Eric Martin Pavilion (5th floor) Hours of Operation: 24 hours a day, 7 days a week
Stabilization (withdrawal management) REQUIRES MHSU INTAKE	22 beds	-Established or willing to establish a relationship with addictions counsellor or other ongoing community support -Expressed commitment to recovery process -No current intoxication -No expectations of significant/severe withdrawal symptoms - Exclusion criteria: <ul style="list-style-type: none"> • Current out of control use of substances • Deemed to be a high risk for potential violent behaviour or interfering with the therapy of others 	-Community residential setting -Provides stabilization for Post Acute Withdrawal Syndrome -Ongoing biopsychosocial assessment -Development of individual treatment planning and bridge to appropriate community support services -2 recovery support groups per day -Individual support from an Addictions Worker -Long term daily outpatient treatment classes - COST? \$40/day if not on income assistance	Variable 7-30 days	Phone Number: 250-519-3485 Website: http://www.viha.ca/mhas/locations/victoria_gulf/community/vwms.htm Address: Royal Jubilee Hospital, Eric Martin Pavilion (5th floor) Hours of Operation: 24 hours a day, 7 days a week

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Sobering and Assessment Centre (withdrawal management) -no intake needed	20 beds (25 in extreme weather)	-Clients that are intoxicated with alcohol or drugs with no place to stay	-Warm, safe shelter -Physical risk assessment -Laundry service -Showers -Limited snacks (Ensure) -Referrals to further services	Up to 23 hours	Phone Number: 250-213-4441 Website: http://www.viha.ca/mhas/locations/victoria_gulf/community/vwms.htm Address: 1125 Pembroke Street Hours of Operation: 24 hours a day, 7 days a week
VIHA outpatient addictions services					
Supportive Recovery/ Residential Treatment *REQUIRES MHSU INTAKE	Holly Place: 5 beds (female only first stages of recovery) Lilac Place: 6 beds (female only second stage of recovery) The Grove: 10 beds (male only second stage of recovery)	-Involvement with addictions counsellor -Expressed commitment to recovery process Stable level of functioning (medically and psychiatrically) -Not affected by acute intoxication or withdrawal effects -Ready for change and willing to cooperate but may need motivation, monitoring and support -Exclusion criteria: <ul style="list-style-type: none"> • current out-of-control use of substances • Deemed to be a high risk for potential violent behaviour or interfering with the therapy of others • Risk for suicide or self-harm • Active eating disorder • Biomedical condition is unstable and/or untreated or distracts from treatment 	-Residential house -24 hour support -Group treatments through AOT -Coaching basic life skills -Individual treatment planning and linkage to appropriate community services -Goal: <ul style="list-style-type: none"> • Client re-establishment in community with appropriate support assistance and treatment plan in place 	Up to 90 days	Contact Mental Health and Substance Use Intake for more information (see above)

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Addictions Outpatient Treatment *REQUIRES MHSU INTAKE	1100 clients	<p>-Clients experiencing drug and alcohol problems with varying levels of motivation to change who choose to engage in treatment</p> <p>-Clients with the ability to engage in therapeutic process through group and/or one-to-one sessions</p> <p>-Adults currently affected by a family member's drug and/or alcohol use</p> <p>-Exclusion criteria:</p> <ul style="list-style-type: none"> • Major mental illness with current untreated symptoms • Significant cognitive impairments • Unstable and/or untreated biomedical condition or one that distracts from treatment • Anyone determined to be a high risk for violent behaviour 	<p>-Free, voluntary and confidential</p> <p>-Staffed by professional counsellors</p> <p>-Physicians available for consultation as necessary</p> <p>-Day and evening support groups for men and women</p> <p>-Daytime co-ed intensive educational groups</p> <p>-Limited individual counselling</p> <p>-Gender-specific intensive day treatment groups</p> <p>-Assessments to facilitate treatment planning</p> <p>-Other groups on topics related to substance use, concurrent issues and recovery</p> <p>-Referral to other specialized programs: residential treatment, supportive recovery and Victoria Withdrawal Management Services</p> <p>-Goal:</p> <ul style="list-style-type: none"> • Helping people make changes by providing treatments that match the clients' stages of change and personal goals; includes abstinence-based and other strategies for harm reduction. 	<p>-May vary from 1 session to 12</p> <p>- Group involvement can continue for up to a year</p>	<p>Phone Number: 250-519-3544</p> <p>Website: http://www.viha.ca/mhas/locations/victoria_gulf/community/addictionsoutpatient.htm</p> <p>Address: 2nd Floor, 1250 Quadra Street</p> <p>Hours of Operation: Monday to Friday (times vary by program)</p>
Recovery Addictions Support Outpatient Group (RAS)	26 spaces	<p>-No use for 24 hrs before attending group</p> <p>-No withdrawal risk</p> <p>-High motivation to change</p> <p>-Suitable home environment OR all of the following are true: considerable gains already achieved; adequate social skills to obtain support network and/or engage in self-help groups</p> <p>-Exclusion criteria:</p> <ul style="list-style-type: none"> • Severe psychological symptoms • Inability to manage own behaviours posing a risk for imminent harm to self or others • Biomedical condition is unstable and/or untreated or distracts from treatment 	<p>-Daily psychoeducational and supportive group programming 10:30am-noon</p> <p>-Availability of complimentary supports</p> <p>-Can register at Connections Group</p> <p>-Goal: Establish longer-term, ongoing recovery, so clients can create own recovery oriented community</p>	Variable	<p>Phone number: 250-213-4441</p> <p>Website: http://www.viha.ca/mhas/locations/victoria_gulf/community/vwms.htm</p> <p>Address: 1125 Pembroke Street</p> <p>Hours of Operation: 8: 30am – 4:30pm, 7 days a week</p>

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VIHA Outreach Services					
713 Outreach	50-60 current cases	<p>-Individuals have a self-identified high-level of substance use</p> <p>-Primarily for individuals who are 19 and older (youth who otherwise fit the criteria will be considered)</p> <p>-Challenges with income, housing and health</p> <p>-Difficulties accessing health and social services</p> <p>-Mental health concerns</p> <p>-Exclusion Criteria:</p> <ul style="list-style-type: none"> • already involved in another wraparound service (ACT, VICOT, 713) or case management • unable/unwilling to provide consent 	<p>-An interdisciplinary and integrated intensive case management team including a street nurse, social program officer, outreach workers, Aboriginal support workers, and harm reduction workers.</p> <p>- In partnership with AIDS Vancouver Island</p> <p>-Community outreach, engagement, harm-reduction distribution and intensive case management</p> <p>-Goal:</p> <p>To establish community connections to reduce harm and improve health outcomes</p>	Variable	<p>Phone number: 250-882-0816</p> <p>Website: http://www.viha.ca/mhas/locations/victoria_gulf/community/intensive_case_management_713.htm</p> <p>Address: 2nd floor, 713 Johnson Street</p> <p>Hours of Operation: 8am – 9pm Mon-Fri 1pm-9pm Weekends and Holidays</p>
Addiction Outreach Clinician	Consultation Service	<p>-Individuals, within and outside the VIHA system, who are experiencing addiction issues and are in jeopardy of losing their housing due to their addiction</p> <p>- Includes clients with concurrent disorders</p> <p>-Service is provided on a voluntary basis, with client consent required to provide service and share information with other service providers</p> <p>-Service providers who would benefit from education about addictions and related services</p> <p>-Exclusion Criteria:</p> <ul style="list-style-type: none"> • Primary mental health issues with no addictions component 	<p>-Consultation for service providers (including landlords) regarding working effectively with persons with addictions</p> <p>-Education regarding addiction services</p> <p>-Education and support for clients regarding stages of change, relapse prevention, consequences of long term substance use, coping strategies in residential settings, and accessing available services</p> <p>-Brief interventions using a variety of treatment modalities including motivational interviewing, brief therapy, CBT, DBT and client focused approach</p> <p>-Goal:</p> <p>Help clients maintain housing and work toward recovery</p>	Brief interventions and consultation/education only	CONTACT Addictions Outpatient Treatment

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		<ul style="list-style-type: none"> Client not willing/able to provide consent Potential imminent risk of harm to self/others 			
Integrated Mobile Crisis Response Team (IMCRT)		<p>-People of all ages experiencing urgent/emergent mental health problems, often with related addictions issues examples include:</p> <ul style="list-style-type: none"> Acute depression Dementia Psychosis Mania Suicide Risk Bizarre/uncharacteristic behaviours Acute distress related to other psychiatric conditions Aggression/Conduct problems with children Post traumatic stress Severely debilitating anxiety 	<p>- A collaboration between CYFMH, adult MHSU and Greater Victoria police forces</p> <p>-Child and youth mental health clinicians work alongside adult mental health clinicians, social workers, nurses and plain-clothes police officers to provide a rapid, mobile, community-based response to children, youth and families in crisis</p> <p>-Services include:</p> <ul style="list-style-type: none"> Crisis assessment Intervention Stabilization 		<p>Phone Number: -Child, youth and family can contact the Vancouver Island Crisis Line at 1-888-494-3888</p> <p>-Physicians can contact private pager number</p> <p>Website: http://www.viha.ca/cyf_mental_health/crisis_svcs/cyf_mentalhealth_imcrt.htm</p> <p>Hours of Operation: 1pm to midnight, 7 days a week</p>
Mental Health and Substance Use Outreach/ Access and Crisis Response REQUIRES MHSU INTAKE	20-30 current clients, fluctuating	<p>-Clients who live in transitional housing: Mt Edwards, My Place, Choices and Johnson Street Community</p> <p>-Mental health, substance use issues</p> <p>-Exclusion Criteria:</p> <ul style="list-style-type: none"> Supported by another team. 	<p>-Short term support to connect clients to appropriate community services</p> <p>-Refers clients to Island Health Services: AOT, Detox, Stabilization, Sobering Centre, Psychiatric Services as well as Primary care, Methadone Clinics, Dental, Legal Aid, Community counselling</p> <p>-Goal:</p> <ul style="list-style-type: none"> To engage individuals who do not commonly access services as a result of marginalization and stigma To encourage existing services to find new ways of working with populations who are often not engaged or overlooked Refer clients to other services/supports 	1 day to several months	<p>Phone number: 250-519-3485</p> <p>Website: http://www.viha.ca/mhas/locations/victoria_gulf/access-crisis/</p> <p>Address: 1119 Pembroke Street</p> <p>Hours of Operation: 7-days a week outreach with the exception of statutory holidays</p>
Support for Addictions	40 current cases	-High ER and Acute Care presentations due to substance use	-An interdisciplinary and integrated intensive case management team including a nurse, social program officer,	Transient up to 90 days	Phone number: 250-370-8941

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through Management of Independence (SAMI)		-Challenges with income, housing and health -Difficulties accessing health and social services -Would benefit from outreach support -Exclusion Criteria: <ul style="list-style-type: none"> • already involved in another wraparound service (ACT, VICOT, 713) or case management • unable/unwilling to provide consent 	and peer support workers -In partnership with Umbrella Society for Addictions and Mental Health -Community outreach, engagement, connection to primary care and housing resources, and intensive case management -Goals to: <ul style="list-style-type: none"> • Reduce ER and Acute care use • Provide support and information and related to substance use and recovery • Improve overall wellness outcomes 		Website: http://www.viha.ca/mhas/locations/victoria_gulf/community/sami.htm Address: Royal Jubilee Hospital (no official office space: outreach program) Hours of Operation: 7:30am – 9:30pm, 7 days a week Referrals from clinicians at Emergency Rooms and other inpatient areas in the Greater Victoria area Any other referrals please call 250-370-8941
Seniors (65+) MHSU Intake	Access to Senior-specific mental health and substance use services Phone: 250-370-8565 Physicians fax referrals to: 250-519-1904 or 1-855-519-1904 Http://www.viha.ca/seniors/clinics_mental_health/				
Opioid Agonist Treatment (OAT) Services*					

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Rapid Access Addiction Clinic (VIHA)	4 new starts per ½ day clinic plus follow-ups	-Substance Use Disorder -Currently using opiates -Wanting to use Opiate Agonist Treatment to address opiate addiction	-focus on providing quick access to OAT starts -interdisciplinary team including an addictions medicine physician, nurse practitioner, nurse, social program officer and peer support workers. -OAT, support, connection and referral to other services as needed in collaboration with the client	SHORT TERM CARE up to 90 days	Phone number: 250-519-3485 Website: http://www.viha.ca/mhas/locations/victoria_gulf/community/RAAC.htm Address: 1119 Pembroke Street Hours of Operation: 9am – Noon, Mon/Weds/Thurs/Fri
Pandora Clinic		-clients can self-refer at clinic location -requires pre-treatment blood tests and drug testing -clients aged 18+ (clinical decision if younger)	-provide Methadone and Suboxone starts and follow-ups with treating physicians every 1-2 weeks -Medical assessment and treatment of opiate addiction	LONG TERM CARE	Phone number: 250-294-6714 Website: http://www.pandoraclinic.com/ Address: 922 Pandora Ave Hours of Operation: 9am – 5pm, Mon to Thurs
Cool Aid Health Clinic		-Clients 18+ that are street entrenched, marginally housed and/or are without MSP coverage -Clients who do not already have a primary care physician	-Providing a primary care physician -Medical and dental care (different hours of operation) -Low barrier access to health and dental care for those without coverage for procedures or prescriptions -Specializing in treating those with severe mental health conditions, problematic substance use, Hepatitis C and HIV/AIDS -Methadone/Suboxone starts -Nursing support, counselling, acupuncture, nutritionist, psychiatry -Referrals to VIHA Substance Use Services	LONG TERM CARE	Phone number: 250-385-1466 Website: www.coolaid.org Address: Access Health Center, 1st Floor, 713 Johnson Street Hours of Operation: 9am-6pm Mon and Tues 9am-8pm Weds and Thurs 9am-3pm Fri 10am-2pm Sat CLOSED Sunday and Stat Holidays
Outreach Services Clinic		-Individuals with an opioid/opiate use disorder who want to use opiate	-Private clinic offering treatment for opioid use disorders -Provide screening, assessment and follow-up for opioid	LONG TERM CARE	Phone number: 250-480-1232 or toll-free 1-877-1232

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		substitution therapy to address their addiction -All ages	substitution therapy (Suboxone and Methadone) -Other services available to clinic patients include participation in sober sports (baseball and floor/outdoor hockey) teams and peer-support worker to help connect with other resources - COST \$50 per month. If on income assistance, clinic will help fill out necessary forms to cover monthly fee	Private clinic	E-mail: lifesolutions@shaw.ca Address: 603 Gorge Road East Hours of Operation: 1pm – 7pm, Tues 9am-5pm, Weds 9am-3pm, Thurs
Family Physicians		-Family Physicians can prescribe Suboxone - want to learn how? Visit www.suboxonecme.ca -Family Physicians can also visit the CPSBC website for information on prescribing Suboxone and the process to obtain special authorization to prescribe Methadone -RACE line/app (Rapid Access to Consultative Expertise): Family physicians can use this to connect with specialists who can provide assistance with developing a plan of care, including in areas of substance use/ addictions supports to family physicians, including regarding Suboxone prescription.			
YOUTH (<19)					
Victoria Youth Clinic		-youth aged 12-24	-provide suboxone starts only -provide follow up to starts -outreach services *Youth and Methadone: The primary point of care for youth wanting to access OAT in Victoria is the Victoria Youth Clinic, which only prescribes Suboxone. In certain circumstances when youth are close to the age of transition to adult services, Victoria Youth Clinic physicians might be able to coordinate care with Adult OAT clinics so that a youth can access Methadone	LONG TERM CARE	Phone number: 250-383-3552 Website: https://www.victoriayouthclinic.ca/ Address: 533 Yates Street Hours of Operation: 11am – 5pm, Mon to Thurs 11am-4pm, Fri
Peer, Social and Outreach Support Services (community)					
AIDS Vancouver		-Open to all	-Overdose Prevention Room for safer drug use and rapid		Phone number:

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Island			<p>overdose response (3PM-9PM DAILY)</p> <ul style="list-style-type: none"> -Mobile van: deliveries and used syringe pick up from Sidney to Sooke (NOON-4PM Wed-Fri) -Case management support (713 Outreach Team partnership with Island Health) -Harm reduction supplies and support (peer support, counselling, referrals) -Overdose prevention and response training (including take-home Naloxone) -Education for safer drug use and safer sex -Street Nurse clinics -Referral and assistance navigating social and healthcare systems -Outreach education for youth and prison populations -Educational and leadership development programming (Street College) 		<p>250-889-0268, toll free infoline: 1-800-665-2437</p> <p>Website: www.avi.org</p> <p>Address: Access Health Center, 3rd Floor 713 Johnson Street</p> <p>Hours of Operation: 3pm-10pm daily (mobile harm reductions 12pm-4pm Weds to Fri)</p>
Her Way Home		- Pregnant women and new mothers living with substance use dependence	<ul style="list-style-type: none"> -1:1 counselling & groups -Connections to primary care provider -Prenatal vitamins 		<p>Phone number: 250-519-3681 (call Mon to Fri)</p> <p>Website: http://www.viha.ca/children/pregnancy/herwayhome.htm</p> <p>Address: 211-547 Michigan Street</p> <p>Hours of Operation: Noon-3pm Tues and Fri 3pm-6pm Thurs Closed on statutory holidays</p>
Native Friendship Center	24 full-time clients, 12 part-time	<ul style="list-style-type: none"> -Aboriginal clients - Both adult and youth addictions support programs are easily accessed through the intake process -Require status card number 	<ul style="list-style-type: none"> -Counselling -Referral to Aboriginal treatment centers -Youth addictions services -Addiction counsellors provide one on one counselling for addictions issues and ongoing support through all stages of change -Help with development of healthy living skills -Information about referrals to support groups, agencies and treatment centres 		<p>Phone number: 250-384-3211</p> <p>Website: www.vnfc.ca</p> <p>Address: 231 Regina Ave</p> <p>Hours of Operation:</p>

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			-Aboriginal treatment centers require 6 counselling appointments be completed prior to referral - Mandate is to “encourage and promote the wellbeing of Urban Aboriginal People, by strengthening individuals, family, and community”.		Intake hours: 9am-10:45am and 2:30pm-3:45pm Mon-Fri (Intake is first come, first serve, drop in or phone in) Youth drop in: 4pm-8pm, Tues-Thurs 2pm-7pm Fri
PEERS		-For those currently working or who have worked as sex workers	- Drop in: <ul style="list-style-type: none"> • Workshops focusing on promoting mental and physical health • Bi-weekly health clinic • Clothing and small housewares • Computer room • Daily lunch • Recreational and social activities • Harm reductions services: clean needles, condoms • Monthly legal support -Night outreach: <ul style="list-style-type: none"> • provides food, clothing, harms reductions equipment, information about health and safety (mobile service) -Health Support and Outreach: <ul style="list-style-type: none"> • support worker provides one to one outreach support to those in the community living with HIV/HCV or with other acute healthcare concerns 		Phone number: Drop in: 250-388-5325 Night outreach: 250-744-0171 Health Support and Outreach: 250-744-7690 Website: www.safersexwork.ca Address: 1-744 Fairview Road Hours of Operation: Drop in: 11am-2:30pm, Mon-Thurs Night Outreach: 6:30pm-11pm everyday Health Support and Outreach: 11am-3pm, Mon-Weds
SOLID (Society of Living Illicit Drug Users)		-Open to anyone	-Safe using supplies, daily needle exchange/pick up, naloxone training + kits -Drop-in peer group support sessions that are organized into themes (e.g. Mens Night, Indigenous Women’s Night) -Street College		Phone number: 250-298-9497 Website: http://solidvictoria.org/ Address: 857 Caledonia Ave Hours of Operation: 1pm-3pm, Mon-Fri See website for specific group meeting times
Umbrella Society: Connections	26 individuals per drop-in	-Individuals with a substance use disorder or family members that are affected by another family member’s	-Addictions support group -Addictions education and information -Assistance in connecting with appropriate services		Phone number: 250-380-0595

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Drop-in Groups	session	substance use disorder -Ideal for individuals or family members who are wanting help but have not been connected to appropriate services or are on the waitlist for addictions services -Sobriety not required			Website: www.umbrellasociety.ca E-mail: wecanhelp@umbrellasociety.ca Address: RAS room at 1125 Pembroke Hours of Operation: 2:30pm-3:30pm, Tues-Fri
Umbrella Society Services Requiring Intake	Intake for all services via phone, text or e-mail to 250-380-0595 or wecanhelp@umbrellasociety.ca Phone answered between 8:30am-12:30pm Outside hours of 8:30am-12:30pm can leave a message and will return call the following business day Address: 901 Kings Road Hours of Operation: 8am-4:30pm, Mon-Fri Website: www.umbrellasociety.ca		If self-referring, expect to answer some general questions during intake call: <ul style="list-style-type: none"> ○ First and last name ○ Age ○ Gender ○ Date of birth ○ Substance use and what main issue is ○ Family doctor (if no, will be directed towards Peer Outreach Program—refer to page #?) 		
Family Counselling		- Individuals affected by another family member's substance use or addiction issue	-Counselling one-on-one or with other members of the family -Provides education about addiction to help them better understand what addiction is -Teaches coping mechanisms to help them better manage and deal with someone else's addiction -To access family counselling, the family member with an addiction needn't be an Umbrella Client -Will help anyone needing help and support with another family member's substance use issue or addiction		
Peer Outreach		-Must have substance use issues -All ages	-Ongoing, one-on-one support for individuals with or recovering from a substance use issue -Support provided by an individual with lived experience of addiction and recovery -Provide support and guidance to connect clients to services appropriate to individual's needs and goals, and if needed will accompany them to these services -Provide ongoing support, even after clients have become well connected with resources and services to provide support in between appointments with face-to-face, telephone, or text conversations After contacting Umbrella Society for intake: <ul style="list-style-type: none"> ○ a meeting with a peer-outreach worker will be arranged at a location client is comfortable with (ex. Coffee shop or at home) ○ Conversational and casual meeting ○ Meetings scheduled between 830am-430pm 		

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Physician Pilot Program		<ul style="list-style-type: none"> -Individuals with a substance use issue -Individuals with a family doctor -All ages 	<p>After initial meeting, usually meet every 1-2 weeks with peer-outreach worker</p> <ul style="list-style-type: none"> -Collaboration between physicians and Umbrella Society to provide a continuum of care to individuals affected by substance use -Physicians provide medical expertise and Umbrella Society provides a peer-outreach worker who uses physician provided information to provide appropriate support and follow-up for individuals dealing with a substance use issue -Peer-outreach worker provides ongoing support, even after clients have become well connected with resources and services to provide support in between appointments with face-to-face, telephone, or text conversations <ul style="list-style-type: none"> • After contacting Umbrella Society for intake: <ul style="list-style-type: none"> ○ a meeting with a peer-outreach worker will be arranged at a location client is comfortable with (ex. Coffee shop or at home) ○ Conversational and casual meeting ○ Meetings scheduled between 830am-430pm • After initial meeting, usually meet every 1-2 weeks with peer-outreach worker • Physician can expect to receive the following from Umbrella Society as part of the program: <ul style="list-style-type: none"> ○ New physicians to program will receive information sheet about the program ○ Release of information for patient/client ○ Update after a few weeks including if the patient is continuing with the program, no longer interested in the program, or not reachable 		<p>Physicians can contact Jenny directly to refer a patient</p> <ul style="list-style-type: none"> • Physician needs to get permission from patient to talk with Jenny and permission for her to contact patient • Need to provide general information about patient and contact information, including a phone number • Ask patient if they can be contacted by text and/or if a voicemail can be left
SAMI	SEE VIHA OUTREACH SERVICES SAMI				
Umbrella Foundation	11 beds: single rooms (2)	-Males who have completed a minimum of 30 days in stabilization	<ul style="list-style-type: none"> -2nd stage men's recovery housing -Safe, affordable, and supportive housing for men in the early stages of recovery 		For Foundation House Intake call, text or e-mail to:

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House	and shared	<p>or residential treatment facility (30 days sobriety)</p> <p>-All ages: Currently no restrictions on age; however, minors would need to be discussed and considered by board</p> <p>-Will work with and accepts men on probation</p> <p>-No capacity for medications that are required to be stored in a safe such as suboxone and methadone</p> <p>-No drugs that would appear on drug testing as random drug testing is done</p>	<p>to allow residents to focus on their individual recovery and re-establishing themselves in a community</p> <p>-Cost monthly fee: single room \$1050; shared room \$800-850</p> <ul style="list-style-type: none"> Covers rent, food, wifi and cable, in-house services and counselling, utilities 		<p>Phone number: <u>250-480-1342</u></p> <p>Website: <u>www.foundationhouse.ca</u></p> <p>E-mail: <u>foundationhouse@shaw.ca</u></p> <p>Address: 512 Cecelia Road</p> <p>Hours of Operation: 8am-4:30pm, Mon-Fri</p>
Community Group Meetings					
Al-anon/Nar-anon		-Individuals affected by a family member's or friend's substance use or addiction issue and in need of	-Support group for individuals affected another person's substance use or addiction (Al-anon: alcoholic specific; Nar-Anon: drugs and alcohol)		<p>Phone Number: Al-Anon: General 1-888-425-2666</p>

	CAPACITY	ADMISSION CRITERIA	PROGRAM DESCRIPTION	LENGTH OF STAY	CONTACT INFORMATION
		<p>support</p> <p>-19+ (if no teen meetings available teenagers 13-18 may be in attendance)</p>	<p>-12-step program (Adapted from NA and AA)</p> <p>-Cost? No, meetings are free to attend but voluntary contribution can be made</p> <p>-Religious/Faith-based? Non-religious but does have spiritual component</p>		<p>Victoria 1-250-383-4020 (MWF 10am-2pm)</p> <p>Nar-Anon: General 1-800-477-6291 Victoria 1-250-704-2801</p> <p>Website: Al-Anon: www.bcyukon-al-anon.org</p> <ul style="list-style-type: none"> To find a meeting visit website and search "Find an Al-anon meeting" <p>Nar-Anon: www.nar-anon.org</p> <ul style="list-style-type: none"> To find a meeting visit website and search "Find a Meeting" <p>Email: Al-Anon: General afgwso@al-anon.org Victoria alanonvictoria@gmail.com Nar-Anon: wso@nar-anon.org</p>
Alateen/Narateen		<p>-Teens ages 13-18 (if no teen meeting available in area can attend Al-anon or Nar-anon)</p>	<p>-Support group for teens that are affected by another person's substance use or addiction issues (Alateen: alcohol specific; Narateen drugs and alcohol)</p> <p>-Basis is 12-step program</p> <p>-Cost? No cost to attend meeting but can make voluntary contribution</p> <p>-Religious/Faith-based? Non-religious by does have spiritual components</p>		<p>Phone Number: Alateen: General 1-888-425-2666 Narateen: General 1-800-477-6291 Victoria 250-704-2801</p> <p>Website: Al-Anon: www.al-anon.org/foralateen</p> <ul style="list-style-type: none"> To find a meeting visit website and search "Find an Alateen meeting" <p>Nar-Anon: www.naranon.org/narateen</p> <ul style="list-style-type: none"> To find a meeting visit website and search "Find a Meeting"
LifeRing Secular Recovery		<p>-19+</p> <p>-Individuals who self-identify as having substance use or addiction issue</p> <p>-Individuals in all stages of recovery</p> <p>-Must be clean and sober when attending a meeting</p> <p>-Physicians can attend to experience a meeting--they are asked to let the facilitator know who they are and that they are there to observe before</p>	<p>-Canadian organization providing community support groups for adults with substance use or addiction issues (drugs and alcohol)</p> <p>-Provide support through community, peer-support group meetings that encourage sobriety and individuals to develop individualized recovery programs that work for them (not a set, 4-point or 12-step program)</p> <p>-Cost? Meetings are free to attend but can make a voluntary contribution to help cover meeting costs</p> <p>-Religious/Faith-based? Non-religious and spiritual and religious affiliations kept separate from meetings</p>		<p>Phone Number: Victoria: 250-920-2095 or toll free 1-888-902-2095</p> <p>Website: www.liferingcanada.org</p> <ul style="list-style-type: none"> For meeting information and to find a meeting visit website and select "Meetings in Canada" <p>Hours of Operation: Drop-in meetings held nightly Monday-Saturday</p>

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		meeting begins			
Narcotics Anonymous		-Individuals suffering with a substance use or addiction issue who want to pursue and maintain a drug-free life -Can attend if still using drugs, detoxing, or on drug-replacement therapy -All genders and ages welcome; non-addicts welcome at open meetings	-International organization providing community support groups -Supports recovery by providing a 12-step recovery program and a peer support network through group meetings -Recovery program abstinence focused and has spiritual component -Meetings are not substance specific—open to all drug addictions including alcohol - Cost? Meetings are free to attend but can make a voluntary contribution - Religious/Faith-based? Non-religious but meetings can end with a small prayer or NA reading and cultivating individual spirituality is encouraged in the program		Phone number: South Vancouver Island NA 24 hour helpline: 250-383-3553 Toll free 1-866-664-3511 Website: BC NA: www.bcrna.ca South Vancouver Island NA: www.svina.ca <ul style="list-style-type: none"> To find a meeting visit website and search “Find a Meeting”
SMART Recovery		- Youth and adult programs available -individuals in recovery from or considering recovery from their substance use or addiction issue (substance and/or non-substance) -Family and friends of individuals dealing with an addiction issue	-Face-to-face recovery support meetings -Online resources, support, and meetings -Self-help program -Four-point program providing tools to build and maintain motivation, cope with urges, manage self-defeating thoughts, feelings and behaviors, and work towards a balanced and satisfying life -Resources for friends and family - Cost: none to attend meetings but can make voluntary contribution at end of meeting - Religious/Faith-based? Non-religious with a scientific foundation		Phone number: BC specific number 778-323-3165 toll-free general number 1-866-951-5357 Website: http://www.smartrecovery.org <ul style="list-style-type: none"> To find a meeting visit website and search “Find a Meeting” E-mail: info@smartrecoverybc.com
Youth-Specific Services					
OPIOID AGONIST THERAPIES (OAT) Victoria	See Opioid Agonist Treatments section				

	CAPACITY	ADMISSION CRITERIA	PROGRAM DESCRIPTION	LENGTH OF STAY	CONTACT INFORMATION
Youth Clinic					
DETOX: Youth Empowerment Society: Youth Detox	5 beds	-Youth aged 13-19 -Youth can be taking Suboxone but NOT Methadone -Medical assessment required prior to entry (can be done at Youth Clinic) --Self referral from youth, families, Ministry of Children and Family Development (MCFD), or other community service providers	-Non-medical detox <ul style="list-style-type: none"> • Detoxing from certain substances must be medically supervised to ensure safety • There is currently no medically supervised detox for youth (i.e. under the age of 19) living with these circumstances in Victoria -Contact the Youth Clinic or your family physician for support and planning	7-10 days	Phone number: 250-383-3514 Website: www.vyes.ca Address: 533 Yates Street Hours of Operation: 9am-5pm Mon-Fri
COUNSELLING SUPPORT AND OUTREACH					
Discovery Youth Services (VIHA)		-Youth ages 13-19 -For youth affected by substance use, their families, and youth affected by another individual's substance use	-Counselling services -Connection to counsellor who can assist with goal planning, accessing/referrals to other services -Outreach Services distributed throughout Vancouver Island		Phone number: 250-519-5313 Or 24 hr Crisis Line: 1-888-494-3888 Website: http://www.viha.ca/youth-substance-use/discovery.htm Address: Esquimalt Health Unit 530 Fraser Street, 2nd Floor Hours of Operation: 8:30am - 4:30pm Mon-Fri
Youth Empowerment Society: Other Services		-Most services are for youth ages 13-19, with some exceptions	-Drop-in social space/services for drug and alcohol counselling -Outreach Life skills -Family counselling -Emergency shelter services (Kiwanis Emergency Youth Shelter)	-Variable	Phone number: 250-383-3514 Website: www.vyes.ca Address: 533 Yates Street Hours of Operation:

	CAPACITY	ADMISSION CRITERIA	PROGRAM DESCRIPTION	LENGTH OF STAY	CONTACT INFORMATION
					11am-5pm Mon-Thurs <ul style="list-style-type: none"> Day and evening drop in programs Monday-Friday
Community Outreach Prevention & Education Program (COPE)	See Westshore Communities Services COPE				
Focus Mentoring (Big Brothers and Big Sisters)		-Children and youth who have been referred to BBBS because they need additional and sustained support in their lives to help manage and overcome significant challenges	-Youth are matched in a 1:1 relationship with a mentor who meets them weekly for 2-4 hours -Mentoring -Education and Referrals	-Variable but relationship can last throughout life	Phone Number: 250-475-1117 ext.40 Website: http://www.bbbsvictoria.com/en/Home/mentoringprograms/communitymentoringprograms/focusmentoring.aspx Email: main.victoria@bigbrothersbigsisters.ca Address: 230 Bay Street Hours of Operation: Program Office: 10am-5:30pm Mon-Fri
SUPPORTIVE RECOVERY					
Boys and Girls Club (<i>Individual based</i>)	1 bed per Family Care Home	-Youth aged 13-19 wanting to deal with drug and alcohol issues -cannot be taking Suboxone or Methadone -typically youth have detoxed	-Safe and supportive housing in contracted Family Care Homes -Care Home family provides basic needs: food, shelter, basic toiletries -Confidential, respectful, participant-directed services for youth and their families -Programming that explores participant choices, models healthy communication and builds healthy relationships, life skills and much more -Each youth receives an individual support worker that provides support in accessing a variety of community resources including Discovery substance use counselling, education, employment, mental health and other services as needed -Parents remain legal guardians while youth is in the program	-4 months	Phone number: Manager of Youth and Family Services 250-384-9133 ext. 204 Website: http://www.bgcvic.org/youth-family-and-parenting-programs/youth-and-family-services/ Address: 301-1195 Esquimalt Road Hours of Operation: 11am-5pm Mon-Thurs

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			-Referrals are made by Drug and Alcohol Counsellor through VIHA		
Males: Beacon of Hope House (Salvation Army) (Group based)	6 beds	-Males aged 13-18 addicted to drugs and/or alcohol who have detoxed -Youth can be taking Suboxone/Methadone and this is decided on a case by case basis -Must be clean 5 days	-Support youth in recovery from alcohol/drug addiction and help them make positive changes through structure, programming and recreation -Biopsychosocial/spiritual therapeutic care -In-house services include: <ul style="list-style-type: none"> • Recovery • Counselling (individual and group) • Anger management • Addiction education • Relapse prevention • Recreational activities • Life training 	-30, 60, 90 day stays	Phone Number: (250) 381-9474 Website: www.victoriahopehouse.ca Email: info@victoriaarc.org Address: 512 Catherine Street Hours of Operation: 24/7
Women:	<i>There is currently no addictions treatment program for women under the age of 19 in Victoria</i>				
Vancouver Island youth Detox/ Supportive Recovery at a Glance	Transitions Withdrawal & Stabilization: -Nanaimo Area Resource Society for Families-NARSF -ages 12-19 -Nanaimo Detox (7-10 days) and Stabilization 180° Detox and Stabilization -John Howard Society -ages 13-19 -Courtney/Campbell River Detox Stabilization (up to 3 months in a family care home) On the Mainland: Peak House (Vancouver) and Ashnola (Kelowna)				
COMMUNITY SUPPORT GROUPS					
Alateen/Narateen	See Peer, Social and Outreach Support Services (community) Alateen/Narateen				
Westshore Communities Services					
YOUTH: Community Outreach		-Westshore youth aged 5-18	-Short-term 1:1 counselling for youth on a range of topics (including substance use) -Confidential, non-judgemental, non-discriminatory support	-12 free sessions for West Shore residents	Phone Number: 1-866-478-8357 Website:

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Prevention & Education Program (COPE)			<p>-Guidance in connecting with community resources</p> <p>-The flexibility to see youth in an office setting or out in the community</p> <p>-Referrals to other programs, either within Pacific Centre or to external agencies as needed</p> <p>-~ couple month wait to access a counsellor</p>		<p>http://www.pacificcentrefamilyservices.org/community-outreach-prevention-education-program-cope</p> <p>E-mail address: pacificcentre@pcfsa.org</p> <p>Address: West Shore Child, Youth and Family Centre: 345 Wale Rd Sooke: 6672 Wadams Way</p> <p>Hours of Operation: 9am-4:30pm Mon-Fri and some evenings</p>
ADULT: Pacific Centre Substance Use Program		<p>-Adults 19+ who live in the West Shore (including View Royal and the Highlands), Metchosin or Sooke AND:</p> <ul style="list-style-type: none"> • are having difficulties with alcohol and/or other drug use and/or recovery process • and/or have a mental health issue • and/or are affected by someone else's alcohol and/or other drug use 	<p>-One to one, family and group counselling are available to help participants make sense of their situation, work on goals, prevent relapse etc.</p> <p>-Assessments with an Substance Use Counsellor to help come up with the best plan possible based on each participants' feedback and situation.</p> <p>-Useful pamphlets and other information to help people make sense of the effects of various drugs including alcohol.</p> <p>-When needed, referrals are made to services that make the most sense for each person. Examples include detox, residential treatment, mental health services, N.A. and A.A.</p> <p>-free to residents of Westshore/Langford/Sooke</p>		<p>Phone Number: West Shore Office: (250) 478-8357 Sooke Office: (250) 642-6364 ext.230</p> <p>Website: http://www.pacificcentrefamilyservices.org/substance-use-program</p> <p>E-mail address: pacificcentre@pcfsa.org</p> <p>Address: West Shore Child, Youth and Family Centre: 345 Wale Rd Sooke: 6672 Wadams Way</p> <p>Hours of Operation: 9am-4:30pm Mon-Fri and some evenings</p>

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Sooke Family Resource Society		<p>-Youth in Sooke that are experiencing significant life challenges including mental health and addictions concerns</p>	<p>-Providing youth with mental health and addictions concerns with a Youth Outreach Worker who works one-on-one with youth to assess what services may help them</p> <p>-Counsellor referrals to Pacific Center</p> <p>-SFRS also offers many family-related services from help with child care to prenatal education</p> <p>-This is a society with valuable family programs as well as a referral center, a great place for Sooke families to start!</p>	<p>-referral centre</p>	<p>Phone Number: 250-642-5152</p> <p>Website: www.sfrs.ca</p> <p>Address: 100-6672 Wadams Way</p> <p>Hours of Operation: 8:30am-4:30pm Mon-Fri</p>
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Overdose Prevention Sites and Harm Reductions Supplies					
Overdose Prevention Sites	There are FOUR Overdose Prevention Sites in Victoria, BC. These are spaces where individuals are able to consume their drugs (via self administered injection) in a supervised environment using clean supplies:				
Organization:	Our Place	Johnson Street Community Bldg	AIDS Vancouver Island	Rock Bay Landing	
Location:	919 PANDORA AVENUE	844 JOHNSON STREET	3 rd FLOOR, 713 JOHNSON STREET	535 ELLICE STREET	
Hours:	7AM-8PM	10AM-10PM	3PM-9PM	PUBLIC: 8AM-6PM RESIDENTS: 7AM-9PM	
Ages:	19+	19+ (residents + visitors of residents only)	16+	19+	
Harm Reductions Supplies	STS Pharmacy 820 CORMORANT STREET	Cool Aid 1 st FLOOR, 713 JOHNSON STREET	AIDS Vancouver Island 3 rd FLOOR, 713 JOHNSON STREET	SOLID 857 CALEDONIA AVE	Street Nurse Outreach (VIHA) VARIOUS LOCATIONS
Naloxone Training and Kits	<p>-Available at several locations, for more information visit www.towardtheheart.com</p> <p>-No prescription needed</p> <p>-FREE for those who are/know someone who know someone at risk of an overdose</p>				
	AIDS Vancouver Island Cool Aid PEERS	STS Foundation The Sobering and Assessment Centre (VIHA)	SOLID Street Nurse Outreach Team (VIHA)		