

PHYSICIAN RESOURCE GUIDE: VICTORIA MHSU SERVICES



summer 2016

Victoria Mental Health and Substance Use (MHSU) Services

Physician Resource Guide

VICTORIA MENTAL HEALTH AND SUBSTANCE USE SERVICES

About this guide

Through the work of the Victoria Division of Family Practice *Mental Health and Substance Use Care Access* working group, we developed this resource guide to help GPs quickly access mental health and substance use (MHSU) services and resources, to support patients of all ages. The information in this guide aims to provide a comprehensive overview of MHSU services in Victoria.

This edition is organized into two sections:

- Health Authority/BC Government Mental Health and Substance Use Services
- Community Mental Health and Substance Use Services

Additionally, a separate appendix to this guide includes referral forms for MHSU services that require a physician's referral.

There are many MHSU programs and services to navigate in Victoria. Island Health (VIHA) and the BC Government provide a number of inpatient and outpatient MHSU services for adults, older adults, and children, youth and families. These services generally require a referral from a physician (unless otherwise noted). Community MHSU programs and services provide a variety of resources for patients with mild to moderate mental health concerns who may not meet intake criteria for Island Health MHSU programs, or who may need to wait several weeks or months for Island Health services. Community MHSU services generally do not *require* physician referral (unless otherwise noted), but many welcome physician referrals.

This guide is dynamic and will be updated regularly on the Victoria Division of Family Practice website. We hope that you find this resource guide a valuable tool. Feedback and suggestions are welcomed.

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Section 1: Health Authority/BC Government Mental Health and Substance Use Services

MENTAL HEALTH AND SUBSTANCE USE INTAKE

Program	Description	Referrals
<p>Adult Mental Health and Substance Use (MHSU) Intake, Island Health Mental Health Services Phone: 250-519-3485, Fax: 250-381-3222 Substance Use Services Phone: 250-213-4444, Fax: 250-213-4445 www.viha.ca/mhas/locations/victoria_gulf/intake.htm</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> <p>MHSU Programs are listed through the remainder of Section 1. 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>For mental health services, fax completed referral form and client questionnaire (if possible) to 250-381-3222. (See appendix for referral form & questionnaire).</p> <p>For substance use services, fax completed referral form and client questionnaire (if possible) to 250-213-4445. (See appendix for referral form & questionnaire).</p>
<p>Seniors Mental Health and Substance Use (MHSU) Intake, Island Health South Island Seniors Health Intake Team Phone: 250-370-8565/1-855-370-8565 Fax: 250-519-1904/1-855-519-1904 www.viha.ca/seniors/clinics_mental_health/</p>	<p>Access to mental health and substance use services is through physician referral to the Seniors Outreach clinic. For information regarding referrals and services, call the Seniors Outreach Team at 250-370-8565.</p>	<p>Fax completed Seniors Health referral form to 250-519-1904 or 1-855-519-1904. (See appendix for referral form).</p> <p>Referrals are accepted for patients over 65 years of age but physicians can call the intake office to discuss a referral for a patient under 65 with geriatric specific concerns.</p>
<p>Child, Youth and Family Mental Health (CYFMH) Intake, Island Health Phone: 250-519-6794 or 250-519-6720 Fax: 250-519-6789 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>All CYFMH Services require referrals from a family physician or a mental health clinician, except for the following, which anyone, including family members and the child or youth themselves, can refer to:</p> <ul style="list-style-type: none"> • Early Psychosis Intervention (EPI) team 	<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>To make a referral to CYFMHS, fax a completed referral form to 250-519-6789 (see appendix for referral form).</p>

	<ul style="list-style-type: none"> • Integrated Mobile Crisis Response Team (IMCRT) • Youth & Family Substance Use Services <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>Victoria Child and Youth Mental Health (CYMH) Intake, Ministry of Children and Family Development (MCFD) 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>CYMH provides direct and contracted community-based services to children, youth under the age of 19 for youth struggling with a spectrum of mental health issues including: anxiety, conduct disorder, attention-deficit or hyperactivity, depression, panic, social phobia, substance abuse, pervasive development disorder, obsessive-compulsive disorder, schizophrenia, Tourette's disorder, eating disorders, and bipolar disorder.</p> <p>Once a client is accepted to CYMH, the child or youth's need for service is prioritized according to their level of risk and impairment. Clients who are suicidal or experiencing extreme impaired functioning due to acute mental illness have the highest priority.</p> <p>Direct clinical services include:</p> <ul style="list-style-type: none"> • intake, screening and referrals to other agencies or health providers (if CYMH services are deemed inappropriate) • assessment and planning • treatment and case management • clinical consultation 	<p>Referrals of a child or youth can be made to CYMH by the child or youth themselves, and individuals who are directly involved with the child and youth such as family members and other agencies or service providers.</p> <p>To self-refer to CYMH, clients can go to a 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. Drop-in clinic hours are Tuesdays 9:00am-3:00pm and Thursdays 11:00am-4:30pm.</p> <p>*Victoria CYMH Intake team supports family physicians to navigate CYMH services and system, and find appropriate referrals. Call the intake team at 250-356-1123 for consultation or fax in a referral form.</p>
<p>Discovery Youth & Family Substance Use Services Intake Phone: 250-519-5313, Fax: 250-519-5314 Location: 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 	<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>

	<p>youth using alcohol or other drugs</p> <ul style="list-style-type: none">• 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	
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ADULT MENTAL HEALTH SERVICES

Adult Mental Health – Emergency and Crisis Services

Program	Description	Referrals
Integrated Mobile Crisis Response Team (IMCRT) Access through VI Crisis Line: 1-888-494-3888 www.viha.ca/mhas/locations/victoria_gulf/imcrt.htm	<p>IMCRT is a collaboration between Child, Youth, and Family MH, Adult MHSU, and Greater Victoria police forces. Interdisciplinary MHSU clinicians work alongside plain-clothes police officers to provide a rapid, mobile, community-based response to people of all ages experiencing urgent/emergent mental health and substance use issues.</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>Anyone, including clients, can access this service directly by calling the Vancouver Island Crisis Line at 1-888-494-3888.</p>
Psychiatric Emergency Services Phone: 250-519-1528, Fax: 250-519-1529 Location: Royal Jubilee Hospital, 1952 Bay St www.viha.ca/mhas/locations/victoria_gulf/pes.htm	<p>Psychiatric Emergency Services (PES) at the Archie Courtall Centre is a specialized care area within the Emergency Department at the Royal Jubilee Hospital. PES provides specialized mental health and addiction services, including intensive assessment and crisis intervention for patients arriving in emergency at the Royal Jubilee Hospital with psychiatric disorders.</p>	<p>Access to this service is through the main Emergency Department at the Royal Jubilee Hospital at 1952 Bay Street.</p>

Adult Mental Health – Urgent, Short-term and Consultation Services

Program	Description	Referrals
Enhanced Collaborative Care Service Phone: 250-519-3485, Fax: 250-381-3222 www.viha.ca/mhas/locations/victoria_gulf/ecc.htm	<p>This program supports Victoria GPs in providing primary care for patients with mental health and substance use care needs by offering a one-time consultation with a psychiatrist for the patient. After the consultation, patient recommendations as well as a psychiatrist contact number for future communication around that case are provided.</p> <p>Please note MHSU Intake may use its discretion to decide whether a patient is served best by the one-time consultation and telephone consultation availability service.</p>	<p>Refer your patient to MHSU Intake. Fax completed referral form and client questionnaire (if possible) to 250-381-3222. (See appendix for referral form & questionnaire).</p>
Integrated Care Team Victoria Phone: 250-519-3547, Fax: 250-519-3545	<p>The Integrated Care Team provides short term support for people with severe and persistent mental illness whose mental</p>	<p>The client must be a patient of a psychiatrist with MHSU Services who is</p>

<p>Location: 2-1250 Quadra St, Victoria BC, V8W 2K7 www.viha.ca/mhas/locations/victoria_gulf/Integrating+Care+Team+Victoria.htm</p>	<p>health needs are being provided by their family physicians. The program provides support for a transitional period and focuses on enhancing an individual’s personal responsibility, confidence, and community supports, while building skills to manage their wellness collaboratively with their family physician.</p>	<p>ready to have their mental health care provided by their family physician. The psychiatrist or case manager will make the referral for ICT support.</p>
<p>Psychiatry Inpatient Consultation Liaison Service (PICLS) Phone: 250-370-8024 www.viha.ca/mhas/locations/victoria_gulf/picls.htm</p>	<p>PICLS provides timely psychiatric assessment and treatment to medically ill inpatients at the Royal Jubilee Hospital and Victoria General Hospital. The service sees in-hospital patients between the ages of 18-75 with concurrent medical and mental disorders, suicidal ideation, aggression, psychosis, delirium, mood disorders, anxiety disorders, competency issues and addictions.</p>	<p>Physicians, nurses, and other health professionals can request a psychiatric consult for an inpatient by calling 250-370-8024. Consults are triaged based on urgency, and generally occur within 24 to 48 hours of the request.</p> <p>Hours Available: Monday to Friday 8:30-4:30 (except STAT holidays) After hours contact the psychiatrist on call</p>
<p>Rapid Access to Consultative Expertise (RACE) raceapp.ca</p>	<p>RACE is a service designed to enhance FP to SP direct communications. Family physicians register by downloading an app (no cost) to their mobile device, and choose from a selection of specialty services for real-time advice.</p> <p>RACE provides:</p> <ul style="list-style-type: none"> • Timely guidance and advice regarding assessment, management and treatment of patients • Assistance with plan of care • Teaching opportunities – educational and practical advice • Enhanced ability for FPs to manage patients in their offices • Calls returned within two hours and commonly within the hour • CME credit through “Linking Learning to Practice” <p>RACE does not provide:</p> <ul style="list-style-type: none"> • Appointment booking and expedited referral • Results of diagnostic investigations to the referring physician 	<p>Download the app at www.raceapp.ca.</p> <p>Family Physicians accessing RACE can bill for: G14018 (\$40.00) General Practice Urgent Telephone Consultation with a Specialist.</p>

	<ul style="list-style-type: none"> • Arrangement of: <ul style="list-style-type: none"> ○ Transfers within 24 hours ○ Laboratory or diagnostic investigations ○ A hospital bed <p>The South Island RACE service provides access to:</p> <ul style="list-style-type: none"> • Adult Psychiatry • Child/Adolescent Psychiatry <p>Provincial services related to MHSU patients in specialty areas not covered by local Victoria Specialists may be accessed via the Providence RACE Service or direct dialing to 1-877-696-2131:</p> <ul style="list-style-type: none"> • Treatment-resistant psychosis • Transgender care (not MHSU per se, but transgender care can include MHSU concerns) 	
<p>Urgent and Short-term Assessment and Treatment (USTAT) Phone: 250-519-3544, Fax: 250-519-3545 Location: 1250 Quadra St, Victoria BC, V8W 2K7 www.viha.ca/mhas/locations/victoria_gulf/ustat_groups.htm</p>	<p>USTAT provides short-term individual psychotherapy for patients in crisis, at risk, or in severe distress. With this service, clients are assigned to a primary therapist who does an initial assessment and establishes treatment goals. A team of psychiatrists is available as needed for consultation and follow up.</p>	<p>Refer your patient to MHSU Intake. Fax completed referral form and client questionnaire (if possible) to 250-381-3222. (See appendix for referral form & questionnaire).</p>

Adult Mental Health – Inpatient Services

Program	Description	Referrals
<p>Acute Inpatient Services, Psychiatric Intensive Care (Royal Jubilee) Phone: 250-519-7700 ext 17125 Location: Patient Care Centre – Royal Jubilee Hospital www.viha.ca/mhas/locations/victoria_gulf/inpatient.htm</p>	<p>Psychiatric Intensive Care (PIC) provides short-term intensive psychiatric care to patients with both mental health and addiction disorders in a secure environment. The other inpatient unit provide stabilization of acute psychiatric symptoms in a safe environment. Units are served by multi-disciplinary teams including psychiatrists, nurses, social workers, psychologists, pharmacists, occupational therapists, physiotherapists, recreation therapists, and other allied health professionals.</p>	<p>Access to the inpatient units is by family physician, psychiatrists, or through Emergency Services. Physicians may call the coordinator directly at 250-812-2820 to admit a patient.</p>
<p>Acute Home Treatment Program Phone: 250-370-8111, ext 18722 Location: Eric Martin Pavilion, 2334 Trent St. www.viha.ca/mhas/locations/victoria_gulf/inpatient.htm</p>	<p>The Acute Home Treatment Program (AHTP) provides short-term acute psychiatric nursing care for clients in their home as an alternative to inpatient hospitalization.</p>	<p>To access AHTP, the patient must be a patient of a psychiatrist with admitting privileges to RJH.</p>

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<p>Seven Oaks Tertiary Mental Health Facility Phone: 250-519-3520, Fax: 250-519-3526 Location: 4575 Blenkinsop Road, Victoria BC www.viha.ca/mhas/locations/victoria_gulf/7oaks.htm</p>	<p>Provides services for adults with severe and persistent mental illnesses who require a high-level of professional support. The facility has 40 inpatient beds and an Assertive Community Treatment service that follows a further 75 clients in the community.</p> <p>Seven Oaks provides individualized treatment based on clinical best practices and psychosocial rehabilitation using a combination of modeling, support, encouragement and education in order to allow each resident to achieve his or her maximum independent functioning.</p>	<p>All referrals for admission must come from secondary or tertiary mental health programs.</p>

Adult Mental Health – Outpatient Services

Program	Description	Referrals
<p>Assertive Community Treatment (ACT) ACT and Outreach Team Information Line: 250-882-9420 www.viha.ca/mhas/locations/victoria_gulf/act.htm</p>	<p>ACT is a mental health program that focuses on individual clients and their recovery by facilitating community living and psychosocial rehabilitation for persons with serious and persistent mental illness, and who have very significant functional impairments. ACT services are delivered by a group of mental health staff from a variety of disciplines, who work as a team and provide the majority of treatment services.</p> <p>There are several mobile ACT teams in Victoria (Downtown ACT Team, Pandora ACT Team, Victoria Integrated Community Outreach Team, Seven Oaks ACT Team, and STEP Team).</p>	<p>Refer your patient to MHSU Intake. Fax completed referral form and client questionnaire (if possible) to 250-381-3222. (See appendix for referral form & questionnaire).</p> <p>Referrals are done internally through the Pathways system, or directly from the community. A physician can call the information line to see if their patient may fit the program and request a referral form, or, refer their patient to MHSU intake.</p>
<p>Community Living BC (CLBC) Phone: 250-952-4203 Location: 220-174 Wilson St, Victoria BC www.communitylivingbc.ca/</p>	<p>Community Living BC provides a range of support services for adults with developmental disabilities and their families and is supported by the Ministry of Social Development.</p> <p>CLBC pays for supports and services that eligible adults and their families can buy directly or access through service providers or agencies. Supports can include learning new skills, support for work or other activities, help for living in the community, connecting with special supports and services and</p>	<p>Contact the Victoria CLBC office to apply for services.</p>

	<p>making friends and being a part of life in the community.</p> <p>Clients need to be over age 19 and have a developmental disability that started before age 18, or have a diagnosis of FASD or ASD and have a very hard time doing things on their own like shopping and managing money.</p>	
<p>Developmental Disability Mental Health Team Phone: 250-519-3519, Fax: 250-519-3518 Location: 203-3939 Quadra St, Victoria www.viha.ca/mhas/locations/victoria_gulf/imhst.htm</p>	<p>The Developmental Disability Mental Health Team (DDMHT) provides non-crisis mental health assessment and consultation by a multidisciplinary team to clients who meet the following criteria:</p> <ul style="list-style-type: none"> • Age 14 years and older • Adult clients must be registered as eligible for Community Living (CLBC) services • Children and youth must be eligible for services from Ministry of Children and Family Development (MCFD)/Children and Youth with Special Needs (CYSN) service division. <p>One-time psychiatric consultation services are also available through DDMHT.</p>	<p>Referrals for adults (19 years and older): Contact a Community Living BC representative. If eligible, a CLBC facilitator will complete and forward an application for service to DDMHT.</p> <p>Referrals for children and youth (14 to 18 years): Contact local MCFD/CYSN office. If eligible, the MCFD social worker will complete and forward an application for services to DDMHT.</p>
<p>Psychiatric Day Hospital Phone: 250-370-8126, Fax: 250-370-8129 6th floor, Eric Martin Pavilion, 2328 Trent Street, Victoria www.viha.ca/mhas/locations/victoria_gulf/pdh/</p>	<p>Provides time-limited psychosocial rehabilitation services to inpatient and outpatient adults with severe and persistent mental illnesses such as schizophrenia, bipolar disorder and major depression. Provides a comprehensive, individually tailored group-treatment program in three broad categories: support for stabilization; illness education; and health promotion. Clients must have a primary Axis 1 diagnosis, be under the care of a psychiatrist, and be 17-65 years old.</p>	<p>Refer your patient to MHSU Intake. Fax completed referral form and client questionnaire (if possible) to 250-381-3222. (See appendix for referral form & questionnaire).</p>
<p>Victoria Mental Health Centre Phone: 250-370-8175, Fax: 250-370-8199 Location: Eric Martin Pavilion, 2328 Trent Street, Victoria www.viha.ca/mhas/locations/victoria_gulf/cmhs.htm</p>	<p>Provides ongoing psychiatric treatment and case management support for individuals with severe and persistent mental illness. Services include:</p> <ul style="list-style-type: none"> • Short-term psychiatric consultations • Ongoing outpatient psychiatric care, case management and community support • Close integration with Acute Inpatient Services and community-based services • Specialized services including <ul style="list-style-type: none"> ○ Schizophrenia Service, Mood Disorder Service, 	<p>Refer your patient to MHSU Intake. Fax completed referral form and client questionnaire (if possible) to 250-381-3222. (See appendix for referral form & questionnaire).</p>

	Anxiety Disorder Clinic, Early Psychosis Intervention, Medication Clinic	
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Adult Mental Health – Supported Housing Services

Program	Description	Referrals
<p>Centralized Access to Supported Housing (CASH) Phone: 250-519-3595, Fax: 250-519-3481 victoriasupportedhousing.ca www.viha.ca/mhas/locations/victoria_gulf/residential/default.htm</p>	<p>The CASH program is a cross-organizational hub for collecting all applications and referrals to mental health and addictions supported housing in the Greater Victoria area. For all residential facilities and housing sites:</p> <ul style="list-style-type: none"> • Clients must meet the specific criteria for the individual site, • Be age 19 or over, and • Have a serious and persistent mental illness as the primary treatment issue. Symptoms of the illness must requires a level of care that is provided by the facility. 	<p>CASH is generally accessed through Island Health ACT Teams, Case Managers, tertiary services and other outreach services. If one of your patients has housing needs, contact MHSU Intake to connect them with the appropriate service to connect with housing.</p>

ADULT SUBSTANCE USE SERVICES

Adult Substance Use – Acute and Short-term Services

Program	Description	Referrals
<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> <p>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.</p> <p>The Community Medical Detox Unit is a 21 bed, short-term stay unit (approximately 7 days) for acute medical withdrawal.</p> <p>Stabilization Unit is a 22 bed unit (7 to 30 days) for stabilization and reconnection with community resources.</p> <p>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>	<p>Refer your patient to MHSU Intake. Fax completed referral form and client questionnaire (if possible) to 250-213-4445. (See appendix for referral form & questionnaire).</p> <p>Clients can also self-refer by contacting Withdrawal Management Services Intake at 250-213-4444.</p>

Adult Substance Use – Outpatient Services

Program	Description	Referrals
<p>Addictions Outpatient Treatment (Quadra Clinic) Phone: 250-519-3544, Fax: 250-519-3545 Location: 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: 	<p>Self-referral is initiated by attending in person at the intake at 1125 Pembroke St and arranging for an appointment to discuss service options.</p> <p>Physician referral is initiated by faxing completed referral form and client questionnaire (if possible) to 250-381-3222.</p>

	<ul style="list-style-type: none"> ○ Codependency/Choices, Harm Reduction, Concurrent Disorders, Relapse Prevention, Stress Reduction and Relaxation 	
<p>Intensive Case Management – 713 Outreach Information Line: 250-882-0816 Fax: 250-519-3672 www.viha.ca/mhas/locations/victoria_gulf/Intensive+Case+Management+-+713+Outreach.htm</p>	<p>713 Outreach is an integrated and multi-disciplinary team made of a blend of staff from AIDS Vancouver Island and Island Health that uses a client-centered, strengths-based and harm reduction approach. Services are for individuals whose needs have not been adequately met by existing case-management services.</p> <p>To be eligible, the applicant must meet the following criteria: 19 and older or youth who otherwise fit the criteria will be considered, challenges associated with housing, income or health, difficulties accessing health and social services, and mental health concerns.</p>	<p>Access is through physician or community referral. Referrals can be faxed to 250-519-3672 (see appendix for referral form).</p>

SENIORS MENTAL HEALTH AND SUBSTANCE USE SERVICES

Seniors Mental Health – Emergency and Crisis Services

Program	Description	Referrals
Seniors MH Psychiatric Emergency Services Phone: 250-519-1528	Geriatric Psychiatry Inpatient Services provides acute inpatient assessment and treatment of people age 75 and older who have a mental health or substance use disorder.	Access to this service is through consultation requests for geriatric psychiatry from the hospitalists and ED physicians, or through IMCRT.

Seniors Mental Health – Urgent, Short-term and Consultation Services

Program	Description	Referrals
Seniors Mental Health Acute Care Consultation Liaison Service Phone: 1-250-370-8565/1-855-370-8565	Access to acute care geriatric psychiatry consultations are through physician referral to the on-call geriatric psychiatrist or by calling the SSH Intake office.	Call the on-call geriatric psychiatrist or SSH Intake office (1-250-370-8565/1-855-370-8565) to request geriatric psychiatry consultation through the GEM team.

Seniors Mental Health – Inpatient Services

Program	Description	Referrals
Geriatric Psychiatry Inpatient Services Phone: 250-519-1528	Geriatric Psychiatry Inpatient Services provides acute inpatient assessment and treatment of people age 75 and older who have a mental health or substance use disorder.	Access to this service is through consultation requests for geriatric psychiatry from the hospitalists and ED physicians, or through IMCRT.
Psychiatric Emergency Services Phone: 250-519-1528	Geriatric Psychiatry Inpatient Services provides acute inpatient assessment and treatment of people age 75 and older who have a mental health or substance use disorder.	Access to this service is through the main Emergency Department at the Royal Jubilee Hospital at 1952 Bay Street.

Seniors Mental Health – Outpatient Services

Program	Description	Referrals
Seniors Outreach Services Phone: 250-519-3566 2828 Nanaimo Street, Victoria www.viha.ca/seniors/clinics_mental_health/sort_locations.htm	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,	Access is through physician referral to Seniors Health. Fax completed Seniors Health referral form to 250-519-1904.

	<p>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>South Island Seniors Outpatient Clinic Phone: 250-370-8565 Royal Jubilee Hospital, Memorial Pavilion, Watson Wing Level 1, 1952 Bay St, Victoria www.viha.ca/seniors/clinics_mental_health/locations.htm</p>	<p>Seniors Outpatient Clinics aim to improve quality of life by optimizing ability and independence. Provides Geriatric Psychiatric Consultation, assessment and treatment by a Geriatric Psychiatrist (or Physician specializing in substance abuse), of frail elderly people experiencing mental health and/or addictions issues. Multidisciplinary team members may be involved. Serves Greater Victoria and the Gulf Islands.</p>	<p>Access is through physician referral to Seniors Health. Fax completed Seniors Health referral form to 250-519-1904.</p> <p>For information regarding referrals and referral forms, call 250-370-8565 or 1-855-370-8565.</p>

CHILD, YOUTH AND FAMILY MENTAL HEALTH SERVICES

CYFMH Mental Health – Emergency and Crisis Services

Emergency

If there is an immediate mental health or substance use emergency, child and youth clients and their families can access services by visiting the hospital emergency room:

- Victoria General Hospital for children under 17 years of age
- Royal Jubilee Hospital for young adults aged 17 and above

Program	Description	Referrals
Integrated Mobile Crisis Response Team (IMCRT) Access through VI Crisis Line: 1-888-494-3888 www.viha.ca/mhas/locations/victoria_gulf/imcrt.htm	<p>IMCRT is a collaboration between Child, Youth, and Family MH, Adult MHSU, and Greater Victoria police forces. Interdisciplinary MHSU clinicians work alongside plain-clothes police officers to provide a rapid, mobile, community-based response to people of all ages experiencing urgent/emergent mental health and substance use issues.</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>Anyone, including clients, can access this service directly by calling the Vancouver Island Crisis Line at 1-888-494-3888.</p>
Vancouver Island Crisis Line Phone: 1-888-494-3888 www.vicrisis.ca	<p>Anyone can call anytime, 24 hours a day, 7 days a week for risk management triage, support and referral. 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>

CYFMH Mental Health – Urgent, Short-term and Consultation Services

Program	Description	Referrals
Child and Youth Mental Health Urgent	This service is available for children up to age 17 with urgent	Physicians can make referrals by

<p>Psychiatric Consult Phone: 250-727-4212 Child, Youth and Family Ambulatory Clinic at VGH or the Anscomb Program at the Queen Alexandra Centre for Children's Health www.viha.ca/cyf_mental_health/crisis_svcs/chr_mentalhealth_upc.htm</p>	<p>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>Priority is given to those with no previous psychiatric involvement.</p>	<p>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>High Risk Services Phone: 250-952-5073 201-4478 West Saanich Road</p>	<p>High Risk Services provides urgent assessment and support for youth (under the age of 19) at high risk for suicide or who are experiencing high risk mental and emotional distress. This service is confidential and parents will only be involved with youth's permission. High Risk Services workers can respond to youth within 3 to 5 days.</p>	<p>Clients can self-refer by calling Saanich Child & Youth Mental Health: 250-952-5073.</p>
<p>Rapid Access to Consultative Expertise (RACE) raceapp.ca</p>	<p>RACE is a service designed to enhance FP to SP direct communications. Family physicians register by downloading an app (no cost) to their mobile device, and choose from a selection of specialty services for real-time advice.</p> <p>RACE provides:</p> <ul style="list-style-type: none"> • Timely guidance and advice regarding assessment, management and treatment of patients • Assistance with plan of care • Teaching opportunities – educational and practical advice • Enhanced ability for FPs to manage patients in their offices • Calls returned within two hours and commonly within the hour • CME credit through “Linking Learning to Practice” <p>RACE does not provide:</p> <ul style="list-style-type: none"> • Appointment booking and expedited referral • Results of diagnostic investigations to the referring physician • Arrangement of: <ul style="list-style-type: none"> ○ Transfers within 24 hours 	<p>Download the app at www.raceapp.ca.</p> <p>Family Physicians accessing RACE can bill for: G14018 (\$40.00) General Practice Urgent Telephone Consultation with a Specialist.</p>

	<ul style="list-style-type: none"> ○ Laboratory or diagnostic investigations ○ A hospital bed <p>The South Island RACE service provides access to:</p> <ul style="list-style-type: none"> ● Adult Psychiatry ● Child/Adolescent Psychiatry <p>Provincial services related to MHSU patients in specialty areas not covered by local Victoria Specialists may be accessed via the Providence RACE Service or direct dialing to 1-877-696-2131:</p> <ul style="list-style-type: none"> ● Treatment-resistant psychosis ● Transgender care (not MHSU per se, but transgender care can include MHSU concerns) 	
<p>Vancouver Island Children’s Assessment Network (VICAN) General Inquiries: 250-519-3548 Referral Inquiries: 250-519-6745, Fax: 250-519-6931 Location: Queen Alexandra Centre for Children’s Health, 2400 Arbutus Road, Victoria BC www.viha.ca/cyf_rehab/assessment/vican</p>	<p>The Vancouver Island Children’s Assessment Network (VICAN) provides assessment services for children on Vancouver Island with complex developmental needs including ASD and FASD.</p>	<p>Referrals for evaluation of suspected ASD are accepted from any physician (see appendix for referral form).</p> <p>Referrals for evaluation of developmental conditions such as FASD or other significant and complex needs are accepted only from medical specialists such as pediatricians or psychiatrists.</p>
<p>Child and Youth Mental Health Urgent Care Clinic (BCCH) Phone: 1-604-875-2010 www.bcchildrens.ca/our-services/mental-health-services/urgent-assessment</p>	<p>BC Children’s Hospital has an urgent assessment clinic that any physician in the province can access. They provide specialized consultation for children and youth ages 6-18 experiencing acute and complex psychiatric concerns. They provide urgent outpatient assessments for individuals whose community resources are unavailable or inadequate.</p>	<p>Referrals are accepted from physicians for children aged 6-18 years old. Referrals forms can be found on the website and faxed to 1-604-875-2099.</p>

CYFMH Mental Health – Inpatient Services

Program	Description	Referrals
<p>Ledger House To discuss referrals phone intake: 250-519-6794 or 250-519-6720 Office phone: 250-519-6716</p>	<p>The Ledger Program is a resource that provides acute, inpatient, hospital based psychiatric services for children and youth from Vancouver Island. Ledger provides stabilization, assessment, treatment planning and short-term interventions for</p>	<p>Refer your patient to Island Health CYMHSU Intake. Referrals for elective admissions to Ledger must meet eligibility criteria for a</p>

<p>Queen Alexandra Centre for Children's Health, 2400 Arbutus Road, Victoria www.viha.ca/cyf_mental_health/ledger.htm</p>	<p>children and youth aged 6 to 16 years. Programs include:</p> <p><i>The Special Care Unit (SCU)</i> For child and youth clients who require urgent service and/or short-term stabilization for the following:</p> <ul style="list-style-type: none"> • Florid psychosis • Active mania • Suicidal with previous, serious suicide attempts • Require intensive 24 hour monitoring <p><i>Children's and Youth Units</i> Clients admitted to these two units require in-patient, multi-disciplinary, tertiary mental health assessment and treatment planning. Upon admission, clients must have a secure placement and community discharge plan in place.</p> <ul style="list-style-type: none"> • Children's unit: inpatient assessment, intervention and discharge planning for children ages 6-11 with complex psychiatric problems • Youth unit: inpatient assessment, intervention and discharge planning for ages 12-16 with complex psychiatric problems 	<p>tertiary level service. To make a referral to CYFMHS, fax a completed referral form to 250-519-6789 (see appendix for referral form).</p> <p>If physicians wish to discuss a referral before submitting, they can call CYFMHS Intake at 250-519-6720 or 250-519-6794.</p>
<p>Maples Adolescent Treatment Center (MCFD) www.mcf.gov.bc.ca/maples</p>	<p>The Maples Adolescent Treatment Center is one part of the provincial Child and Youth Mental Health service network that provides an array of direct residential and community services for troubled 12 to 17 year old youth with significant psychiatric and behavioural difficulties. The treatment center is based in Burnaby.</p>	<p>Access is through the local MCFD child and youth mental health office.</p> <p>To self-refer to CYMH, clients can go to a 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>

CYFMH Mental Health – Outpatient Services

Program	Description	Referrals
<p>Anscomb Program To discuss referrals phone intake: 250-519-6794 or 250-519-6720 Office phone: 250-519-5390 Queen Alexandra Centre for Children's Health, 2400 Arbutus Road, Victoria</p>	<p>The Anscomb Program supports children, youth and their families by evaluating and planning treatment for significant emotional, behavioural, psychological and psychiatric symptoms in order to increase the mental health and functioning of children and youth at home, at school and within their home community. Programs include:</p>	<p>Refer your patient to Island Health CYMHSU Intake. Referrals for elective admissions to Anscomb must meet eligibility criteria for a tertiary level service. To make a referral to CYFMHS, fax a completed</p>

<p>www.viha.ca/cyf_mental_health/outpt_svcs/cyf_mentalhealth_anscomb.htm</p>	<ul style="list-style-type: none"> • Mood Anxiety Psychosis (MAP) Team MAP provides specialized services for children and youth up to and including age 18, who are having significant challenges in their daily functioning due to complex mood, anxiety and/or psychotic conditions. Examples of those who may be referred are children and youth who are experiencing depression, mania, anxiety, obsessions and compulsions, effects of post traumatic stress and psychosis. • Neurodevelopment Team The Neurodevelopment Team provides specialized services for children and youth up to and including age 18, who are having significant challenges in their daily functioning due to complex mental health and behavioural challenges secondary to neurodevelopmental impairments. Examples of those who may be referred are children and youth experiencing mental health challenges along with autism spectrum, fetal alcohol and other related genetically based impairments. 	<p>referral form to 250-519-6789 (see appendix for referral form).</p> <p>If physicians wish to discuss a referral before submitting, they can call CYFMHS Intake at 250-519-6720 or 250-519-6794.</p>
<p>Child and Youth Early Psychosis Intervention (EPI) To discuss referrals phone intake: 250-519-6794 or 250-519-6720 Anscomb Program, Queen Alexandra Centre of Children’s Health, 2400 Arbutus Road, Victoria www.viha.ca/cyf_mental_health/crisis_svcs/cyf_mentalhealth_epi.htm</p>	<p>South Island Child and Youth Early Psychosis Intervention (EPI) is a specialized service that provides prompt support, collaboration, education and mental health assessment to South Island children up to their 17th birthday who appear to be experiencing a decline in function and have auditory/visual hallucinations and/or delusions that may indicate early psychosis.</p> <p>Services may include initial assessment by a clinician, psychiatric assessment, medical and psychosocial treatments, outreach support and community education.</p>	<p>Referrals can be made by anyone, including the youth themselves, and are initiated by a phone call to the intake clinicians at 250-519-6794 or 250-519-6720.</p>
<p>Collaborative Psychiatric Outreach Project www.viha.ca/cyf_mental_health/outpt_svcs/cyf_mentalhealth_cpo.htm</p>	<p>The Collaborative Psychiatric Outreach Project is a pilot project designed to improve access to child and youth psychiatry for children and youth with mental health concerns in several sub-populations of the South Island.</p>	<p>Only project partners are able to refer at this time, which include the Victoria Youth Clinic, MCFD’s Aboriginal Mental Health Services and Discovery Youth and Family Substance Use Services.</p>
<p>Developmental Disability Mental Health Team Phone: 250-519-3519, Fax: 250-519-3518 Location: 203-3939 Quadra St, Victoria www.viha.ca/mhas/locations/victoria_gulf/im</p>	<p>The Developmental Disability Mental Health Team (DDMHT) provides non-crisis mental health assessment and consultation by a multidisciplinary team to clients who meet the following criteria:</p> <ul style="list-style-type: none"> • Age 14 years and older 	<p>Referrals for adults (19 years and older): Contact a Community Living BC representative. If eligible, a CLBC facilitator will complete and forward an application for service to DDMHT.</p>

<p>hst.htm</p>	<ul style="list-style-type: none"> • Adult clients must be registered as eligible for Community Living (CLBC) services • Children and youth must be eligible for services from Ministry of Children and Family Development (MCFD)/Children and Youth with Special Needs (CYSN) service division. <p>One-time psychiatric consultation services are also available through DDMHT.</p>	<p>Referrals for children and youth (14 to 18 years): Contact local MCFD/CYSN office. If eligible, the MCFD social worker will complete and forward an application for services to DDMHT.</p>
<p>Victoria Child and Youth Mental Health, Ministry of Children and Family Development (MCFD) CYMH Saanich, Location: 201-4478 West Saanich Road, Phone: 250-952-5073 CYMH South Island Aboriginal Team, Location: 1-1195 Esquimalt Road, Phone: 250-952-4073 CYMH South Island Eating Disorders, Location: 302-2955 Jutland Road, Phone: 250-387-0000 CYMH South Island High Risk, Location: 201-4478 West Saanich Road, Phone: 250-952-5073 CYMH Victoria, Location: 302-2955 Jutland Road, Phone: 250-356-1123, Fax: 250-387-0002 CYMH West Shore, Location: 2nd Floor – 345 Wale Road, Phone: 250-391-2223 www.mcf.gov.bc.ca/mental_health/</p>	<p>CYMH provides direct and contracted community-based services to children, youth under the age of 19 for youth struggling with a spectrum of mental health issues including: anxiety, conduct disorder, attention-deficit or hyperactivity, depression, panic, social phobia, substance abuse, pervasive development disorder, obsessive-compulsive disorder, schizophrenia, Tourette’s disorder, eating disorders, and bipolar disorder.</p> <p>Once a client is accepted to CYMH, the child or youth’s need for service is prioritized according to their level of risk and impairment. Clients who are suicidal or experiencing extreme impaired functioning due to acute mental illness have the highest priority.</p> <p>Direct clinical services include:</p> <ul style="list-style-type: none"> • intake, screening and referrals to other agencies or health providers (if CYMH services are deemed inappropriate) • assessment and planning • treatment and case management • clinical consultation 	<p>Referrals of a child or youth can be made to CYMH by the child or youth themselves, and individuals who are directly involved with the child and youth such as family members and other agencies or service providers. To self-refer to CYMH, clients can go to a 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. Drop-in clinic hours are Tuesdays 9:00am-3:00pm and Thursdays 11:00am-4:30pm.</p> <p>*Victoria CYMH Intake team supports family physicians to navigate CYMH services and system, and find appropriate referrals. Call the intake team at 250-356-1123 for consultation or fax in a referral form.</p>

CHILD, YOUTH AND FAMILY SUBSTANCE USE SERVICES

Youth and Family Substance Use – Outpatient Services

Program	Description	Referrals
<p>Discovery Youth & Family Substance Use Services Phone: 250-519-5313, Fax: 250-519-5314 Location: 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. A referral form is also available and can be faxed to 250-519-5314 (see appendix for referral form).</p>

Section 2: Community Mental Health and Substance Use Services

Organization/Program	Description	Referral and Costs
<p>AIDS Vancouver Island (AVI) 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>Age for services: 19 years of age or older. Those under 19 years of age will be accepted for intake and referred to other services targeted to youth.</p> <p>Cost: None.</p> <p>Can self-refer?: Yes. Clients can self-refer by dropping in to the clinic.</p>
<p>Alcohol & Drug Information and Referral Service 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>Age for services: All.</p> <p>Cost: None.</p> <p>Can self-refer?: Yes. Call 1-800-663-1441 in BC, or visit the website.</p>
<p>Alcoholics Anonymous (AA) Help Line: 250-383-7744 Office: 250-383-0415 www.aavictoria.ca</p> <p>#8-2020 Douglas Street, Victoria</p>	<p>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.</p>	<p>Age for services: All.</p> <p>Cost: None.</p> <p>Can self-refer?: Yes. Call the help line for support and information: 250-383-7744.</p> <p>Check the website for meeting days/times.</p>
<p>Autism Community Training (ACT) Phone: 1-866-939-5188 www.actcommunity.ca/</p>	<p>ACT is a province-wide information, training and referral service created to support individuals with ASD and their families. ACT refers callers to a wide-range of positive and practical information on everything from sleep problems and diet, to core issues such as diagnosis and aspects of intervention.</p>	<p>Age for services: Children, youth and families.</p> <p>Cost: None.</p> <p>Can self-refer?: Yes. Call 1-866-939-5188 for support and information.</p>
<p>BC Association for Marriage and Family Therapy</p>	<p>BCAMFT is a professional association of marriage and family therapists. The association provides a listing of therapists in the</p>	<p>Age for services: All.</p> <p>Cost: Fees typically range from \$110-</p>

<p>Phone: 1-778-888-6844 www.bcamft.bc.ca</p>	<p>region who provide assessment and counselling.</p>	<p>\$200/session. Some counsellors provide sliding-scale fees. Many extended medical plans cover services. Can self-refer?: Click on 'Locate a Therapist' at: www.bcamft.bc.ca</p>
<p>BC Association of Clinical Counsellors Phone: 1-800-909-6303 www.bc-counsellors.org</p>	<p>Registered Clinical Counsellors have a Masters degree and provide assessment and counselling. The association provides a listing of counsellors in the region.</p>	<p>Age for services: All. Cost: BC suggested fee schedule for individual counselling: \$110/session. Some counsellors provide sliding-scale fees. Many extended medical plans cover services. Can self-refer?: Yes. Click on 'Find a Counsellor' at: www.bc-counsellors.org</p>
<p>BC Cancer Agency – Vancouver Island Centre Main switchboard: 250-519-5500 Patient and Family Counselling Services: 250-519-5525 www.bccancer.bc.ca 2410 Lee Avenue, Victoria</p>	<p>The Vancouver Island Centre offers professionally trained counsellors and social workers who specialize in cancer care and provide individual, couple and family counselling services and support programs.</p> <p>Programs are available to patients, families, caregivers and friends, before, during and after treatment for managing stress, emotions, family problems, dealing with treatment and end of life issues.</p>	<p>Age for services: All. Cost: None. Can self-refer?: Clients and family members can self-refer or can be referred by their family physician, by calling 250-519-5525. Visit the website for information on more programs.</p>
<p>BC Psychological Association Phone: 1-800-730-0522 www.psychologists.bc.ca</p>	<p>Registered Psychologists have a PhD in psychology and provide assessment and counselling.</p> <p>The association provides a listing of psychologists in the region.</p>	<p>Age for services: All. Cost: Varies. Some psychologists provide sliding-scale fees. Many extended medical plans cover services. Can self-refer?: Yes. Call the referral line at 1-800-730-0522, or, click on 'Find Help' at www.psychologists.bc.ca.</p>
<p>BC Schizophrenic Society (BCSS) Victoria Branch Phone: 250-384-4225 www.bcass.org 941 Kings Road, Victoria</p>	<p>BCSS supports people with schizophrenia and other serious and persistent mental illnesses, and their families through support services and groups, education and advocacy. Local services include:</p> <ul style="list-style-type: none"> • Peer support groups • Family support groups 	<p>Age for services: All. Cost: All services including short-term family counselling are offered at no cost. Can self-refer?: Clients and family members can self-refer to services by calling the local office.</p>

	<ul style="list-style-type: none"> • Short term family counselling for family members of people with persistent mental illness 	
<p>BeConnected Support Services Phone: 250-727-3891 www.beconnectedsupport.ca 1-3891 Douglas St, Victoria BC, V8X 5L3</p>	<p>BeConnected Support Services is a multi-service organization offering a full spectrum of residential, community inclusion/school replacement, and contracted support options.</p> <p>Services include residential services, community inclusion services, host agency services and children and youth services.</p>	<p>Age for services: All. Cost: None. Can self-refer?: No. Clients are referred by CLBC (adults) or MCFD (youth).</p>
<p>Beacon Community Services Child, Youth and Family Counselling Phone: 250-655-5305</p> <p>Adult Counselling Phone: 250-656-0134</p> <p>Laurel House Phone: 250-595-1572</p> <p>Home Support Phone: 250-658-6407 www.beaconcs.ca</p>	<p>Beacon Community Services provides a wide range of programs and services for children, youth, adults and families including:</p> <ul style="list-style-type: none"> • Adult counselling for individuals and couples provided by qualified volunteer counsellors, for issues related to depression, anxiety, grief, relationships & communication • Child, Youth and Family counselling for depression, anxiety, behavioural challenges or other family problems • Parenting programs such as parent and family education and support groups • Laurel House: Programming is provided on a drop-in basis for those seeking psycho-social rehab services. Open M-F, 9am-3pm. <p>See website for full range of services.</p>	<p>Age for services: Varies per program. Cost: Child, Youth and Family counselling, parenting programs, and Laurel House services are offered at no cost. Adult counselling is offered on a sliding scale per session. Can self-refer?: Clients can self-refer or referrals can be made by physicians.</p> <p>For referrals to Adult Counselling, contact the Intake Worker at 250-656-0134.</p> <p>For referrals to the Child, Youth and Family Counselling program, contact the Intake Worker at 250-655-5305.</p> <p>For referrals for parenting programs, call 250-656-0134.</p> <p>For referrals to Laurel House, contact 250-595-1572.</p>
<p>Beacon of Hope House (The Salvation Army) Phone: 250-381-9474 www.victoriahopehouse.ca</p>	<p>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.</p>	<p>Age for services: Male youth aged 13-18. Cost: None. Can self-refer?: Yes. Clients can self-refer by calling the office or visiting the website and filling out a form.</p>
<p>Bounce Back Program</p>	<p>Bounce Back is an evidence-based mood-improvement</p>	<p>Age for services: 19 years and older.</p>

<p>(Canadian Mental Health Association) Phone: 1-866-639-0522 Fax: 1-877-748-2406</p> <p>www.bouncebackbc.ca</p>	<p>program designed to assist primary care practitioners in working with their patients. Participants learn Cognitive Behavioural Therapy (CBT) skills to help them deal with problems such as inactivity, unhelpful thinking, worry, and avoidance.</p> <p>Two supports are offered:</p> <ol style="list-style-type: none"> 1. <i>Living Life to the Full</i> DVD is a first-line intervention that can be given out during routine office visits to help any patient prone to depressive thinking or behavior. 2. Telephone coaching and workbooks related to <i>Overcoming Depression, Low Mood, and Anxiety</i> requires a physician referral and is only for patients with mild to moderate depression*. <p>(*Physicians should confirm that depressive symptoms are mild/moderate (e.g. PHQ-9 = 5-21) and no contraindications to a low-intensity cognitive-behavioural intervention apply.)</p>	<p>Cost: None. Can self-refer?: Bounce Back Program telephone coaching and workbook support require a physician referral. To make a referral, fax the referral form (found on the website) to 1-877-748-2406.</p> <p>For more information, or to order <i>Living Life to the Full</i> DVDs, physicians can call 1-866-639-0522 ext. 1.</p> <p>Physicians who consult with a Bounce Back coach as part of collaborative care planning for a patient with complex needs may bill the Community Patient Conferencing fee (Fee Code 14016).</p>
<p>Boys & Girls Club Services of Greater Victoria Phone: 250-384-9133 www.bgcvic.org</p> <p>301-1195 Esquimalt Rd, Victoria</p>	<p>Boys & Girls Club offers programs and services to support healthy development for children, youth, families, and parents. Programs include:</p> <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) 	<p>Age for services: Varies per program. Cost: Varies per program; some are offered at no cost. Can self-refer?: Yes. Clients and family members can self-refer to youth services by contacting: Beth Diprose, 250-384-9133 ext. 204</p>
<p>British Columbia Association for Living Mindfully (BCALM) info@bcalm.ca Fax: 250-984-7755</p>	<p>BCALM offers <i>The Art of Living Mindfully</i>, an eight-week evidence-based course that teaches mindfulness, meditation and cognitive-behavioural based strategies to help participants' better cope with stress and challenging emotions. Facilitators are local family physicians, psychiatrists and clinical counselors with expertise in CBT and mindfulness-based clinical approaches.</p>	<p>Age for services: 21 or older. Cost: \$40 for administration and materials. Class attendance is covered by MSP. Can self-refer?: Referrals are accepted from physicians; completed forms (available on website) can be faxed to 250-984-7755. Patients will be placed on a waitlist and contacted with upcoming course dates.</p>
<p>Canadian Mental Health Association (CMHA)</p>	<p>CMHA offers community support services for people with mental health concerns, including information and referral</p>	<p>Age for services: Varies. Cost: None.</p>

<p>Victoria Branch Phone: 250-216-4228 www.victoria.cmha.bc.ca</p> <p>BC Division Phone: 1-800-555-8222 www.cmha.bc.ca</p>	<p>services, employment support services, and community outreach and referrals. Some programs include Bounce Back, Living Life to the Full, Confident Parents: Thriving Kids, and Blue Wave.</p>	<p>Can self-refer?: Varies per program.</p> <p>Contact the branch by calling, emailing, or visiting the website to access support and referral services.</p>
<p>Cognitive Behavioural Therapy (CBT) Skills Group Phone: 778-746-1705 Fax: 778-265-0298 www.divisionsbc.ca/victoria/CBTskillsgroup</p>	<p>The Victoria Division of Family Practice offers an eight-week CBT Skills Group for patients who are suffering with mild-moderate or remitted depression and anxiety. CBT is an evidence-based treatment for anxiety or depression.</p>	<p>Age for services: At least 19 y.o. within 6 months of the start date. Cost: None. Can self-refer?: Requires physician referral. Referrals to this program can be made by faxing in a referral form (available online) to 778-265-0298. An email (if available) and PHQ-9 score are required to process the referral.</p>
<p>Child Abuse Prevention & Counselling Society (Mary Manning Centre) Phone: 250-385-6111 www.marymanning.com 210–1175 Cook Street, Victoria</p>	<p>Mary Manning Centre offers support to individuals and their families who are, or think they might be, dealing with child sexual abuse problems. Services include:</p> <ul style="list-style-type: none"> • individual counselling • assessment and treatment plans • prevention education • group counselling 	<p>Age for services: Children and youth under age 19 and their families. Cost: None. Can self-refer?: Yes. Individuals or their caregiver(s) can refer themselves by calling the Victoria Child Abuse Prevention & Counselling Centre.</p>
<p>Citizens' Counselling Centre Phone: 250-384-9934 www.citizenscounselling.org 941 Kings Road, Victoria</p>	<p>Citizens' Counselling offers individual, couples, and group counselling to adult residents of Greater Victoria. Counselling is available days, evenings and weekends and is offered by volunteer counsellors trained to work with issues such as:</p> <ul style="list-style-type: none"> • relationship/communication • changes in status or roles (grieving/loss, divorce, marriage, career changes) • situational depression • conflict resolution • stress and anxiety management • anger • self esteem and assertiveness <p>Groups such as Self-Esteem, Anger Management, Stress,</p>	<p>Age for services: 18 years of age or older. Cost: The Citizens' Counselling Centre has a sliding fee scale based on family income, from \$10-\$60 per session. Group fees are also based on family income and range from \$10-\$20 per session. Can self-refer?: Yes. Clients can self-refer by calling the office and arranging for an intake appointment.</p>

	Anxiety, Depression, Art Therapy are offered three times each year.	
<p>Confident Parents: Thriving Kids Phone: 1-855-871-8445 www.confidentparents.ca</p>	<p>Confident Parents: Thriving Kids is a family-focused coaching service effective in reducing mild to moderate behavioural problems and promoting healthy child development in children ages 3-12. The 6, 10 or 14 week program is delivered via telephone by trained coaches.</p>	<p>Age for services: Families with children aged 3-12. Cost: None. Can self-refer?: No. Entry requires a referral from a physician. The referral form can be found on the website and faxed to 1-877-688-3270.</p>
<p>Cool Aid Society Phone: 250-383-1977 www.coolaid.org</p> <p>Access Community Health Centre 713 Johnson Street, 1st Floor Phone: 250-385-1466</p> <p>REES Program 465 Swift Street 250-595-8619</p>	<p><i>Community Health Centre</i> Provides primary and mental health services, including dental care, for adults residing in the downtown core, many of whom are homeless, suffer from MHSU issues and/or other chronic health problems.</p> <p><i>REES Program (Resources, Education, Employment and Support)</i> A program by and for people living with mental illness, REES is a co-operative, recovery-based program to support those with MHSU concerns, working in partnership with families and professionals to enhance the lives of people with mental illnesses or addictions.</p> <p>In addition to these programs, Cool Aid runs supported, affordable housing and shelters.</p>	<p>Age for services: Varies per program. Cost: None. Can self-refer?: Yes. People can self-refer by calling, dropping by the relevant location, or can be referred by a physician or other professional.</p> <p>Contact the main office or either program for more information.</p>
<p>CrisisCentreChat.ca crisiscentreachat@crisiscentre.bc.ca</p> <p>www.CrisisCentreChat.ca</p>	<p>CrisisCentreChat.ca offers an online chat service for adults 25 and over, to chat one-on-one with trained volunteers. This chat service offers free, confidential, support for emotional distress – from noon-1 am daily.</p>	<p>Age for services: 25 years of age or older. Cost: None. Can self-refer?: Yes. Clients can visit the website to chat daily from noon-1 am, or email crisiscentreachat@crisiscentre.bc.ca for support.</p>
<p>Esquimalt Neighbourhood House Society (ENHS) Phone: 250-385-2635 Fax: 250-384-2078 511 Constance Avenue, Victoria</p> <p>www.enh.bc.ca</p>	<p>ENHS offers family services and supportive counselling for children, youth and adults in the Greater Victoria Area, and especially for those living in Esquimalt. Programs include:</p> <ul style="list-style-type: none"> • Adult & Couples Counselling for depression anxiety, abuse, grief, parenting, stresses, substance use, relationships, losses and other changes and challenges. • Youth & Family Counselling for youth aged 13-18 	<p>Age for services: Varies per program. Cost: None. Can self-refer?: Yes. Clients can self-refer to counselling services by contacting ENHS.</p>

<p>Adult & Couples Counselling 250-360-0644</p> <p>Youth and Family Counselling 250-385-2635 ext 205</p>	<p>years and their families through counselling, mediation, crisis intervention and building on parenting skills.</p>	
<p>Family Services of Greater Victoria 250-386-4331 www.bcfrit.org</p> <p>899 Fort Street, Victoria</p>	<p>FSGV offers counselling, support groups, workshops, legal support, and other services for BC residents of all ages who are affected by separation, divorce, or family reorganizations. Individual, couples, family, and childrens' counselling on a sliding scale based on family income. Previous BC Families in Transition.</p> <p>Free services include:</p> <ul style="list-style-type: none"> • Legal support appointment • Parenting after separation • Finances after separation 	<p>Age for services: All. Cost: Varies, individual counselling fees are based on sliding scale Can self-refer?: Yes. Clients can self-refer to individual and group counselling by calling the office.</p>
<p>findSupport BC findsupportbc.com</p>	<p>FindSupport BC connects families of persons with disabilities with resources available to them. The website is simple & easy to use, and provides an interactive Transitions Timeline to help navigate various items to consider at different stages of life.</p>	<p>Visit their website for the resource directory.</p>
<p>The F.O.R.C.E. Society for Kids' Mental Health Phone: 1-855-887-8004 Local: 250-818-4810 www.forcesociety.com</p> <p>'in the know' Parent Support Group Saanich Neighbourhood Place in Pearkes Rec. Center 3100 Tillicum Rd, Victoria</p>	<p>The F.O.R.C.E. Society provides support through meetings, telephone conversations with parents and caregivers, monthly parent education and networking meetings and navigation of the mental health and school systems.</p> <p>In Victoria, the F.O.R.C.E. Society offers 'in the know', a monthly parent support networking and information sharing session that provides a topic expert on mental health needs.</p>	<p>Clients Served: Parents and caregivers of children and youth with mental health challenges. Cost: None. Can self-refer?: Yes. Clients can email lisat@forcesociety.com or call 250-818-4810.</p> <p>For more information and monthly topics, please visit the website.</p>
<p>Greater Victoria Police Victim Services (GVPVS) Phone: 250-995-7351 Email: info@gvpvs.org www.gvpvs.org</p>	<p>GVPVS offers emotional support, assistance, court support, resources and referrals to people impacted by crime and trauma, in partnership with the Greater Victoria Police Department.</p> <p>Supports victims to apply for supports such as the Crime Victim</p>	<p>Age for services: All ages. Cost: None. Can self-refer?: Yes. Clients can self-refer to services by contacting the office, or through referral by the police department.</p>

850 Caledonia Ave, Victoria	Assistance Program, which provides financial supports and benefits to victims, such as fully funded counselling.	
Here to Help bcpartners@heretohelp.bc.ca www.heretohelp.bc.ca	Provides self-help resources from a collaboration of seven leading BC MHSU non-profit agencies. Publications include information sheets, toolkits and screening tests for a wide variety of mental health and addictions concerns.	Clients can visit the website or email for more information. Physicians can also order copies of publications for distribution to patients.
HerWay Home Phone: 250-519-3681 www.viha.ca/children/pregnancy/herwayhome 211-547 Michigan Street, Victoria	HerWay Home provides health care and social supports for pregnant and parenting women (with babies under 6 months old) who are affected by substance use, mental health issues and/or violence.	Age for services: Women who are pregnant or whose babies are under 6 months old at time of intake Cost: None. Can self-refer?: Yes. Clients can self refer by calling or dropping by the office Tuesday and Friday from 12pm-3pm, and Thursday from 3pm-6pm. Staff can also meet with women in the community.
Hulitan Family & Community Services Society Phone: 250-384-9466 Fax: 250-384-9467 www.hulitan.ca 1911 Quadra St, Victoria	Hulitan offers social services and counselling to meet the emotional, spiritual, physical and mental needs of Aboriginal families in Capital Regional District. Programs include: <ul style="list-style-type: none"> • Parent Support Programs • Family Preservation Program • Child and Youth Mental Health Program (CYMHP) • Sexual Abuse Intervention Program (SAIP) <p>Visit the website for more programs and referral forms.</p>	Age for services: Varies, CYMHP & SAIP program is for ages 0-18 and family members. Cost: None. Can self-refer?: CYMP & SAIP: Clients can self-refer by calling or downloading a referral form from the website <i>Family Preservation Program:</i> Parents with an open file with MCFD can self-refer <i>Parent Support Programs:</i> Referrals must be made by MCFD
Inter-Cultural Association of Greater Victoria (ICA) Phone: 250-388-4728 www.icavictoria.org 930 Balmoral Road, Victoria	The ICA offers services for immigrant and refugee newcomers, including counselling related to settlement and integration, culture shock, and family issues. Services are inclusive and support people who experience difficulty accessing other services due to language or other barriers.	Age for services: All. Cost: Varies, bursaries available. Can self-refer?: Yes. Clients can self-refer to programs by calling or dropping in for an intake session at the main office at 930 Balmoral Road, Victoria.
Island Community Mental Health	Island Community Mental Health provides support, activity	Age for services: 19 years of age and

<p>(formerly Capital Mental Health Association) Phone: 250-389-1211 Fax: 250-389-1263 Email: info@icmha.ca 125 Skinner Street, Victoria</p> <p>www.islandcommunitymentalhealth.ca</p>	<p>groups, coaching services, and employment services for adults with mental illness. Programs include:</p> <ul style="list-style-type: none"> • G.R.O.W (Gateway to Resources and Options for Wellness) is a psychosocial rehabilitation program that promotes wellness and community integration for adults with a primary diagnosis of mental illness • Young Adult Engagement Project (YAEP) offers programming relevant to young adults in recovery • The BRIDGE Centre is an activity-based program for people with mental illness and cognitive challenges, held three times a week • Seniors' Support Network is an activity-based day program for seniors aged 55+ who are experiencing mental health issues and are living on their own or with a spouse in the community • Alzheimer's Support Program is an activity-based day program for individuals experiencing Alzheimer's disease or other dementia <p>Visit the website for more information & programs.</p>	<p>above. Cost: Minimal cost for Alzheimer's Support Program only; other programs are provided free of charge. Can self-refer?: No.</p> <p>Referrals for G.R.O.W. are accepted from physicians and other health care professionals. Contact 250-389-1211, ext 126.</p> <p>Referrals to the BRIDGE Centre are accepted from physicians and other health care professionals. Contact 250-389-1211, ext 127.</p> <p>Referrals for the Seniors' Support Network are accepted from physicians and psycho-geriatric services. Contact 250-389-1211, ext 127.</p> <p>Referrals for the Alzheimer's Support Program are accepted from physicians and other health professionals. Contact 250-658-5414.</p>
<p>James Bay Community Project Phone: 250-388-7844 www.jbcp.bc.ca</p> <p>547 Michigan Street, Victoria</p>	<p>Provides a variety of health and counselling services to families, seniors, and youth, including:</p> <ul style="list-style-type: none"> • <i>Families:</i> Family Development Worker and Youth and Family Outreach Worker offer counselling, information and support to families wanting to work on parenting or family concerns. Services either at JBCP or in the home. • <i>Seniors:</i> Weekly support group for seniors experiencing depression or isolation (currently Thursday from 1pm-3pm). • <i>Youth:</i> Outreach supports for youth 13-19 and their families, including parent-teen mediation, mentoring, and advocacy, with a focus on families living in James Bay, Downtown, Oak Bay and Fairfield. 	<p>Age for services: Varies per program. Cost: Varies, most programs offered at low to no cost. Can self-refer?: Yes. Referrals are made through self-referral or by contacting the appropriate program.</p> <p>Barbara Anderson, Family Development Worker, 250-388-7844, Ext. 312.</p> <p>Janessa Bate, Youth and Family Outreach Worker, 250-388-7844, Ext. 314.</p>

	Visit the website for more information and programs.	Jen Tessier, Seniors Connections, 250-388-7844 Ext. 334
Kids Help Phone Phone: 1-800-668-6868 www.kidshelpphone.ca	Kids Help Phone provides professional counsellors for support with a range of concerns, from trouble with homework to dealing with loss and grief to thoughts of suicide. Service is anonymous and confidential.	Age for services: up to 18 years of age. Cost: None. Can self-refer?: Yes. Clients can call 1-800-668-6868.
LifeRing Secular Recovery Phone: 250-920-2095 www.liferingcanada.org	LifeRing alcohol and drug support groups provide access for adults to community-based self-help support groups for those who self-identify with problematic substance use, based on principles of personal responsibility and self-determination.	Age for services: 19 years of age or older. Cost: None. Can self-refer?: Yes. Meetings are currently held on an almost-daily basis at various locations throughout Victoria. Please visit the website and click on 'Meetings in Canada'.
Learning Through Loss Phone: 250-413-3114 www.learningthroughloss.org 1027 Pandora Avenue, Victoria	Learning Through Loss designs and delivers grief and loss education and supportive programs to youth, and promotes awareness in the community about the importance of supporting young people through loss.	Age for services: Youth aged 13-19 Cost: None. Can self-refer?: Clients can self-refer by calling Learning Through Loss.
Men's Trauma Centre (MTC) Phone: 250-381-6367 www.menstrauma.com 102-1022 Pandora Avenue, Victoria	MTC provides treatment and support services to adult and late adolescent males who are survivors of physical, emotional or sexual trauma as well as support for clients' significant others. Counselling services include individual and group counselling and support for partners/significant others. The Victim Services Program offers emotional support and information about legal matters such as reporting abuse to the police	Age for services: Adult and late adolescent males aged 16 and up. Cost: Individual counselling is provided on a sliding scale basis, ranging from \$65-\$100 per session, or \$55 with subsidy (if eligible). Clients can work with clinical counselling interns for \$20 or what they can afford. Group counselling is provided by donation. Can self-refer?: Referrals can come through physicians, mental health workers, or by self-referral, through contacting the office.
Military Family Resource Centre (MFRC) Phone: 250-363-2640 www.esquimaltmfrc.com	MFRC provides a range of programs and services to address the unique needs of military members and their families: <ul style="list-style-type: none"> • Short-term counselling for individuals, couples and families experiencing situational or personal crises • Urgent family support services • Family Navigator Program that supports Canadian 	Age for services: Varies per program. Cost: None. Can self-refer?: Yes. Clients can contact MFRC for information about programs and services, as well as referrals to other base and civilian resources.

	<p>Forces families with a family member with extra needs, such as mental health needs</p> <ul style="list-style-type: none"> • Parenting support workshops and groups <p>Visit the website for more information and additional programs.</p>	
<p>Mood Disorders Association of BC (MDABC) Phone: 1-604-873-0103 www.mdabc.net/mdabc-support-groups</p> <p>Support Group Contacts: Begbie: Tamara at 250-474-3065</p> <p>Capital: Ken at 250-475-1843</p> <p>Faith: Pastor Joan Dosso at 250-592-2418 ext. 227</p>	<p>MDABC is a nonprofit organization that provides support, options, education, and hope of recovery for people living with a mood disorder or other mental illness. Victoria support groups are offered for people living with a mood disorder.</p> <p>Support groups offered: Begbie Support Group, 1st and 3rd Wednesday, 7:30pm-9:30pm</p> <p>Capital Support Group, 2nd and 4th Tuesday, 7:30pm-9:30pm</p> <p>Faith Based Support Group, 3rd Monday, 7:00pm-9:00pm</p>	<p>Age for services: 18 years of age or older. Cost: Support groups are free of charge. Can self-refer?: Yes. Participants can attend on a drop-in basis.</p> <p>Check website for group times and contact info.</p>
<p>Mosaic Learning Society Phone: 250-590-2746 www.mosaiclearning.org/</p>	<p>Mosaic Learning Society offers educational, social, and fine arts programs for children and youth on the autism spectrum.</p>	<p>Age for services: Youth, varies per program. Cost: Varies per program. Can self-refer?: Yes. Families can sign up for programs online.</p>
<p>Narcotics Anonymous (NA) Phone: 250-383-3553 www.bcrna.ca</p>	<p>NA is an international, community-based association providing support for people with substance use and addiction issues.</p>	<p>Age for services: All ages. Cost: Groups are offered free of charge. Can self-refer?: Yes. There are over 15 regular meeting groups in the Greater Victoria area; 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'.</p>
<p>NEED2: Suicide Prevention Education & Support Phone: 250-386-6328 www.need2.ca</p>	<p>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.</p>	<p>Age for services: Youth. Cost: None. Can self-refer?: Yes. Visit their website to see what services they provide.</p>

1524 Fort St, Victoria BC		
Pacific Centre Family Services Association (PCFSA) 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 	Age for services: Varies per program. Cost: Fees for the Affordable Counselling Program are by sliding scale based on family income. The Substance Use Program and Youth Services are provided at no cost. Can self-refer?: Yes. Clients can self-refer to programs by calling the Centre.
Pandora Clinic Phone: 250-294-6714 Fax: 250-294-6713 www.pandoraclinic.com 922 Pandora Ave, Victoria	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.	Age for services: 18 years of age or older, and at the discretion of the physician for clients younger than 18. Cost: None. Can self-refer?: Yes. Clients can self-refer by going to the clinic Monday to Thursday, 9:00am-5:00pm.
Peak House Intake Info: 1-604-253-6319 Office: 1-604-253-2187 www.peakhouse.ca	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. 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.	Age for services: 13-18 years of age. Cost: None. Can self-refer?: No. 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.
Phoenix Human Services Phone: 250-383-4821 www.phoenixhumanservices.org 1095 McKenzie Ave, 4 th Floor, Victoria BC	Phoenix offers a broad range of services to children, youth, families and adults: <ul style="list-style-type: none"> • <i>Adult services</i> include individualized support, social and activity groups, community inclusion programs and employment services • <i>Mental Health Outreach Team (MHOT)</i> is an acute, short-term (6-9 mo.) service that addresses the needs of high risk, emotionally challenging children/youth under the age of 19 who struggle in their home and community. • <i>Children and Youth with Special Needs</i> support those under the age of 19 who have been diagnosed with a 	Age for services: Varies per program. Cost: None. Can self-refer?: Varies. <i>MHOT:</i> Clients can self-refer by calling 250-383-4821. <i>Children and Youth with Special Needs:</i> Referrals must be made from MCFD. <i>Adult Services:</i> Referrals must be made from Community Living BC

	developmental disability or ASD.	
Power to Be Adventure Therapy Phone: 250-385-2363 www.powertobe.ca 1017 Fort Street, Victoria	Power To Be provides adventure-based programs designed for youth and families in need of support, that promote physical health and emotional well-being, develop interpersonal and leadership skills, teach environmental and social stewardship, support community engagement and family connectedness.	Age for services: Varies, programs serve children, youth and families. Cost: Varies, bursaries available. Can self-refer?: Yes. Contact the office for information about programs currently offered.
The Salvation Army – Stan Hagen Centre for Families Phone: 250-386-8521 www.sashcf.com 2695 Quadra Street, Victoria	The Stan Hagen Centre provides a variety of programs, including professional counselling to individuals and families who face immediate crisis as well as those requiring short-term therapy. Counselling services are offered at no cost (with donations or volunteer time accepted), and are generally for clients who are unable to access services elsewhere. Visit the website for more programs & information.	Age for services: 18 years of age or older, or children and youth with proof of youth agreement. Cost: None. Can self-refer?: Yes. Clients can self-refer by calling the Counselling Coordinator at the Stan Hagen Centre.
Seniors Serving Seniors Phone: 250-382-4331 www.seniorsservingseniors.bc.ca 109-1022 Pandora Ave, Victoria	Seniors Serving Seniors is a volunteer organization that promotes the quality of life and well-being of seniors in the Greater Victoria. Services include Senior Peer Counselling which offers one-on-one personal counselling, compassionate listening and support to explore life issues.	Age for services: Seniors. Cost: Senior Peer Counselling is offered at no cost. Can self-refer?: Yes. Clients can self-refer by calling the office.
Silver Threads Service Victoria: 250-388-4268 Saanich: 250-382-3151 www.silverthreads.ca Victoria: 2340 Richmond Rd Saanich: 286 Hampton Road	Silver Threads Service is a not-for-profit society that provides opportunities for seniors to participate in programs and services that build social connections, and the health and well-being of those at risk, through centres in Victoria and Saanich. Silver Threads offers supported referral to services in the community.	Age for services: Seniors. Cost: None. Can self-refer?: Clients and their families can learn about programs by calling the office.
South Island Centre for Counselling and Training Phone: 250-472-2851 www.southislandcentre.ca 3821A Cedar Hill Cross Road, Victoria	The South Island Centre provides affordable counselling for individuals, couples, and families, for support with issues such as depression, loss, self-esteem, relationships, abuse, substance use and addiction, and other issues.	Age for services: Individuals, couples, children and youth (ages 6-18), families and organizations. Cost: Counselling services are offered on a sliding scale based on family income; clients will be supported regardless of financial situation. Can self-refer?: Clients can self-refer by

		calling the office or visiting the website.
<p>Surrounded by Cedar Child and Family Services Phone: 250-383-2990 www.surroundedbycedar.com</p> <p>211-1497 Admirals Road, Victoria</p>	<p>Surrounded By Cedar provides child and family services rooted in cultural values and beliefs to restore and enhance the strength and resiliency in the urban Aboriginal community. Programs include Aboriginal Child and Youth Counselling, which is offered in group and individual formats.</p>	<p>Age for services: Varies per program. Cost: None. Can self-refer?: Clients can self-refer by calling the office.</p>
<p>Umbrella Society for Addictions & Mental Health 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>Age for services: All. Cost: None. Can self-refer?: Clients can self-refer by calling the office or by sending an email to wecanhelp@umbrellasociety.ca</p>
<p>University of Victoria Counselling Services Phone: 250-721-8341 www.uvic.ca/services/counselling</p> <p>University Centre, Room B270 3800 Finnerty Road, Victoria</p>	<p>UVic Counselling Services offers short-term individual counselling for students who find problems interfering with their performance or well-being. This includes personal counselling, career counselling, and learning skills assistance in both individual and group sessions.</p>	<p>Age for services: Currently enrolled degree program students. Cost: None. Can self-refer?: University of Victoria students can self-refer by calling the office or by visiting in person at University Centre Room B270 between 8:30am and 4:30pm, Monday to Friday.</p>
<p>University of Victoria Health Services Phone: 250-721-8492 www.uvic.ca/services/health</p> <p>Jack Peterson Health Centre, 3800 Finnerty Road, Victoria</p>	<p>University Health Services (UHS) provides a full service primary health clinic for students, and have psychiatrists on site to provide care to students.</p>	<p>Age for services: Currently enrolled degree program students. Cost: None. Can self-refer?: University of Victoria students can self-refer by calling the office.</p>
<p>Vancouver Island Brain Injury Society (VIBIS) Phone: 250-598-9339 www.vbis.ca</p> <p>Units C, D & E, 830 Pembroke Street, Victoria</p>	<p>VIBIS supports, educates, and advocates for adults with acquired brain injuries and their families, and aims to increase community awareness about acquired brain injuries. Programs and services include:</p> <ul style="list-style-type: none"> • Individual support services to any individuals living with an acquired brain injury, as well as to their family, 	<p>Age for services: Adults. Cost: All services are provided at no cost, and are not time limited. Can self-refer?: Yes. Clients can self-refer to programs and services by calling the office.</p>

	spouses/partners and caregivers <ul style="list-style-type: none"> • Peer support programs • Art and music therapy groups • Family support services 	
VictimLink BC Phone: 1-800-563-0808 www.victimlinkbc.ca	Anonymous, confidential, multilingual 24/7 help line that provides information and referral services to all victims of crime and immediate crisis support to victims of family and sexual violence, including victims of human trafficking exploited for labour or sexual services.	Age for services: All. Cost: None. Can self-refer?: Yes. Anyone may call the help line.
The Victoria Immigrant and Refugee Centre Society (VIRCS) Phone: 250-361-9433 www.vircs.bc.ca 3rd Floor, 637 Bay Street, Victoria	VIRCS helps immigrants, refugees, new Canadian citizens, and visible minorities settle and adapt into new lives in Greater Victoria, through confidential and culturally sensitive services. Programs and services for children, youth, and adults include counselling, art therapy groups, weekly children's group, homework clubs, weekly social and recreation nights, life skills workshops, English classes, conversation clubs, and summer camp.	Age for services: All. Cost: Programs and services are offered at no cost to participants. Can self-refer?: Yes. Clients can self-refer to programs by calling the office or by visiting the website.
Victoria Native Friendship Centre (VNFC) Phone: 250-384-3211 www.vnfc.ca 231 Regina Avenue, Victoria BC	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: <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 	Age for services: Varies per program. Cost: Varies per program, many are provided at no cost. Can self-refer?: Yes. Clients can self-refer to services 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
Victoria Sexual Assault Centre (VSAC) Phone: 250-383-5545 Crisis and Info Line: 250-383-3232 www.vsac.ca 201-3060 Cedar Hill Road, Victoria	VSAC supports women and all trans survivors of sexual assault and childhood sexual abuse, through advocacy, counselling, and empowerment. Services include: <ul style="list-style-type: none"> • Counselling, including individual crisis support, group counselling, & individual trauma counselling • Sexual Assault Clinic • Victim Services 	Age for services: 13 years of age or older. Cost: None. Can self-refer?: Clients can self-refer by calling the crisis and information line during business hours (Mon-Fri 9:30am – 4:30pm) SART can be accessed by calling the

	<ul style="list-style-type: none"> Sexual Assault Response Team (SART) provides immediate emotional support and info to people of all genders who have been sexually assaulted within the past 7 days 	<p>crisis line or attending at Victoria General Hospital</p> <p>After hours, the crisis line is answered by the Vancouver Island Crisis Line.</p>
<p>Victoria Single Parent Resource Centre – 1 UP Phone: 250-385-1114 www.singleparentvictoria.ca</p> <p>602 Gorge Road East, Victoria</p>	<p>1UP is a non-profit society that provides counselling, education, support and experience to single parents and caregivers so that they can raise happier, healthier families. Programs and services include:</p> <ul style="list-style-type: none"> Individual counselling for single parents about anything important of concern to them such as parenting issues, stress and anxiety management, or housing or financial issues. Groups and education on topics related to parenting, boundaries, relationships, and managing emotions. 	<p>Age for services: Single parents. Cost: Counselling (up to 10 sessions) is provided at no cost. Courses are offered on a sliding scale based on family income, with \$10 minimum suggested donation for 3-week courses, and \$20 minimum suggested donation for 6-8 week courses. Can self-refer?: Yes. Clients can self-refer to counselling and groups by calling the Centre.</p>
<p>Victoria Women’s Transition House Society (THS) Phone: 250-592-2927 24 hr crisis line: 250-385-6611 www.transitionhouse.net</p> <p>100-3060 Cedar Hill Road, Victoria</p>	<p>THS provides emergency shelter services and counselling to abused women and children. Services include:</p> <ul style="list-style-type: none"> Individual short-term and group counselling for all ages Shelter Services for women with or without children Senior women’s programming related to abuse of older women 24 hour crisis line 	<p>Age for services: Varies per program. Cost: None. Can self-refer?: Clients can self-refer to programs and services by calling the Society and speaking to a women’s counsellor.</p>
<p>Victoria Youth Clinic Phone: 250-383-3552 Fax: 250-383-3502 www.victoriayouthclinic.ca</p> <p>533 Yates Street, Victoria BC Hours: Monday to Thursday, 11 am-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>Age for services: 12-24 years of age. Cost: Services are provided at no cost to youth and do not require a Care Card. Can self-refer?: Yes. Youth can self-refer to services by calling, or by dropping in Monday to Thursday from 11 am-5pm.</p>
<p>Victoria Youth Empowerment Society (YES) Office: 250-383-3514 Fax: 250-383-3812 www.vyes.ca</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) 	<p>Age for services: Youth, specific ages vary per program. Cost: Services provided at no cost and offered in flexible formats, such as drop in support that doesn’t require</p>

533 Yates Street, Victoria BC	<ul style="list-style-type: none"> • 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>appointments.</p> <p>Can self-refer?: Yes. Youth and families can self-refer by calling the office or dropping by, or physicians and other professionals can also refer.</p>
<p>YMCA-YWCA of Vancouver Island Y Young Moms Program: 250-382-1004 Pandora Youth Apartments: 250-380-2663</p> <p>www.vancouverislandy.com/program-services/community-health/</p>	<p><i>Y Young Moms Program at Kiwanis Family Centre</i> offers safe, stable, affordable housing for 8 young mothers (aged 16-29) and their child under the age of 5 as well as programming accessible to the community. Services also include one-to-one counseling and emotional support.</p> <p><i>Y Pandora Youth Apartments</i> is a safe and affordable transitional housing and lifeskills program for youth ages 15-29 with eight fully self-contained bachelor units. Youth are support to attain their educational, employment and wellness goals with the assistance of counselors.</p>	<p>Age for services: Age 16-29 for Young Moms Program. Age 15-29 for Pandora Youth Apartments. Cost: Varies. Can self-refer?: Yes</p> <p>Visit the website for more information.</p>
<p>Young Parents Support Network (YPSN) Phone: 250-384-0552 www.ypsn.ca</p> <p>3100 Tillicum Rd, Victoria</p>	<p>YPSN is a small, non-profit organization that supports young parent families, up to age 30. Services include Family Support Outreach Workers and Groups.</p>	<p>Age for services: Parents up to age 30. Cost: None. Can self-refer?: Yes. Clients can refer to services by calling the office.</p>
<p>Youthspace.ca Chat via SMS: 778-783-0177 Chat online: www.youthspace.ca</p>	<p>Emotional support and crisis intervention for youth and young adults. Online Chat service is open between the hours of 6pm and 11pm every day. There is a moderated forum and a link to e-counseling, as well as texting support.</p> <p>A directory of helpful websites for a variety of mental health concerns is also available on their website.</p>	<p>Age for services: Youth and young adults up to age of 30. Cost: None. Can self-refer?: Yes. Clients can visit the website.</p>