



GREATER VICTORIA SUBSTANCE USE SERVICES



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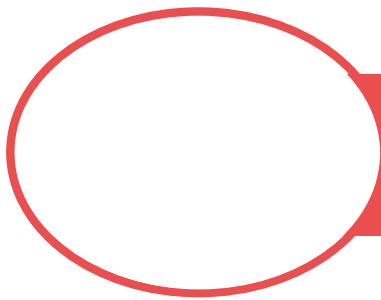
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Note:

The Alcohol and Drug Referral Service (1-800-663-1441) is a free 24/7 phone line that can refer callers to a range of informational, counselling, and treatment services across BC. This phone line is available for anyone that is worried about drug and alcohol use, whether it is their own or that of someone else.

This service is run through BC211, which delivers a confidential multilingual telephone service for referrals to a range of community, social and government services.

Harm Reduction (HR)



CONTACT

Hours:

Monday - Friday from

5:30 am – 6:00 pm

Saturday, Sunday &

Holidays from

7:30 am – 6:00 pm

Phone Number:

(778) 433-7246

Website: www.stspain.co.m

Address:

820 Cormorant Street

WHAT TO BRING

Free services.

Small sample of drug if testing for fentanyl

ABOUT THE STS

THE PHARMACY

STS is a pharmacy and resource center for individuals with substance use issues and/or are living homeless. They provide free drug testing for the presence of fentanyl, naloxone training and kit distribution, weekly transport to a medical clinic in Nanaimo to help individuals seeking suboxone or methadone prescription starts (9 am departure every Monday; capacity of 8 individuals).

They also provide harm reduction education and supplies including: distribution of clean needles, sterile water and alcohol wipes; disposal of used needles; injection supplies; and health information to encourage safer injection practices.

WHO IS THIS FOR?

THIS CLINIC IS FOR INDIVIDUALS

- Actively using drugs and those in recovery
- Those ready to begin maintenance therapy
- All ages and genders

REFERRAL AND INTAKE PROCESS

- Fentanyl Drug Testing: walk in, self-referral during open hours. The process requires a small sample of the drug. Clients can expect to answer the following questions: what the drug was bought as, where the drug was bought, if anyone has used the drug being sampled, if the individual has naloxone training. The entire process takes around 5 minutes.
- Naloxone Training: walk in at any time on Monday-Friday from 10:00 am to 6:00 pm.
- Transport to Nanaimo: it is best to visit a few days before the Monday trip for information

CONTACT

Hours: 24/7

Phone Number:
(250) 213-4441

Website:
http://www.viha.ca/mhas/locations/victoria_gulf/community/vwms.htm

Address:
1125 Pembroke Street

WHAT TO BRING

Clients do not need to bring anything with them to access this service.

ABOUT SOBOERING AND ASSESSMENT

THE PROGRAM

Sobering and assessment is a warm, safe shelter where individuals can go when intoxicated to sober up. It offers safety and opportunity for improved health for street entrenched clients. Individuals are able to stay for up to 23 hours, but can return a minimum of 8 hours later if needed.

Services available include physical risk assessments, laundry, showers, limited snacks (Ensure), and referrals to additional services.

WHO IS THIS FOR?

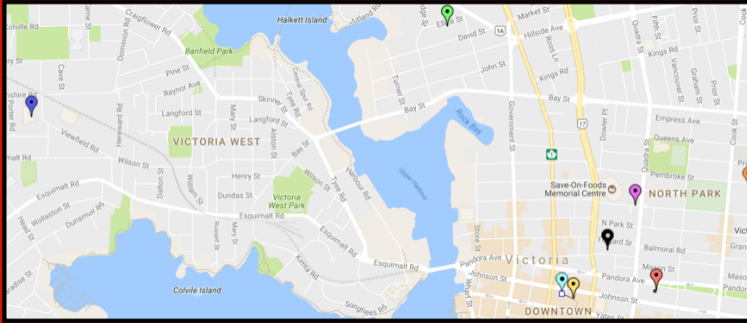
THIS PROGRAM IS FOR INDIVIDUALS WHO

- Are 19+
- Are intoxicated with alcohol or drugs
- Have no place to stay
- Are not unstable and/or have untreated medical conditions
- Are not determined to be high risk for violent behavior

REFERRAL AND INTAKE PROCESS

- The Sobering and Assessment Centre has no formal referral or intake process. No appointments are necessary, as it is a low barrier, walk-in program.

VICTORIA NALOXONE TRAINING + KITS



- Did you know? Naloxone kits are **free** and are **available without a prescription**.
- For more information about Naloxone training/kits across British Columbia, visit **Toward the Heart** (towardtheheart.com)

LOCATION	CONTACT	HOURS
OUR PLACE: 919 PANDORA AVE.	250-388-7112	Daily: 6:30AM-8:30PM
THE SOBERING AND ASSESSMENT CENTRE: 1125 PEMBROKE ST.	250-213-4441	Open 24 hours and 7 days a week
AIDS VANCOUVER ISLAND: 3RD FLOOR 713 JOHNSON ST.	250-384-2366	Mon-Fri: 10AM-10PM Sat-Sun: 3PM-10PM *Scheduled (Contact for information)
ROCK BAY LANDING: 535 ELLICE ST.	250-383-1951	Mon: 9AM-12PM Wed: 11AM-12:30PM Fri: 9:30AM-11:30AM
COOL-AID HEALTH CENTRE: 713 JOHNSON ST.	250-385-1466	Mon-Tues: 9AM-6PM Wed.-Thurs.: 9AM-8PM Fri: 9AM-3PM Sat: 10AM-2PM
SOLID: 857 CALEDONIA AVE.	250-298-9497	Mon-Fri: 1PM-3PM (Walk-ins Tues./Wed.: 1PM-3PM)
PEERS: 744 FAIRVIEW RD.	250-388-5325 (Day) 250-744-0171 (Night)	Day: 11AM-2:30PM Night Outreach: 6:30PM-11PM *By request and scheduled (Contact for information)
STS FOUNDATION: 820 CORMORANT ST.	1-778-433-7246	Mon-Fri: 10AM-6PM

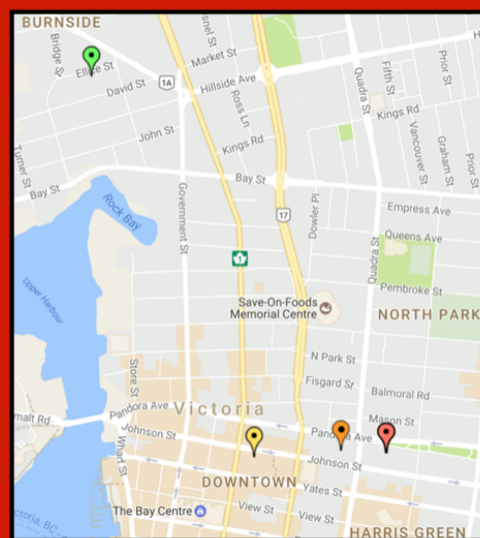
VICTORIA OVERDOSE PREVENTION SITES

If you are currently or are planning to use drugs ensure that you are using them as safely as possible

*Try to use with others
 *If using together, stagger your use
 *Use clean needles and supplies
 *Start with a small "test" amount
 *Use Victoria's overdose prevention sites (information)

*Try not to use in isolated areas
 *Avoid mixing drugs
 *Clean your hands and injection site
 *If injecting, inject slowly
 *Learn to use, pick up, and carry a naloxone kit (information on back)

LOCATION	HOURS	AGES
OUR PLACE 919 PANDORA AVENUE	7AM-8PM	19+
JOHNSON STREET COMMUNITY BUILDING 844 JOHNSON STREET	RESIDENTS + VISITORS OF RESIDENTS ONLY: 10AM-10PM	19+
AIDS VANCOUVER ISLAND 3RD FLOOR 713 JOHNSON STREET	3PM-9PM	16+
ROCK BAY LANDING 535 ELLICE STREET	PUBLIC: 8AM-6PM RESIDENTS: 7AM-9PM	19+



Opioid Agonist Therapy (OAT)

CONTACT

Hours:

Monday/Tuesday-

9:00 am - 6:00pm

Wednesday/Thursday-

9:00 am – 8:00 pm

Friday-

9:00 am – 3:00 pm

Saturday-

10:00 am – 2:00 pm

Phone Number:

(250) 385-1466

Website:

www.coolaid.org

Address:

Access Health Center,
713 Johnson Street

WHAT TO BRING

If client has a PHN or BC services care, but this is not necessary.

ABOUT COOL AID

THE CLINIC

The Cool Aid Medical Clinic was established to provide primary health care for people who do not have medical coverage, or who live in the downtown core, many of whom suffer from addiction and mental health illnesses and/or other chronic health problems. They are committed to working in a non-judgmental way with adults experiencing marginalization in Greater Victoria.

Cool Aid provides integrated, holistic primary health care for people who live in need, providing services including primary care physicians, low barrier access to medical and dental care, **methadone/suboxone starts for patients of the clinic only**, nursing support, alternative health specialists, referrals to VIHA Substance Use Services.

They have a pharmacy that is open to everyone, even if they are not patients of the clinic. They also provide harm reduction supplies to anyone.

WHO IS THIS FOR?

THIS PROGRAM IS FOR CLIENTS

- 18+
- That are street entrenched, marginally housed, and/or are without MSP coverage
- Who do not already have a primary care physician

REFERRAL AND INTAKE PROCESS

Clients can self-refer themselves to the clinic to be taken on as a patient. This can be done by dropping in, during open hours, to fill out an intake form and schedule an appointment for assessment of eligibility. This process usually takes about 1 week, to be provided a physician.



CONTACT

Hours:

Tuesdays from
1:00 pm – 7:00 pm
Wednesdays from
9:00 am – 5:00 pm
Thursdays from
9:00 am – 3:00 pm

Phone Number:

(250) 480-1232 or toll-free
1-877-1232

Address:

603 Gorge Road East

COST

This is a private clinic that costs \$50 per month.

If on income assistance, the clinic will help fill out necessary forms to cover fee.

ABOUT THE OUTREACH SERVICES CLINIC

THE CLINIC

The Outreach Services Clinic is a private clinic offering treatment for opioid use disorders. They provide screening, assessment and follow-up for opioid agonist therapy (suboxone and methadone).

Other services available to clinic patients include participation in over sports (baseball and floor/outdoor hockey) teams and access to a peer-support worker to help connect them with other substance use related resources.

WHO IS THIS FOR?

THIS CLINIC IS FOR PATIENTS 19+

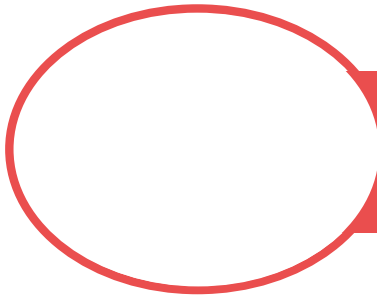
- With an opioid/opiate use disorder who want to use an opiate agonist therapy (OAT) to address their addiction
- Of all genders

REFERRAL AND INTAKE PROCESS

Patients can self-refer by visiting the clinic and filling out an intake form. If an out of province resident, they will require a valid provincial healthcare card.

During intake, the patient will also be sent with a lab requisition for bloodwork. Due to this process, the patient will not see a physician on the day of intake. An appointment will be scheduled for a later date, once blood work is completed.

Often the clinic has a waitlist, but it varies in size.



CONTACT

Hours:

Monday - Thursday from

9:00 am – 5:00 pm

Friday from

9:00 am – 1:00 pm

Phone Number:

(250) 294-6714

Website: www.pandoraclinic.com

Address:

922 Pandora Avenue

WHAT TO BRING

- Valid MSP coverage (PHN #)
OR
- Out of province provincial health card

ABOUT THE PANDORA CLINIC

THE CLINIC

The Pandora Clinic is a no cost, public clinic that specializes in the treatment of opioid/opiate addictions. Physicians assess a patient's suitability for opioid agonist therapy (OAT) and if suitable, they prescribe OAT (suboxone and methadone) and provide follow-up.

An Umbrella Society worker is present (Mon/Tues/Thurs: 1030-430; Wed: 900-300) to help connect with and provide guidance about services and resources outside of medical treatment for opioid use disorders.

WHO IS THIS FOR?

THIS CLINIC IS FOR PATIENTS

- Of all genders
- 18+ or at physician discretion if under 18
- With an opioid/opiate use disorder who want to use opiate substitution therapy to address their addiction
- This clinic does not provide OST for pain

REFERRAL AND INTAKE PROCESS

Patients can self-refer by walking into the clinic during open hours and meeting with an addictions worker for initial intake and assessment. A medical assessment will be completed by a physician to determine if treatment options are suitable. This will include a pre-treatment urine sample and patient's will be given a lab requisition form for bloodwork. An appointment will then be scheduled with a physician for a later date.

If patient is suitable for OAT, medication will be given daily at a pharmacy that the patient will have to pick up every day. Follow-up visits are required with the physician every 1-2 weeks (initially starting with every week, and then progressing to every other week).

CONTACT

Hours:
Monday, Wednesday,
Thursday, & Friday from
9:00 am – 12:00 pm

Phone Number:
(250) 519-3485

Address:
1119 Pembroke Street

WHAT TO BRING

Clients do not need to
bring anything with them
to their appointment!

REFERRAL AND INTAKE PROCESS

Referrals are made by physicians, community organizations, Island Health's substance use services intake (1119 Pembroke St) and the emergency room/hospitals. Clients referred will have an appointment scheduled. There are also a limited number of walk-in appointments.

During your appointment, you will meet a member of the RAAC team who will go over some questions and do a preliminary assessment to ensure treatment is appropriate. After, a medical treatment plan will be established.

The physician will prescribe for OAT treatment. This will be taken by the client to a pharmacy for medication dispensing. Standard regulations around methadone require the client to present to pharmacy daily for a witnessed dose. For buprenorphine, a witnessed dose may be required, but this will be determined as part of the treatment plan. Prior to leaving the clinic, you will have booked your next appointment. You will follow-up regularly with the RAAC providers until you are connected to longer term services in the community.

ABOUT RAAC

THE CLINIC

RAAC provides time limited, evidence based addiction medicine treatment for opioid use disorder. They also provide assistance in social supports and enabling a comfortable transition to a primary care provider or community health clinic. The program length varies by patient, from a few weeks to up to 90 days.

As directed by the client's goals, the multidisciplinary team can support clients in creating a treatment plan, and can connect clients with other community resources and organizations.

The team includes physicians, a nurse, a counsellor, a nurse practitioner, and peer support.

WHO IS THIS FOR?

THIS CLINIC IS FOR PATIENTS 19-65

- Living with opioid use disorder, or use opioids, and are ready for recovery
- Goal of treatment is to use opioid agonist treatment (buprenorphine or methadone)

Housed Supports (HS)

CONTACT

Hours: 24/7

Phone Number:
Substance Use Services
Intake – (250) 213-4444

Website:
http://www.viha.ca/mhas/locations/victoria_gulf/community/vwms.htm

Address:
Royal Jubilee Hospital
Eric Martin Pavilion

WHAT TO BRING

- Requires a TB chest X-ray within last 6 months
- 2-3 changes of clothes
- Phone card if wanted

ABOUT MEDICAL DETOX

THE PROGRAM

VIHA medical detox is 24-hour medically supervised evaluation and withdrawal management in a community residential unit. This service provides safe and comfortable withdrawal from current use of alcohol or drugs, and support during the early stages of recovery.

In addition to medical detox, clients will have biopsychosocial assessment and individual treatment planning. Clients are treated with compassion, dignity, and respect. Their medical, social, psychological, and spiritual needs are addressed through access to community resources.

The program length is 7-10 days and capacity is 21 acute care beds. The waitlist can be up to months long. Rooms are shared.

WHO IS THIS FOR?

THIS PROGRAM IS FOR CLIENTS

- 19+ with high risk of severe medical complications as a result of withdrawal process
- With severe symptoms of withdrawal or history of withdrawal
- Abstinent for less than 3 days (typically)
- Have a severe dependency or high risk of relapse
- In an at risk living situation, have poor coping skills, and/or low self-efficacy
- Who do not pose a risk of harm to self or others

REFERRAL AND INTAKE PROCESS

Referral and intake is completed through Substance Use Services at 1119 Pembroke Street, between 9:00 am – 8:00 pm daily. Clients can self-refer in person at this location, or physicians can consult an intake worker by calling (250) 213-4444. After referral, an intake appointment will be scheduled to discuss the appropriate VIHA service options (including detox), based on an individual's needs.

Once accepted onto detox waiting list, clients must **CALL DAILY** to check for availability.

CONTACT

Hours: 24/7

Phone Number:
(250) 213-4441

Website:
http://www.viha.ca/mhas/locations/victoria_gulf/community/vwms.htm

Address:
Royal Jubilee Hospital
Eric Martin Pavilion

WHAT TO BRING

ABOUT STABILIZATION

THE PROGRAM

VIHA stabilization is a 24-hour service that provides stabilization for post-acute withdrawal syndrome. The goal is client re-establishment in the community with proper support and treatment plan in place. It is structured as a community residential setting that has ongoing biopsychosocial assessment. It involves the development of individual treatment planning and bridges to appropriate community support services.

Clients are required to attend a minimum of 5 community meetings per week + daily morning check-ins. The program length is up to 30 days and capacity is 2 beds. The waitlist is usually about a month in length. Rooms are shared.

WHO IS THIS FOR?

THIS PROGRAM IS FOR CLIENTS

- 19+ that have established or are willing to establish a relationship with an addictions counsellor
- That have expressed commitment to the recovery process
- Who are not currently intoxicated
- Who are not expected to have significant withdrawal symptoms
- Who have completed detox
- Who are not high risk for violent behaviors or interfering with others treatment

REFERRAL AND INTAKE PROCESS

Referral and intake is completed through Substance Use Services at 1119 Pembroke Street, between 9:00 am – 8:00 pm daily. Clients can self-refer in person at this location, or physicians refer through Pathways.

After referral, an intake appointment will be scheduled to discuss the appropriate VIHA service options (including stabilization), based on an individual's needs. If stabilization is deemed appropriate, the client will be placed on a waiting list and contacted when space is made available.

AT A GLANCE

These recovery homes are residential housing units that provide individuals a supportive environment to continue recovery in, as well as individualized treatment planning and integration back into the community.

WHAT TO BRING

For the intake appointment, clients should bring their:

- BC Services Card
- OR
- Valid PHN

Cost: \$40 per day

ABOUT SUPPORTIVE RECOVERY FACILITIES

THE PROGRAM

VIHA supportive recovery homes are for adult men and women that require additional motivation, mentoring, and/or support with their recovery.

There are three, gender specific, homes:

- The Grove: Ten-bed, second stage recovery home for males
- Lilac Place: Six-bed, first stage recovery home for females
- Holly Place: Five-bed, second stage recovery home for females

The maximum stay in all facilities is 90 days.

WHO IS THIS FOR?

THIS PROGRAM IS FOR CLIENTS WHO ARE 19+ AND

- Are committed to the recovery process and change, but require additional support
- Are functionally, medically, and psychiatrically stable and not at risk for self-harm or suicide
- Are not affected by acute intoxication or are at risk of significant impairment due to withdrawal symptoms
- Do not have an active eating disorder
- Do not have a high risk of potential violence

REFERRAL AND INTAKE PROCESS

Referrals are required. This can be done from an addictions counsellor via Pathways or faxed to (250)-381-2222.

Intake is completed through Substance Use Services at 1119 Pembroke Street, between 9:00 am – 8:00 pm daily. After referral, an intake appointment will be scheduled to discuss the appropriate VIHA service options (including recovery housing), based on an individual's needs.

CONTACT

Phone Number:
(250) 480-1342

Address:
512 Cecelia Road

CAPACITY

11 beds: two single rooms
and nine shared.

There is currently a
waitlist.

COST

Foundation House has a
monthly fee that covers
rent, food, wifi, cable, in-
house services and
counselling, and utilities:

Single room - \$1050

Shared room - \$800 – 850

ABOUT FOUNDATION HOUSE

THE PROGRAM

Foundation House is a second stage recovery housing program for men. It consists of safe, affordable, and supportive housing for men that are in the early stages of recovery. This allows residents to focus on their individual recovery and re-establishing themselves in a community.

During the program, men are expected to contribute to the day-to-day operations of the house, such as cooking and cleaning. They can also work, volunteer, or go to school during their stay. Individual, family, and group counselling available.

WHO IS THIS FOR?

THIS PROGRAM IS FOR MALES

- Who have completed a minimum of 30 days in stabilization or a residential treatment facility (first stage recovery), equaling 30 days of sobriety
- Are all ages
- Are not on medications that are required to be stored in a safe (suboxone, methadone)
- Are not on drugs that would appear on random drug testing
- Foundation House will work with and accept men on probation

REFERRAL AND INTAKE PROCESS

Intake packages are available through Umbrella Society by calling (250) 480-1342 or by emailing foundationhouse@shaw.ca. Clients can also self-refer intake by calling Umbrella Society. The phone is answered Monday – Friday from 8:30 am – 12:30 pm. Outside of these hours, a message can be left and your call will be returned the following business day.

Foundation House will contact by phone when beds become available. A meeting with the executive director of Umbrella will be arranged to explain the house structure and function.

The program length is open with no limit on length of stay. Men are welcome to stay as long as they think it is benefiting their recovery.

Social Supports & Outreach (O)

CONTACT

Drop-in Hours: 3:00 pm –
10:00 pm daily
Mobile Harm Reduction:
12:00 pm – 4:00 pm on
Wednesday – Friday
OD Prevention Room:
3:00 pm – 9:00 pm daily

Phone Number:
(250) 889-0268

Website:
www.avi.org

Address:
Access Health Center,
713 Johnson Street

WHAT TO BRING

The client does not need
to bring anything with
them to access these
services.

They do charge \$1 for
meth pipes.

ABOUT AIDS VI

THE PROGRAM

AIDS VI serves the needs of the people infected and affected by HIV and hepatitis C. They take evidence based action to prevent infection, provide support, and reduce stigma.

They provide many harm reduction programs and services for people using drugs. These include daily drop in harm reduction, an overdose prevention room for safer drug use and rapid overdose response, a mobile supply delivery and syringe pick up van, harm reduction supplies and support (counselling, peer support, referrals), overdose prevention and response training (naloxone), education for safer drug use, street nurse clinics, referral and assistance navigating social and health care systems, outreach education for youth and prison populations, and leadership development through the Street College.

They also offer youth specific programs including a harm reduction training series, a queer youth training series, one-on-one support with youth outreach educator, and other workshops.

WHO IS THIS FOR?

THIS PROGRAM IS FOR CLIENTS

- All ages
- All genders
- Seeking out education, support, harm reduction supplies (including naloxone overdose prevention kits), related to substance use
- Who are seeking out a safe place to use drugs, with a decreased risk of overdose

REFERRAL AND INTAKE PROCESS

AIDS VI does not have an intake or referral process. Anyone is welcome to drop-in daily from 3:00 pm to 10:00 pm

CONTACT

Hours: Monday – Friday
Varies by program

Phone Number:
(250) 519-3544

Website:
http://www.viha.ca/mhas/locations/victoria_gulf/community/addictionsoutpatient.htm

Address:
1250 Quadra Street

WHAT TO BRING

- BC services card/ID if possible

Services are free, confidential, and voluntary!

ABOUT AOT

THE PROGRAM

AOT provides services to adults who are experiencing drug and alcohol problems, or to adults who are affected by a family member's use. Their goal is to help people make changes by providing treatments that match their stages of change and personal goals. This includes abstinence-based and other strategies for harm reduction.

Services include professional counselling, physician consultation, support groups for men and women, education, gender specific intensive day treatment groups, assessments to facilitate treatment planning, groups on substance use, concurrent issues, and recovery, and referral to other programs.

The program length varies from 1-12 sessions. Group involvement can continue up to 1 year in some programs. 20 bed capacity.

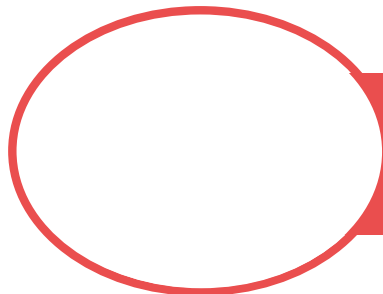
WHO IS THIS FOR?

THIS PROGRAM IS FOR CLIENTS

- 19+
- Experiencing drug and/or alcohol problems with varying levels of motivation to change
- With the ability to engage in the therapeutic process through group and/or one-on-one sessions
- Affected by a family member's drug/alcohol use
- Not affected by major mental illness with untreated symptoms
- Who do not have cognitive impairments or unstable medical conditions that are untreated
- Are not high risk for violent behavior

REFERRAL AND INTAKE PROCESS

Referral and intake is completed through Substance Use Services at 1119 Pembroke Street, between 9:00 am – 8:00 pm daily. Clients can self-refer in person at this location, or physicians can also refer patients by faxing completed referral from + client questionnaire (available on website) to (250) 213-4444. After referral, an intake appointment will be scheduled to discuss the appropriate VIHA service options (including AOT), based on an individual's need.



CONTACT

Office Hours - Variable
Drop in: Monday – Friday
from 1:00 pm – 3:00 pm

Phone Number:
(250) 298-9497

Email:
solidinfo@shawbiz.ca

Website:
<http://solidvictoria.org/>

Address:
857 Caledonia Ave

WHAT TO BRING

Programs are drop-in,
and members do not
need to bring anything!

ABOUT SOLID

THE PROGRAM

SOLID is an organization of current or former illicit drug users that provides support, education, and advocacy to improve the lives of people who use drugs. Program lengths are undefined/unlimited.

SOLID runs many programs and services including:
On-foot and in-office outreach (e.g. providing harm reduction supplies, naloxone training, referrals/advocacy for health and social services, education about safer use, connections to people lived experience, used supply recovery/discarding),

Support groups (e.g. Hep C Women's Group, Indigenous Women's action group, Men's night, late night Night-Owl group), and

Street College, and community advocacy/presentations, in collaboration with AIDS Vancouver Island (page #19)

WHO IS THIS FOR?

THIS PROGRAM IS FOR

- Current or former illicit drug users are automatically a member of SOLID

REFERRAL AND INTAKE PROCESS

SOLID has no formal referral or intake process. Individuals can visit the office for more information or to attend the drop-in groups during their hours of operation.

Outreach: on-foot and in-office program that provides harm reduction supplies for safer injection/inhalation, naloxone training, referrals and advocacy for health/social services, education about safer use, recovery of used supplies.

Street College: An educational process that explores topics such as: stigma related to use, HIV & Hepatitis C, poverty, increasing self-awareness and supports, building skills in peer support/advocacy/leadership. There are three streams of Street College exist: Anti-Stigma, Harm reduction and Safer Use, and Leadership.

Naloxone Training: Drop-in Tues/Wed. Can also email mark.w@solidvictoria.org to confirm times.

SUPPORT GROUPS

Group	Time	Description
Hep C Women's Group	Second and fourth Monday of the month Time: 1:00-2:00PM	Information sharing + support for women living with HepC. Food, 5\$ stipends, bus tickets, Hep C information provided.
Indigenous Women's Action Group	Every Tuesday Time: 3:00-4:00PM	Group that works together to meet group and community needs. Light snacks, 5\$ stipends, bus tickets provided.
Friday Night Drop In	Fridays Time: 10:00PM-midnight	Open to all people who use(d) illicit drugs.
Women's Night	Last Monday of the Month Time: 6:00-8:00PM	Open to all self-identified women who use(d) illicit drugs. Light meal, hair and nail service, art supplies.
Night Owl Drop In	First and third Friday of the month Time: 10:30-12:30AM	Open to all people who use(d) illicit drugs Share stories and information about safer use, health services, and advocacy issues for making communities safer and healthier for all.

Note that these groups were offered as of May 2017. For a up to date schedule, drop by their office or visit them online.

CONTACT

Appointment Hours:
Monday – Friday from
8:00 am – 4:30 pm

Phone Number:
(250) 380-0595

Email: wecanhelp@umbrellasociety.ca

Address:
901 Kings Road.

WHAT TO BRING

The client only needs to bring themselves to the meeting!

ABOUT PEER OUTREACH

THE PROGRAM

Peer outreach is ongoing, one-on-one support for individuals with, or recovering from, a substance use issue. Support is provided by an individual with lived experience of addiction and recovery through face-to-face, telephone, or text conversations

They provide support and guidance to connect clients to services appropriate to their individual needs and goals, and if needed accompany them to these services.

There is no maximum program length. These mentors provide ongoing support, even after clients have become well connected with resources and services. These relationships will continue as long as the client wants them to do.

WHO IS THIS FOR?

THIS PROGRAM IS FOR CLIENTS WHO

- Are any age
- Are any gender
- Have a substance use issue

REFERRAL AND INTAKE PROCESS

Clients can self-refer for intake by calling (250) 380-0595. The phone is answered Monday – Friday from 8:30 am – 12:30 pm. Outside of these hours, a message can be left and your call will be returned the following business day.

During the intake call, the client will be asked some general questions including: first and last name, age, gender, date of birth, substance use, family doctor (if client has one, they will be directed towards Physician Pilot Program – page #24).

After contacting Umbrella Society for intake, a meeting with a peer-outreach worker will be arranged at a location the client is comfortable with (examples include a coffee shop, at home, etc). This will be a conversational and casual meeting that is scheduled within appointment hours (above). Meetings are usually scheduled every 1-2 weeks, but this is variable.

ABOUT THE PHYSICIANS PILOT PROGRAM

CONTACT

Appointment Hours:
Monday – Friday from
8:00 am – 4:30 pm

Phone Number:
(250) 380-0595

Address:
901 Kings Road.

THE PROGRAM

This program is a collaboration between physicians and Umbrella Society to provide a continuum of care to individuals affected by substance use. Physicians provide medical expertise and Umbrella Society provides a peer-outreach worker who provides appropriate support and follow-up, through face-to-face, telephone, or text conversations.

There is no maximum program length. These relationships will continue as long as the client wants them to do.

WHAT TO BRING

The client only needs to bring themselves to the meeting!

WHO IS THIS FOR?

THIS PROGRAM IS FOR CLIENTS WHO

- Are any age and any gender
- Have a substance use issue
- Have a family physician

REFERRAL AND INTAKE PROCESS

Clients can self-refer by calling (250) 380-0595. The phone is answered Monday – Friday from 8:30 am – 12:30 pm. Outside of these hours, messages left will be returned with calls the following business day. During intake, the client will be asked some general questions including: first and last name, age, gender, date of birth, substance use, and if they have a family doctor (if no, will be directed toward the Peer Outreach Program (page #23).

Physicians can also contact Jenny directly to refer a patient. Physicians need to obtain consent from their patient to talk with Jenny, as well as for Jenny to contact them. Physicians should provide a patient's contact information, including a phone number. Confirm if contact by text is okay and/or if a voicemail can be left. After contacting Umbrella Society for intake, a meeting with a peer-outreach worker will be arranged at a location the client is comfortable with (examples include a coffee shop, at home, etc). This will be a conversational and casual meeting that is scheduled within appointment hours (above). Meetings are usually scheduled every 1-2 weeks, but this is variable.

Physicians can expect to receive the following from Umbrella Society:

- New physicians to the program will receive information sheets on the program
- A release of information form for patient to complete
- Update after a few weeks, including if the patient is continuing with the program, no longer interested in the program, or not reachable.

CONTACT

Appointment Hours:
Monday – Friday from
8:00 am – 4:30 pm

Phone Number:
(250) 380-0595

Email: wecanhelp@umbrellasociety.ca

Address:
901 Kings Road.

WHAT TO BRING

The client only needs to bring themselves to the meeting!

ABOUT FAMILY COUNSELLING

THE PROGRAM

Family counselling is for individuals affected by a family member's substance use or addiction issue. This counselling can be one-on-one with a counsellor or with other members of the family.

This program also provides education about addiction to help families better understand what an addiction is. Coping mechanisms are also taught to help them better manage and deal with someone else's addiction.

WHO IS THIS FOR?

THIS PROGRAM IS FOR CLIENTS WHO

- Individuals affected by a family member's substance use or addiction issue

REFERRAL AND INTAKE PROCESS

Family members can self-refer by calling (250) 380-0595 for intake. Umbrella Society will connect with you and schedule a counsellor. The phone is answered Monday – Friday from 8:30 am – 12:30 pm. Outside of these hours, a message can be left and your call will be returned the following business day.

To access family counselling, the family member with a substance use issue does not have to be an Umbrella Society client. This program is open to anyone needing help and support with a family member's substance use issue.

CONTACT

Time and Dates:
Tuesdays and Fridays
from 2:30 pm – 3:30 pm

Phone Number:
(250) 380-0595

Email: wecanhelp@umbrellasociety.ca

Address:
RAS Room at 1125
Pembroke

WHAT TO BRING

The client only needs to bring themselves to the meeting!

ABOUT CONNECTIONS

THE PROGRAM

Connections is a drop-in group that provides personal support, general information, and an opportunity to get answers to questions about substance use. They also provide information about services that are available to those with a substance use issue.

This program length is open and individuals can attend multiple drop in sessions. Each session has a 26-person capacity. Each drop-in session is 1-hour long.

WHO IS THIS FOR?

THIS PROGRAM IS

- For those who have a substance use issue or are family members that are affected by another family member's substance use
- Ideal for individuals or family members who are wanting help but have not been connected to appropriate services or are on the waitlist for addiction services
- Sobriety is not required

REFERRAL AND INTAKE PROCESS

These appointments are drop-in and do not require any referral or intake process

Support Groups (SG)



CONTACT

Hours:
10:30 am – 12:00 pm daily

Phone Number:
(250) 213-4441

Physicians can consult
with Substance Use Intake
at (250) 213-4444

Address:
1125 Pembroke Street

WHAT TO BRING

For the intake
appointment, clients
should bring their:

- BC Services Card
- OR
- Valid PHN

REFERRAL AND INTAKE PROCESS

Referrals are required and can be completed through self-referral during intake hours at Substance Use Services (below). Registration beforehand is preferred. This can be done by attending the Connections.

OR

Physicians can also refer patients by faxing completed referral from + client questionnaire to (250) 213-4445

OR

Referrals from Island Health services can be sent online via Pathways

- In all referral types the client is required to attend their intake appointment in person.

Intake is completed through Substance Use Services at 1119 Pembroke Street, between 9:00 am – 8:00 pm daily. After referral, an intake appointment will be scheduled to discuss the appropriate VIHA service options (including RAS), based on an individual's needs.

ABOUT RAS

THE PROGRAM

RAS is a VIHA flexible day program designed to support the longer-term, ongoing recovery of individuals new to recovery.

It consists of daily psychoeducational groups and supportive group programming, that has a capacity of 26 individuals per day.

The program length is open, meaning that individuals can participate for however long they choose to.

WHO IS THIS FOR?

THIS PROGRAM IS FOR CLIENTS WHO ARE 19+ AND

- Have not used any substances for a minimum of 24 hours prior to attending group
- Are not in risk of withdrawal, experiencing severe withdrawal symptoms or have a history of significant withdrawal symptoms
- Are highly motivated to change their behavior
- Do not have severe psychological symptoms or are unable to manage their own behaviors posing risk of imminent harm to self or others
- Do not have an unstable and/or untreated medical condition that distracts from treatment



CONTACT

Time and Dates:
Varied

Phone Numbers:
Al-Anon: (250) 383-4020
(MWF 10 am – 2 pm)

Nar-Anon: (250) 704-2801

Website:
Al-Anon: www.bcyukon-al-anon.org
Nar-Anon: www.nar-anon.org

Address: Various

WHAT TO BRING

The client only needs to bring themselves to the meeting!

These meetings are free to attend.

ABOUT NAR-ANON & AL-ANON

THE PROGRAM

These meetings are support groups for individuals affected by another person's substance use or addiction (Al-Anon: alcoholic specific; Nar-Anon: drugs and alcohol). The program includes a 12-step program that is adapted from NA and AA.

These programs are non-religious but do have a spiritual component. These meetings are member led, with no professional counsellors, and often begin with reading the 12-steps. Discussion of sharing experiences dealing with another person's substance use, their strength and hope going forward.

Those new to a meeting will introduce themselves with their first name.

WHO IS THIS FOR?

THIS PROGRAM IS FOR 19+ INDIVIDUALS

- Affected by a family member's or friend's substance use or addiction and in need of support
- Teenagers 13-18-year old's may be in attendance if no teen meetings are available (page #44)
- All genders

REFERRAL AND INTAKE PROCESS

These sessions are drop-in, public meetings, that do not require any referral or intake process. They are held across Victoria and the program length is open. Meetings can be attended as often and for as long as needed.

For meeting information and to find a meeting location

- Visit www.al-anon.org, select "Find an Al-Anon Meeting", and search Victoria, BC, or call 1-888-425-2666
- Visit www.nar-anon.org, select "Find a Meeting", and search Victoria, BC, or call 250-704-2801



CONTACT

Time and Dates:
Monday - Saturday
nightly – varied times

Phone Number:
(250) 920-2095
Toll-free: 1-888-902-2095

Website:
www.liferingcanada.org

Address: Various

ABOUT LIFERING

THE PROGRAM

LifeRing is a Canadian organization providing community support groups for adults with substance use or addiction issues. These meetings encourage sobriety and the development of individualized recovery programs that work for each person (not a set 4-point or 12-step program).

Meetings are non-religious and spiritual/religious affiliations are kept separate from sessions. A meeting facilitator with lived experience of addiction and recovery will open with short statement followed by a “how was your week?” check-in. Discussion will involve sharing recovery successes and challenges of the previous week and plans to manage the upcoming week.

WHAT TO BRING

The client only needs to bring themselves to the meeting!

These meetings are free to attend.

WHO IS THIS FOR?

THIS PROGRAM IS FOR INDIVIDUALS 19+

- All genders
- Who self-identify as having a substance use or addiction issue
- Who are in any stage of recovery, but must be clean and sober when attending a meeting
- Physicians can also attend to experience a meeting – LifeRing asks that they let the facilitator know who they are and that they are there to observe before meeting begins

REFERRAL AND INTAKE PROCESS

These sessions are drop-in, public meetings, that do not require any referral or intake process. They are held nightly across Victoria, Monday through Sunday. The program length is open, individuals may attend meetings for as long as they want to attend.

For meeting information and to find a meeting location visit www.liferingcanada.org and select “Meetings in Canada”.



CONTACT

Time and Dates:

Tuesdays and Fridays
from 2:30 pm – 3:30 pm

South Island 24-Hour NA Helpline:

(250) 383-3553
Toll-free: 1-866-664-3511

Website:

BC - www.bcrna.ca
South Island –
www.svina.ca

Address: Various

WHAT TO BRING

The client only needs to
bring themselves to the
meeting!

These meetings are free
to attend.

DO NOT bring drugs or
drug paraphernalia

ABOUT NA

THE PROGRAM

NA is an international organization providing community support groups for people with substance use or addiction issues. These group meetings provide a 12-step recovery program and peer support network.

The recovery program is abstinence focused and encourages individual spirituality cultivation. It is non-religious, but meetings may end with a small prayer or NA reading.

Meetings are not substance specific – they are open to all drug addictions including alcohol. They are member lead with no professional counsellors or therapists present. Discussion involves sharing personal experiences of addiction and recovery. Those new to the meeting are asked to introduce themselves by first name and welcomed with a handshake or a hug.

WHO IS THIS FOR?

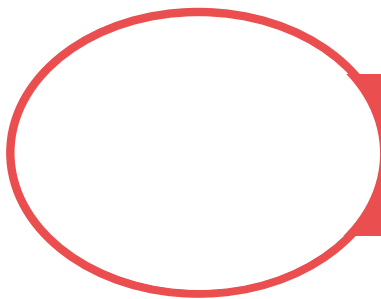
THIS PROGRAM IS FOR

- Individuals suffering with a substance use or addiction issue who want to pursue and maintain a drug-free life
- All genders and ages
- Individuals at all stages of recovery (still using drugs, detoxing, or on drug replacement therapy)
- Non-addicts welcome at open meetings

REFERRAL AND INTAKE PROCESS

These sessions are drop-in, public meetings, that do not require any referral or intake process. They are held daily across Victoria and the program length is open. Regular attendance is voluntary, but encouraged. Each meeting will begin with a “check-in” where each individual can discuss successes and challenges with their recovery and progress on goals. If new to the meetings, this is a space for introductions.

For meeting information and to find a meeting location visit www.bcrna.ca and select “Find a Meeting” or www.svina.ca and select “Meetings”. You can also call the South VI NA Helpline at (250)-383-3553



CONTACT

Time and Dates:
Tuesdays and Fridays
from 2:30 pm – 3:30 pm

Phone Number:
(778) 323-3165
Toll-free: 1-866-951-5357

Email: infor@smartrecoverybc.com

Address: Various

WHAT TO BRING

The client only needs to bring themselves to the meeting!

These meetings are free to attend.

ABOUT SMART RECOVERY

THE PROGRAM

SMART Recovery is a no cost, self-help program to support individuals in recovery from, or considering recovery from, their substance use or addiction issue (can be a process addiction). It is non-religious with a scientific foundation. Clients can expect an open and educational discussion lead by a group facilitator.

Four-point program providing tools to build and maintain motivation, cope with urges, manage self-defeating thoughts, feelings and behaviors, and work towards a balanced life. There are also resources available for friends and family.

WHO IS THIS FOR?

THIS PROGRAM IS FOR INDIVIDUALS

- Considering recovery or in recovery for substance use or addiction issues
- Who are friends or family of an individual dealing with an addiction issue
- Of all ages (adult and youth programs across BC), but current face-to-face Victoria meetings are adult only

REFERRAL AND INTAKE PROCESS

These sessions are drop-in, public meetings, that do not require any referral or intake process. They are held twice a week in Victoria and the program length is open. Individuals may attend meetings for as long as they want to attend.

For meeting information and to find a meeting location visit <https://smartrecovery.org/local/> and search “Victoria BC”.

Each meeting will begin with a “check-in” where each individual can discuss successes and challenges with their recovery and progress on goals. If new to the meetings, this is a space for introductions.

Case Management (CM)

CONTACT

Info Line Hours:

Monday – Friday from
9:00 am – 8:00 pm
Saturday – Sunday/Stats
2:00 pm – 8:00 pm

Outreach Hours:

Monday – Friday from
8:00 am – 9:00 pm
Saturday – Sunday/Stats
1:00 pm – 9:00 pm

Phone Number:
(250) 882-0816

Address:
713 Johnson Street

WHAT TO BRING

Clients do not need to bring anything with them. Often, outreach workers will contact individuals in the community

ABOUT ARC

THE PROGRAM

713 Outreach is an integrated and multidisciplinary team that is client centered, strengths-based, and uses a harm reduction approach. This service is for individuals whose needs have not been adequately met by existing case-management services. The goal of the program is to reduce harm and improve health outcomes. 713 Outreach is a no cost, public service.

The capacity is 50-60 active clients. The program length is open, and voluntary. Outreach workers will work with clients for as long as the client wants the relationship to continue (as long as the client meets the criteria).

THE TEAM

713 Outreach is a multidisciplinary team that consists of a street nurse, social program officer, outreach workers, Aboriginal support workers, and harm reduction workers.

WHO IS THIS FOR?

THIS PROGRAM IS FOR INDIVIDUALS WHO

- Are 19+
- All genders
- Self-identify in high levels of substance use
- Have challenges accessing health and social services
- Have challenges with income, housing, and health
- Have mental health concerns
- Are not already involved in another wraparound service or care management

REFERRAL AND INTAKE PROCESS

Referrals are required for 713 Outreach. These can be made by physicians through Pathways, or by individuals in the community. To make a community referral or find out additional information, contact the info line. Currently, 713 Outreach is taking referrals but there is a significant waitlist that's over a year in length.



CONTACT

Team:
10 am – 9 pm daily

Kelly Sharman - Team
Leader:
7:30 am – 10 am daily

Once referral and intake completed, clients can reach the team via cell phone numbers.

INTAKE

Usually, SAMI members initiate contact and conduct an intake interview (basic info and development of a plan with a focus on client goals.

The client doesn't need to bring anything to the first meeting.

ABOUT SAMI

THE PROGRAM

Designed for clients who would benefit from outreach support and require intensive case management visits, several times per day or week, to improve their health outcomes.

SAMI is a publicly funded, transitional program that works with clients for up to 90 days. Generally, there is no waitlist.

THE TEAM

SAMI is an interdisciplinary team that consists of a team leader, administrative assistant, two nurses, and two social program officers who work 10 hours per day, 7 days per week (+ limited access to a psychiatrist and a nurse practitioner).

Umbrella Society (page 24) also provides two peer support workers.

REFERRAL AND INTAKE PROCESS

Most often referred from the social workers at the Royal Jubilee and Victoria General emergency services, via Pathways.

Other teams, and health care professionals, in the community may also contact Kelly Sharman directly if they have a client who meets the below criteria.

WHO IS THIS FOR?

THIS PROGRAM IS FOR CLIENTS WHO ARE 19+ AND HAVE

- Multiple emergency department and/or psychiatric emergency services visits related to their substance use
- Severe and persistent problematic substance use (+/- mental health issues)
- Limited or no professional support, challenges with income, housing, and/or their health
- Complex and often untreated physical and mental health issues due to their substance use
- No other involvement in another wraparound or case management service.

Crisis Response (CR)

CONTACT

Hours: Daily from
1:00 pm – midnight

Vancouver Island Crisis
Line:
1(888) 494-3888

Website:
http://www.viha.ca/cyf_mental_health/crisis_svcs/cyf_mentalhealth_imcrt.htm

WHAT TO BRING

There is no cost
associated with this
service.

ABOUT IMCRT

THE PROGRAM

IMCRT is a team that serves individuals of all ages and families who are experiencing immediate concerns/crisis related to mental health and addictions issues.

IMCRT response includes consultation, advice, mobile response, assessment, referral, and short-term follow-up.

IMCRT is a team comprised of counsellors, nurses, and plain clothes police officers providing short-term support and stabilization to manage the crisis and ensure continuity of care.

WHO IS THIS FOR?

THIS PROGRAM IS FOR INDIVIDUALS

- All ages
- Experiencing urgent/emergent mental health problems, often with related addictions issues

REFERRAL AND INTAKE PROCESS

To get help from the IMCRT, call the Vancouver Island Crisis Line by dialing 1(888) 494-3888.

A trained volunteer will answer and ask how they may help, providing immediate support. The client can then explain their concerns and situation to the volunteer.

The volunteer will talk with the client and may ask some questions. If needed, the volunteer will connect them with IMCRT.

Anyone can call the Crisis Line, individuals can self-refer.

CONTACT

Hours: 24/7

Phone Number:
(250) 384-3211

Address:
Archie Courtnall Centre
within RJH emergency

Website:
http://www.viha.ca/mhas/locations/victoria_gulf/access-crisis/pes.htm

WHAT TO BRING

Basic information: name, birthdate, status card number, band affiliation, phone number, and address

ABOUT PES

THE PROGRAM

PES is an emergency program that operates out of the Royal Jubilee Hospital (RJH) emergency department. PES provides specialized mental health and addiction services, including intensive assessment and crisis intervention for patients arriving in the emergency, with psychiatric disorders.

The program length is open. It is dependent on bed flow and how patients are coming along in their recovery. In general, this facility can hold up to 18-20 patients, but this number is not set. In addition, PES has 4 short stay, inpatient rooms.

WHO IS THIS FOR?

THIS PROGRAM IS FOR PATIENTS

- 17-75 years old
- Who are medically stable
- If going through acute withdrawal or experiencing delirium they will be assessed in the ER first

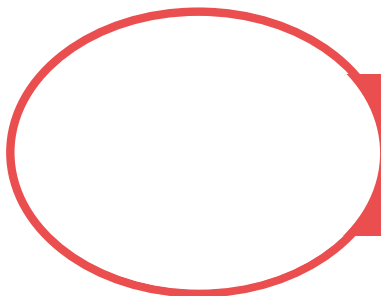
REFERRAL AND INTAKE PROCESS

Referrals can come from community GPs or psychiatrists. VIHA Mental Health and Substance Use teams can also send individuals who are in acute crisis.

Since PES is a 24-hour service, individuals can present to triage at any time or emergency room physicians can refer patients to PES anytime.

Intake is an extension of the emergency room. Patients will go through triage and then they will be interviewed by a nurse and emergency room physician. They then may see a psychiatrist or social worker, or be discharged. Community resources are also discussed. If during triage the patient's chief concern is determined to be related to their mental health, or is substance use related, triage will provide a report to PES.

Youth Services



CONTACT

Hours:

Monday – Thursday from
11:00 am – 5:00 pm

Friday from
11:00 am – 4:00 pm

Phone Number:
(250) 383-3552

Address:
533 Yates Street

Website:
<https://www.victoriayouthclinic.ca/>

ABOUT THE YOUTH CLINIC

THE PROGRAM

Located in the heart of downtown, The Victoria Youth Clinic is a confidential primary health care clinic for all youth ages 12-24.

The integrative youth focused team provides comprehensive health care that addresses all health concerns (e.g. physical health, mental health, birth control, pregnancy testing and support, blood tests, STI testing, vaccines, referrals to specialists, etc.). If you have questions about navigating housing supports, job-training, or alternative education, the Youth Clinic staff can support you in these areas as well.

In addition, Victoria Youth Clinic physicians prescribe opioid agonist therapy, in the form of suboxone (starts and maintenance). As of May 2017, The Victoria Youth Clinic is the only space in Victoria (with the exception of some family physicians) where youth under the age of 19, who have questions about/would like to begin treatment with Suboxone, can access this service. The Youth Clinic will also perform medical screenings for the Youth Detox (page #45).

WHAT TO BRING

A care card if possible, but staff will help clients get one if needed/wanted.

WHO IS THIS FOR?

THIS PROGRAM IS FOR YOUTH

- Ages 12-24 with questions about, or are looking for help with any health concerns
- Who have questions about education, housing, and job training

REFERRAL AND INTAKE PROCESS

Appointments at the Youth Clinic are drop-in. For counselling and psychiatric assessments are appointment based and require a referral from a Youth Clinic staff member.

CONTACT

Victoria/South Island

Hours:

Monday - Friday from
8:30 am – 4:30 pm

Phone Number:

(250) 519-5313

Website: [http://www.viha](http://www.viha.ca/youth-substance-use/discovery.htm)

[a.ca/youth-substance-
use/discovery.htm](http://www.viha.ca/youth-substance-use/discovery.htm)

Address:

Esquimalt Health Unit -
530 Fraser Street

WHAT TO BRING

Very little! A PHN if possible, but program staff can find this.

Free services.

REFERRAL AND INTAKE PROCESS

Discovery services have a wide referral source, including health care professionals, friends, family members, and clients can self-refer. The first step is calling the Discovery Youth Services office and asking to speak to an intake clinician. They will then go through basic referral form and set up an appointment for an introductory session. The wait time for this session might be 1-2 weeks.

The introductory session is a meeting with a program counsellor, where the client can ask questions, and both the client and program characteristics will be discussed. This session lasts about 1.5 hours.

After this meeting, additional meetings can be scheduled and a plan will be established.

ABOUT DISCOVERY

THE PROGRAM

Discovery is a VIHA funded program to assist youth and/or their families to reduce the harms associated with substance use and related issues.

Discovery Youth and Family Substance Use Services are free, and available to anyone in the community directly or indirectly impacted by substance use.

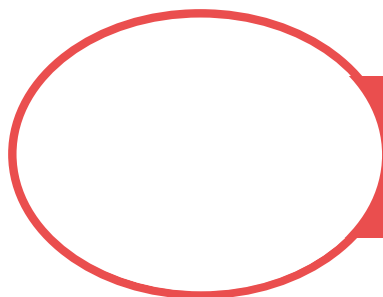
They offer a range of services including individualized planning services, individual and family counselling, outreach, coordination of services, withdrawal management, supported residential services, and education.

These services are available throughout Vancouver Island. See website for other locations contact information.

WHO IS THIS FOR?

THIS PROGRAM IS FOR

- Youth aged 13-19 who have concerns about their drug or alcohol use
- Families/caregivers who are worried about a youth's substance use
- Youth who are worried about someone else's substance use



CONTACT

Office Hours:

Monday- Friday from
10:00 am – 5:30 pm

Phone Number:

(250) 475-1117 ext. 20

Address:

230 Bay Street

Website:

<http://www.bbbsvictoria.com/en/Home/mentoringprograms/communitymentoringprograms/focusmentoring.aspx>

ABOUT FOCUS MENTORING

THE PROGRAM

Focus mentoring is a program for children and youth who have been referred to Big Brothers Big Sisters because they need additional and sustained support in their lives to manage and overcome significant challenges. Children are matched in a one-to-one relationship with a mentor who meets them weekly for 2-4 hours.

This program increases support to children and families who live with the negative stigma of mental illness, addiction, incarceration, chronic health conditions, and challenges related to culture, including immigrants and aboriginal families.

Mentors and families are supported through parent education, referrals, and specific training which supports matches in building a strong, supportive relationship.

WHAT TO BRING

Basic belongings and a care card, if youth have them. SYD will supply if youth do not.

WHO IS THIS FOR?

THIS PROGRAM IS FOR

- Children and youth living with significant challenges including, but not limited to addiction and mental health issues
- Children and youth who may face challenges related to their culture

REFERRAL AND INTAKE PROCESS

Enrollment is done through the Big Brothers Big Sisters enrollment coordinator either through email (main.victoria@bigbrothersbigsisters.ca) or by calling (250) 475-1117 ext. 40 the office during open hours.

Once intake is complete and the child is matched with a mentor, the child/youth is eligible to take part in the program up to age 18. However, many relationships last a lifetime. The program can be ended by a mutual decision between the mentor and the mentee at any time.

CONTACT

Address:
533 Yates Street

Daytime Drop-in Hours:

Monday – Friday from
9:00 am – 5:00 pm
Office Phone Number:
(250) 383-3514

Evening Drop-in:

Monday – Thursday from
3:00 pm – 9:00 pm
Direct Line: 250-361-3923
Email: allianceclub@vyes.ca

Emergency Shelter:

10 bed facility with 24/7
assistance
Direct Line: 250-386-8282
Email: keys@vyes.ca

WHAT TO BRING

Youth do not need to
bring anything to drop-in.
Some programs may vary
on this aspect. Refer to
the website or call for
more information.

REFERRAL AND INTAKE PROCESS

Drop in programs do not require referral or intake. Youth are welcome to show up anytime during program hours. Other programs may require referrals. For detailed information on each program see the website or call the YES office number.

The Kiwanis Emergency Youth Shelter accepts referrals directly from youth, families, the Ministry of Children and Family Development, and other community service providers. Admission is voluntary and the consent of the legal guardian is required for access. See contact information above.

ABOUT YES

THE PROGRAM

YES is a multi-service agency that offers a non-judgmental, safe place off the streets for at-risk and/or homeless youth.

Some of their services include a flexible drop-in component that is available beyond regular business hours with counsellors who are available without an appointment; early intervention through family counselling, mediation, and outreach support; life skills and job training services; non-medical detox support (page #45); and an emergency shelter for youth with no safe place to go.

Visit the website to see a complete description of all services offered and details on access: <http://www.vyes.ca/programs/#533>

In relation to substance use, the daytime drop in centre includes drug and alcohol counselling/withdrawal management, and mental health assessment/support.

The evening drop in (Alliance Club) provides a safe, healthy alternative for youth who may be hanging out in the downtown core, as well as providing a connection for street entrenched youth.

WHO IS THIS FOR?

THIS PROGRAM IS FOR

- Youth ages 13-19
- Note: some programs may have more specific criteria



CONTACT

Time and Dates:
Varied

Phone Numbers:
Ala-Teen: 1(888) 425-2666
Nar-Anon: 1(888) 425-2666

Website:
Alateen: www.al-anon.org/for-alateen
Narateen: www.nar-anon.org/narateen

Address: Various

WHAT TO BRING

The client only needs to bring themselves to the meeting!

These meetings are free to attend.

ABOUT NARA-TEEN AND ALATEEN

THE PROGRAM

These meetings are support groups for teens that are affected by another person's substance use or addiction issues (Alateen: alcohol specific; Narateen: drugs and alcohol). The basis is a 12-step program that is adapted from NA and AA.

These programs are non-religious but do have a spiritual component. They are led by two, certified Nar-Anon facilitators (Nar-Anon members who attend regular meetings, have passed a background check, and are verified by the region they serve). These facilitators guide and share the 12-steps. Discussion involves sharing experiences dealing with another person's substance use and addiction, their strength and hope going forward.

Those new to a meeting will introduce themselves with their first name.

WHO IS THIS FOR?

THIS PROGRAM IS FOR

- Teenagers aged 13-18 years affected by another person's substance use
- All genders

REFERRAL AND INTAKE PROCESS

These sessions are drop-in, public meetings, that do not require any referral or intake process. They are held across Victoria. Meetings can be attended as often and for as long as needed.

For meeting information and to find a meeting location

- Visit www.al-anon.org/for-alateen, select "Find an Alateen Meeting", and search Victoria, BC, or call 1-888-425-2666
- Visit www.nar-anon.org/narateen, select "Find a Meeting", and search Victoria, BC, or call 250-704-2801 (currently there are no teen specific meetings so teens can attend Nar-anon meeting).

CONTACT

Intake Hours:
Monday- Friday from
9:00 am – 5:00 pm

Individualized Support
Services: 24/7

Vancouver Island Crisis
Line:
(250) 383-3514

Address:
533 Yates Street

Website:
<http://www.vyes.ca/programs/#syd>

WHAT TO BRING

Basic belongings and a care card, if youth have them. SYD will supply if youth do not.

REFERRAL AND INTAKE PROCESS

SYD accepts referrals directly from youth, families, the Ministry of Children and Family Development, and other community service providers, by calling the Youth Detox intake worker at the Youth Empowerment Society. The intake worker will go over a series of questions, describe the program, and then set up a medical screening appointment with the Victoria Youth Clinic (page #40). Youth are required to have a medical screen at the Victoria Youth Clinic prior to entering the detox.

Victoria Youth Clinic staff will ensure that the youth is safe to attend a non-medically staffed detox and will go over individual treatment plans.

Once medically cleared, if there is space youth can go directly to the Youth Detox where they will complete a more comprehensive intake and introduction to the program. Generally, there is not a waitlist.

ABOUT SYD

THE PROGRAM

SYD is Youth Empowerment Society program. It is a 5 bed, non-medical, withdrawal management facility serving the youth of Vancouver Island. SYD is a residential facility where youths can stay for up to 7-10 days.

In addition to the residential component, SYD provides support to youth and their families/caregivers seeking assessment, consultation, referrals, and assistance with pre- and post-withdrawal treatment planning.

WHO IS THIS FOR?

THIS PROGRAM IS FOR

- Youth ages 13-19 who require acute physical detoxification from most substances in a non-medical setting
- Youth who do not have a history for sexual offences
- Youth can be on a suboxone taper or maintenance program while attending detox
- Youth cannot be on methadone maintenance program

CONTACT

Office Hours:

Monday - Friday from
8:30 am – 4:30 pm

Phone Number:

(250) 384-9133 ext. 204

Email:

bdiprose@bgcvic.org

Website:

<http://www.bgcvic.org/>

Address:

301-1195 Esquimalt Road

WHAT TO BRING

Very little!

Free service.

ABOUT SUPPORTIVE RECOVERY

THE PROGRAM

Supportive recovery is a voluntary program that supports youth who wish to reduce their substance use and who are looking for a safe and supportive home environment. It offers youth the opportunity to live with a supportive Contracted Family Care Home in Greater Victoria, when family unification is not possible.

Youth are connected with a program support worker, who works with them to achieve their goals. Youth are supported to maintain a connection with their families, as possible, throughout the program, and parents may remain the youth's legal guardian while in program.

The program length is 4 months, but may extend to 6 months in some circumstances.

WHO IS THIS FOR?

THIS PROGRAM IS FOR

- Youth aged 13-19 looking to reduce their substance use
- Who are seeking a safe and supportive home environment

At this time (May 2017) the program is unable to support youth who:

- Are experiencing more complex care needs
- Are taking suboxone or methadone

REFERRAL AND INTAKE PROCESS

The referral process is very open, youth can self-refer by calling or emailing to speak with a youth & family service worker. Intake workers will follow up with other care providers in the youth's life to ensure the program is a good fit.

Youth will then meet with a child and youth care counsellor and discuss program specifics, goals, and expectations. Youth are given a day or so to decide if they will carry on and participate in the program. At this the care home will be identified. One youth will be connected to a family at a time, and the addresses of these homes are confidential. They are dispersed throughout Greater Victoria.

The care home is responsible for the youth's basic needs and non-judgmental support. The youth is responsible for participation in the day program, and mandatory meetings with their counsellor.

CONTACT

Hours: 24/7

Phone Number:
(250) 381-9474

Website:
www.victoriahopehouse.ca

Email: info@victoriaarc.org

Address:
Confidential

WHAT TO BRING

Details of essentials to bring will be clarified during intake. Many things are available to youth if they are not able to bring in their own items.

This is a free service.

ABOUT BEACON OF HOPE

THE PROGRAM

The Beacon of Hope house was developed in efforts to help vulnerable youth who have become addicted to drugs/alcohol, with the goal to support these youth in recovery.

It is a 6-bed supportive residential recovery facility for male youth on Vancouver Island. They have recovery programs that are 30, 60, and 90 days in length.

Services are provided on a full continuum of care basis, incorporating a biopsychosocial therapeutic approach. Youth admitted to the program receive regular programming, supportive counseling, life skills training (including continuing education and obtaining work), addiction education and relapse prevention awareness/strategies, and recreational outings within a structured environment. Aftercare includes advocacy, referral, and family support.

WHO IS THIS FOR?

THIS PROGRAM IS FOR CLIENTS

- Young males aged 13-18
- Who are addicted to drugs or alcohol
- Are 5 days sober
- Can be on suboxone or methadone (case basis)

REFERRAL AND INTAKE PROCESS

Clients can self-refer by calling the office or by visiting the website to fill out an online referral form. The referral form is a one page questionnaire that covers basic information about the youth.

Specific Populations (SP)



CONTACT

Office Hours: Variable

Phone Number:
(250) 519-3681

Email: herwayhome@vih.a.ca

Website:
<http://www.viha.ca/children/pregnancy/herwayhome.htm>

Address:
211-547 Michigan Street

WHAT TO BRING

Nothing! Counsellors can help women get a PHN if needed. This is a free service.

REFERRAL AND INTAKE PROCESS

Women can self-refer by calling the main program number. The staff will collect some brief information which will then be passed along to the next available counsellor. Physicians can also refer patients who might benefit from assistance navigating pregnancy with their substance use.

The counsellor and woman will then connect over the phone, or through outreach workers if needed. A meet up will be scheduled, usually at a coffee shop. Here, the counsellor will provide information about the program and ensures that the woman meets program mandate. The official intake takes place during the 2nd or 3rd meeting. This is when maternal health related questions are covered and the role of the counsellor/goal of the woman moving forward are established.

In the program, women sign up for group sessions in advance. Meals are provided during all groups. Monday's focus on recovering from substance use and trauma, while, Thursdays/Fridays includes prenatal classes with nurses or physicians. Women do not need to be abstinent to attend the Monday session, and child care will be provided while the group is running.

ABOUT HER WAY HOME

THE PROGRAM

Her Way Home is a collection of professionals from many different backgrounds who all work to support women who are pregnant, or have recently had children, and are affected by substance use.

HWH runs two main wings of support: connection to a program counsellor/outreach worker and connections to groups that run 3 times/week. Directed by client goals, staff can support women in many ways including: connections to a prenatal health care provider, one-to-one counselling, advocacy in many areas of health/social wellbeing, and referrals to recovery/treatment.

Once connected, women can remain in the program until their youngest child is 3 years old. Currently (May 2017), there is no waitlist.

WHO IS THIS FOR?

THIS PROGRAM IS FOR

- Women of any age who are pregnant, or whose babies are under 6 months old at the time of intake.

CONTACT

Hours:

Monday- Friday from
8:30 am – 4:30 pm

Intake Hours:

Monday – Friday from
9:00 am – 10:45 am and
2:30 pm – 3:45 pm

Phone Number:

(250) 384-3211

Address:

231 Regina Ave

Website:

<http://www.vnfc.ca>

WHAT TO BRING

Basic information: name,
birthdate, status card
number, band affiliation,
phone number, and
address

REFERRAL AND INTAKE PROCESS

Both adult and youth addictions support programs are easily accessed through the intake process. Clients can self refer by dropping in during intake hours. This process does not require an appointment. However, intake is required before accessing programs.

During intake, an intake worker will listen to the client's situation and ask some questions to clarify your needs. They will decide if the support and/or services you need can be met within VNFC. If so, you will be referred to appropriate services and their worker will contact you within a week for follow-up.

ABOUT VNFC

THE PROGRAM

VNFC is dedicated to improving the quality of life for Aboriginal people in the Greater Victoria area. They have several programs and services available (see website for complete list) including an early intervention team; programs for risk youth & families; career, employment, and education resources; family services; health services; a youth department; and many more.

VNFC offers both adult and youth addiction services. Addiction counsellors provide one-to-one counselling for addictions issues and ongoing support through all stages of change. They provide information about referrals to support groups, agencies, and treatment centers. Aboriginal treatment centers (Tsow Tun Lel Lum in Nanaimo, BC and Namgis Treatment Centre in Alert Bay, BC) require 6 counselling appointments be completed prior to referral. Follow-up is offered once treatment is complete.

The program length is open-ended and is dependent on an individual's needs.

WHO IS THIS FOR?

THIS PROGRAM IS FOR

- Aboriginal identifying individuals who require services (related to substance use and more)
- All ages

CONTACT

Drop in - Mon-Thurs from
11:00 am – 2:30pm
(250) 388-5325
admin@peers.bc.ca

Night Outreach – Daily
6:30 pm – 11:00 pm
(250) 744-0171
outreach@peers.bc.ca

Night outreach location:
7:15-8:45pm at Pembroke
and Government

9:15-10:30pm near Trees
Dispensary on Rock Bay
Ave

Health Support–Mon-Wed
11:00 am – 3:00 pm
(250) 744-7690
health@peers.bc.ca

Website:
www.safersework.ca

Address:
1-744 Fairview Road

REFERRAL AND INTAKE PROCESS

All services offered by PEERS are drop-in, except the Health Support and Outreach. This service is not referral based, rather PEERS will take on existing clients that would benefit from this program on a case-to-case basis. All other programs can be accessed by dropping in during program hours. See the website for a detailed list of programs offered, including programs not related to substance use.

ABOUT PEERS

THE PROGRAM

PEERS is an innovative, multi-service, grassroots agency that was established by, with, and for sex workers. Through direct service delivery and community partnerships, PEERS provides an array of outreach and drop in harm reduction and support services alongside education and employment training for current and former sex workers.

Among their many services are daily drop in centre/wellness clinic, night outreach, and health support and outreach.

- The drop-in program provides health promotion workshops, a biweekly health clinic, clothing, computer access, lunch, recreation activities, and harm reduction supplies (clean needles, condoms).
- Night outreach is a community based service located on the Victoria stroll. Two support staff deliver food, harm reduction supplies, clothes, and other health/safety information from the PEERS van
- Health support and outreach provides one-to-one support to help an individual access a range of health and allied services. This is primarily aimed at those affected by HIV and HCV

WHO IS THIS FOR?

THIS PROGRAM IS FOR

- Those who have worked, or are currently working, as sex workers
- All genders

Westshore (W)

CONTACT

Hours:

Monday - Friday from
9:00 am – 5:00 pm

Phone Number:

(250) 478-8357

Intake: (250) 391-4321

Email:

intake@pcfcsa.org

Website:

<http://www.pacificcentrefamilyservices.org/substance-use-program>

ABOUT THE COPE

THE PROGRAM

COPE is a free 12 session counselling service for children and youth who live in the Westshore Communities.

Youth can receive support from counsellors on a range of topics, including substance use.

An additional 4 sessions are available for the parents/guardians/caregivers of the youth, to meet with a counsellor, or the youth can access counselling services without their parents/guardians/caregiver's involvement.

WHAT TO BRING

Address information to confirm residence in Westshore.

A care card (if possible)

WHO IS THIS FOR?

THIS CLINIC IS FOR CHILDREN AND YOUTH

- Ages 5-18
- Living in Westshore
- Looking for counselling support on a range of topics, including substance use

REFERRAL AND INTAKE PROCESS

These sessions are appointment based.

To initiate program intake, call the program intake number (above) and ask to set up a referral to the COPE program. Parents can make a referral, as can school counsellors and other professionals. Youth can also self refer if they would like to access the program but do not want their parents involved.

Once the referral is made over the phone, a counsellor will contact to set up connection with a counsellor. The wait time between referral and accessing a counsellor will likely take a couple months.

CONTACT

Hours:

Monday - Friday from
9:00 am – 4:30 pm

Phone Number:

West Shore: 250 478-8357
Sooke: 250 524-6364 ext.
230

Email:

intake@pcfsa.org

WHAT TO BRING

This is a free service for individuals living in the West Shore.

ABOUT THE SUBSTANCE USE PROGRAM

THE PROGRAM

This program offers free, one-to-one, family, and group counselling services for individuals who are having difficulties with substance use, recovery, or are affected by someone else's substance use.

Substance use counsellors work with participants to make sense of their situations, work on goals, prevent relapse, and learn about the effects of various drugs. They can also make referrals to services that are tailored to the participants needs and goals.

The program length is 12 sessions per client.

WHO IS THIS FOR?

THIS CLINIC IS FOR INDIVIDUALS 19+

- Living in the West Shore
- Are having difficulties with their own substance use and/or recovery process
- And/or have mental health concerns
- And/or are affected by someone else's substance use

REFERRAL AND INTAKE PROCESS

Clients can self-refer by calling the Pacific Centre Family Services Association Westshore Office, and asking to speak with an intake worker for the Substance Use Program. They will then be directed to an answering machine where they can leave a message including their name and best means of contact. The intake team will return your call and will set up an appointment for you with a counsellor.

Clients can also email the substance use program intake staff to set up connection with a counsellor.

Clients typically meet with counsellors once a week/once every other week, but it is okay for clients to meet with counsellors a few times, stop making appointments, and then to re-establish a routine months later. These sessions are intended to be low barrier, with a focus on harm reduction. Program counsellors will support clients at various stages of their exploration of their substance use.

CONTACT

Hours:

Monday - Friday-
8:30 am – 4:30pm

Phone Number:

(250) 642-5152

Website:

www.sfrs.ca

Address:

100-6672 Wadams Way

WHAT TO BRING

Clients do not need to bring anything to meeting with the outreach worker.

Anything else will be discussed with the outreach worker.

ABOUT YOUTH OUTREACH

THE PROGRAM

SFRS offers many family-related services from help with child care to prenatal education. Among these resources are youth outreach workers that connect with youth that are experiencing significant life challenges, particularly with mental health and addictions concerns.

The youth outreach worker provides assessment and support toward assisting youth in resolving their concerns. Often this involves connecting the youth with more specialized services to ensure youth have the skills to work through these challenges over time.

The team works in local schools and in the community, thereby providing a flexible schedule and point of access. Some clients will be referred to counselling in the Pacific Center.

This program also functions as a referral center, and thus it is a great place for Sooke families to start if they have concerns about addictions, mental health, and many other issues.

WHO IS THIS FOR?

THIS PROGRAM IS FOR

- Youth experiencing significant life challenges including addictions and mental health concerns
- Residents of Sooke

REFERRAL AND INTAKE PROCESS

This program requires a referral from a physician, other community organizations, or clients can self-by calling in.

Notes

