

## Substance Use and Recovery Services, Victoria BC

Program	Description	Referrals
<p><b>Addictions Outpatient Treatment (Quadra Clinic)</b>                      Phone: 250-519-3544, Fax: 250-519-3545                      2nd floor - 1250 Quadra St, Victoria BC  <a href="http://www.viha.ca/mhas/locations/victoria_gulf/addictionsoutpatient.htm">www.viha.ca/mhas/locations/victoria_gulf/addictionsoutpatient.htm</a></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"> <li>• Day and evening support groups for men and women; gender-specific intensive day treatment</li> <li>• Daytime co-ed intensive educational groups and Individual counselling</li> <li>• Referral to other specialized programs, such as residential treatment, supportive recovery facilities, and Victoria Withdrawal Management Services</li> <li>• Other groups on issues such as:                             <ul style="list-style-type: none"> <li>○ Codependency/Choices, Harm Reduction, Concurrent Disorders, Relapse Prevention, Stress Reduction and Relaxation</li> </ul> </li> </ul>	<p><b>Self-referral</b> – initiated in person intake at 1125 Pembroke St and arranging for an appointment to discuss service options.</p> <p><b>Physician referral</b> - initiated by faxing completed referral form and client questionnaire (if possible) to 250-381-3222.</p>
<p><b>Alcoholics Anonymous (AA)</b>                      Help Line: 250-383-7744                      Office: 250-383-0415  <a href="http://www.aavictoria.ca">www.aavictoria.ca</a></p> <p>#8-2020 Douglas Street, Victoria</p>	<p>Anonymous, confidential, multilingual 24/7 help line to resources, supports and referrals to treatments and counsellors across the province.</p> <p><b>Age for services:</b> All</p>	<p><b>Self-referral</b> – initiated by calling 1-800-663-1441 in BC, or visiting the website: <a href="http://www.aavictoria.ca">www.aavictoria.ca</a></p> <p><b>Cost:</b> None.</p>
<p><b>Discovery Youth &amp; Family Substance Use Services</b>                      Phone: 250-519-5313, Fax: 250-519-5314                      Esquimalt Health Unit, 530 Fraser Street, 2<sup>nd</sup> Floor,                      Hours: 8:30am-4:30pm  <a href="http://www.viha.ca/youth-substance-use/discovery.htm">www.viha.ca/youth-substance-use/discovery.htm</a></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"> <li>• Youth aged 13 to 19 who have concerns about alcohol or other drug use</li> <li>• Families/caregivers who are concerned about a youth using alcohol or other drugs</li> <li>• Any support person who is worried about a youth's use of alcohol or other drugs</li> <li>• Youth who are worried about someone else's use of alcohol or drugs</li> </ul> <p><b>Age for services:</b> 13 – 19 years old</p>	<p><b>Referrals can be made by physicians, school workers, community service providers, or by clients and families</b> by calling the Intake Worker at 250-519-5313.</p>
<p><b>LifeRing Secular Recovery</b>                      Phone: 250-920-2095  <a href="http://www.liferingcanada.org">www.liferingcanada.org</a></p>	<p>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.</p> <p><b>Age for services:</b> All</p>	<p><b>Self-referral</b> - Meetings are currently held on an almost-daily basis at various locations throughout Victoria. Please visit the website and click on 'Meetings in Canada'.</p> <p><b>Cost:</b> None.</p>

<p><b>Narcotics Anonymous (NA)</b>  Phone: 250-383-3553  <a href="http://www.bcrna.ca">www.bcrna.ca</a></p>	<p>NA is an international, community-based association providing support for people with substance use and addiction issues.</p> <p><b>Age for services:</b> All</p>	<p><b>Self-referral</b> - 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><b>Cost:</b> None.</p>
<p><b>Pandora Clinic</b>  Phone: 250-294-6714  Fax: 250-294-6713  <a href="http://www.pandoraclinic.com">www.pandoraclinic.com</a></p> <p>922 Pandora Ave, Victoria</p>	<p>The Pandora Clinic specializes in the treatment of opiate addiction. Reduction in illicit drug use, infectious diseases, and crime are attainable through treatment. Opiate substitution therapy is not for all people who are addicted to opiates and therefore proper assessment is essential prior to commencing treatment.</p> <p><b>Age for services:</b> 18 years of age or older, and at the discretion of the physician for clients younger than 18.</p>	<p><b>Self-referral</b> – initiated by going to the clinic Monday to Thursday, 9:00am-5:00pm.</p> <p><b>Cost:</b> None.</p>
<p><b>Rapid Access to Consultative Expertise (RACE)</b>  <a href="http://www.raceapp.ca">www.raceapp.ca</a></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"> <li>• Timely guidance and advice regarding assessment, management and treatment of patients</li> <li>• Assistance with plan of care</li> <li>• Teaching opportunities – educational and practical advice</li> <li>• Enhanced ability for FPs to manage patients in their offices</li> <li>• Calls returned within two hours and commonly within the hour</li> <li>• CME credit through “Linking Learning to Practice”</li> </ul> <p>RACE does not provide:</p> <ul style="list-style-type: none"> <li>• Appointment booking and expedited referral</li> <li>• Results of diagnostic investigations to the referring physician</li> </ul> <p>Arrangement of:</p> <ul style="list-style-type: none"> <li>• Transfers within 24 hours</li> <li>• Laboratory or diagnostic investigations</li> <li>• A hospital bed</li> </ul> <p>The South Island RACE service provides access to:</p> <ul style="list-style-type: none"> <li>• Adult Psychiatry</li> <li>• Child/Adolescent Psychiatry</li> </ul>	<p>Download the app at <a href="http://www.raceapp.ca">www.raceapp.ca</a>.</p> <p>Family Physicians accessing RACE can bill for: G14018 (\$40.00) General Practice Urgent Telephone Consultation with a Specialist.</p> <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>

<p><b>Rapid Access Addiction Clinic (RAAC)</b>  Phone: 250-519-3485  1119 Pembroke Street,  Victoria</p>	<p>RAAC provides rapid access to opioid agonist therapy (OAT) and other evidence-based addictions medicine interventions. RAAC patients will be provided with intensive, time limited support with a multidisciplinary team who will provide a full range of addiction medicine assessment, treatment, counseling and care transition planning. RAAC will work collaboratively with community programs and FPs/NPs with the goal of connecting individuals to ongoing resources for treatment of their substance use disorders.</p> <p>Will start to take patients suffering from alcohol use disorder in spring 2018.</p> <p><b>Age for services:</b> 18+, but prefer youth aged 18-25 go to the Victoria Youth Clinic</p>	<p><b>Physician referral</b> – Fax completed referral form to 250-381-3222. Physicians will be notified of acceptance of referral and clients will be contacted as soon as possible for an appointment. <b>Walk-in and self-referral</b> are also accepted.</p> <p><b>Cost:</b> None.</p>
<p><b>Seniors Outreach Services</b>  Phone: 250-519-3566  2828 Nanaimo Street,  Victoria  <a href="http://www.viha.ca/seniors/clinics_mental_health/sort_locations.htm">www.viha.ca/seniors/clinics_mental_health/sort_locations.htm</a></p>	<p>For seniors 65 and over with mental health and/or substance use problems, seniors outreach is available to support family physicians and community health care providers with further assessment and intervention. The interdisciplinary outreach team includes geriatric psychiatrists, mental health clinicians, occupational therapists and social workers. Seniors Outreach Teams may also be involved in the investigations of abuse and neglect, and provide specific case management for very complex, complicated older clients with chronic and persistent mental illness.</p> <p><b>Age for services:</b> 65+</p>	<p><b>Physician referral to Seniors Health</b> - Fax completed Seniors Health referral form to 250-519-1904 (see attached for referral form).</p>
<p><b>SMART Recovery</b>  <a href="http://www.smartrecovery.org">www.smartrecovery.org</a></p>	<p>SMART recovery is a science-based addiction recovery support group where participants learn self-empowering techniques to aid their recovery through mutual face-to-face and online meetings and services.</p> <p><b>Age for services:</b> All</p>	<p><b>Self-referral</b> - SMART Recovery conducts face-to-face meetings in Victoria, plus daily online meetings. Click on the “Meetings” link.</p> <p><b>Cost:</b> None.</p>
<p><b>Umbrella Society for Addictions &amp; Mental Health</b>  Phone: 250-380-0595  <a href="http://www.umbrellasociety.ca">www.umbrellasociety.ca</a>   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"> <li>• System navigation to connect with clinical and community services</li> <li>• General connectedness, to provide additional support outside of other services</li> <li>• Supporting the family</li> <li>• Problem solving supports for other life challenges</li> </ul> <p><b>Age for services:</b> youth and adults</p>	<p><b>Self-referral</b> - Clients can self-refer by calling the office or by sending an email to <a href="mailto:wecanhelp@umbrellasociety.ca">wecanhelp@umbrellasociety.ca</a></p>

<p><b>Victoria Withdrawal Management Services</b>  Phone: 250-213-4441, Fax: 250-213-4445  1125 Pembroke Street, Victoria BC  <a href="http://www.viha.ca/mhas/locations/victoria_gulf/vwms.htm">www.viha.ca/mhas/locations/victoria_gulf/vwms.htm</a></p>	<p>Withdrawal Management Services encompasses four services for people in different stages of alcohol and drug recovery (sobering, detox, stabilization, and recovery):</p> <ul style="list-style-type: none"> <li>• The <b>Sobering and Assessment Centre</b> 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.</li> <li>• The <b>Community Medical Detox Unit</b> is a 21 bed, short-term stay unit (approximately 7 days) for acute medical withdrawal.</li> <li>• <b>Stabilization Unit</b> is a 22 bed unit (7 to 30 days) for stabilization and reconnection with community resources.</li> <li>• <b>Recovery Addictions Support (RAS)</b> 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.</li> </ul>	<p><b>Physician referral through MHSU Intake.</b> Fax completed referral form and client questionnaire (if possible) to 250-213-4445 (see appendix for referral form).</p> <p><b>Self-referral</b> - initiated by contacting Withdrawal Management Services Intake at 250-213-4444.</p>
<p><b>Victoria Youth Clinic Society</b>  Phone: 250-383-3552  Fax: 250-383-3502  <a href="http://www.victoriayouthclinic.ca">www.victoriayouthclinic.ca</a>  818 Douglas Street on the 3rd floor.  Hours: Monday to Thursday, 11am-5:00pm and Friday 11-4pm</p>	<p>The Youth Clinic provides confidential, comprehensive primary healthcare services with a multidisciplinary team (GP's, Psychiatrists, Nurses, Counselors, Outreach worker, Navigator, Office assistants and management) in a safe, welcoming, accessible and youth-friendly environment.</p> <p>Services include assessment and treatment of health problems (including mental health and substance use); detox med screens; transgender counseling and hormone assessment; the provision of medications and contraceptives; counseling; health teaching and referrals to other health and community services. The Clinic is identified by the RAAC (Rapid Access Addiction Clinic) as a resource for youth struggling with opioids for Suboxone therapy. The Youth Clinic partners with community and government to advocate for youth, provides a resource to the community and participates in research, teaching and ongoing education for youth and families.</p> <p><b>Age for services:</b> 12-24 years of age.</p>	<p><b>Self-referral</b> - Youth can self-refer to services by calling, or by dropping into the clinic.</p> <p><b>Cost:</b> None.</p>
<p><b>Victoria Youth Empowerment Society (YES)</b>  Office: 250-383-3514  Fax: 250-383-3812  <a href="http://www.vyes.ca">www.vyes.ca</a>  533 Yates Street, Victoria BC</p>	<p>YES offers a broad range of programs and services to support youth and their families, including:</p> <ul style="list-style-type: none"> <li>• Mental Health Liaison Counselling (ages 13-19)</li> <li>• Youth and Family Support Counselling (ages 12-19)</li> <li>• Youth Services Outreach Program (ages 12-19)</li> <li>• Specialized Youth Detox (ages 13-18)</li> <li>• Life Skills Program (ages 12-19)</li> <li>• Kiwanis Emergency Youth Shelter (ages 13-18)</li> <li>• Supported Independent Living Program (ages 15-23)</li> </ul>	<p><b>Self-referral</b> - Youth and families can self-refer by calling the office or dropping by, or <b>physicians and other professionals can also refer.</b></p> <p><b>Cost:</b> None.</p>