

PHYSICIAN RESOURCE GUIDE: VICTORIA MHSU SERVICES



spring 2014

Victoria Mental Health and Substance Use
(MHSU) Services

Physician Resource Guide

VICTORIA MENTAL HEALTH AND SUBSTANCE USE SERVICES

About this guide

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

This guide is organized into three sections:

- *Quick Reference Guides*
- *Health Authority/BC Government Mental Health and Substance Use Services*
- *Community Mental Health and Substance Use Services*

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

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

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

April 2014

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Section 1: Quick Reference Guides

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MENTAL HEALTH AND SUBSTANCE USE INTAKE

Adult Intake, Island Health (VIHA): Mental Health, 250-519-3485, Substance Use, 250-213-4444

Older Adults Intake, Island Health (VIHA), 250-370-8565

Child, Youth and Family Mental Health (CYFMH) Intake, Island Health (VIHA), 250-519-6794

Victoria Child and Youth Mental Health (CYMH) Intake*, MCFD, 250-356-1123

**Victoria CYMH Intake team supports family physicians to navigate CYMH services and system. Call the intake team for consultation or fax in a referral form.*

ADULT MENTAL HEALTH AND SUBSTANCE USE

Adult Mental Health – Emergency and Crisis Services

Integrated Mobile Crisis Response Team (IMCRT), 1-888-494-3888

Psychiatric Emergency Services, 250-519-1528

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

Enhanced Collaborative Care Service (One-time psychiatric consult), 250-519-3485

Psychiatry Inpatient Consultation Liaison Service (PICLS), 250-370-8024

RACE (Rapid Access to Consultative Expertise), 1-877-696-2131

Urgent Short Term Assessment and Treatment (USTAT), 250-213-4400

Adult Mental Health – Inpatient Services

Acute Inpatient Services, Psychiatric Intensive Care (Royal Jubilee), 250-519-1528

Seven Oaks Tertiary Mental Health Facility, 250-519-3520

Adult Mental Health – Outpatient Services

Assertive Community Treatment (ACT) Information Line, 250-882-9420

Developmental Disability Mental Health Team, 250-519-3519

Psychiatric Day Hospital, 250-370-8126

Victoria Mental Health Centre, 250-370-8175

Adult Mental Health – Supported Housing Services

Centralized Access to Supported Housing (CASH), 250-519-3595

Adult Mental Health – Community Psychiatry Referrals

See the *Victoria Physician Resource Booklet* at www.divisionsbc.ca/victoria/resourcebooklet

Adult Substance Use – Acute and Short-term Services

Victoria Withdrawal Management Services, 250-213-4441

Adult Substance Use – Outpatient Services

Addictions Outpatient Treatment (Quadra Clinic), 250-519-3544

OLDER ADULT MENTAL HEALTH AND SUBSTANCE USE

Older Adult Mental Health – Inpatient Services

Psychiatric Emergency Services, Geriatric Psychiatry Inpatient Service, 250-519-1528

Older Adult Mental Health – Outpatient Services

Seniors Outreach Services, 250-519-3566

South Island Seniors Outpatient Clinic, 250-370-8565

CHILD, YOUTH AND FAMILY MENTAL HEALTH (CYFMH)

CYFMH Mental Health – Emergency and Crisis Services

Emergency Services (Hospital based)

- Victoria General, children under 17 with MHSU issues
- Royal Jubilee, young adults aged 17 and above with MHSU issues

Integrated Mobile Crisis Response Team (IMCRT), 1-888-494-3888

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

Child and Youth Mental Health Urgent Psychiatric Consult, 250-727-4212

Project Alive (support for youth at high risk for suicide), (MCFD) 250-952-5073

RACE (Rapid Access to Consultative Expertise), 1-877-696-2131

CYFMH Mental Health – Inpatient Services

Ledger House, Queen Alexandra Centre for Children’s Health, 250-519-6716

CYFMH Mental Health – Outpatient Services

Anscomb Program, Queen Alexandra Centre for Children’s Health, 250-519-5390

Developmental Disability Mental Health Team, 250-519-3519

Victoria Child and Youth Mental Health Services, (MCFD), 250-356-1123

CYFMH Mental Health – Community Pediatric Psychiatry Referrals

See the *Victoria Physician Resource Booklet* at www.divisionsbc.ca/victoria/resourcebooklet

CYFMH Substance Use – Outpatient Services

Discovery Youth & Family Substance Use Services, 250-519-5313

QUICK REFERENCE: COMMUNITY MENTAL HEALTH AND SUBSTANCE USE SERVICES

Mental Health – Aboriginal services and counselling

Hulitan Family & Community Services Society, 250-384-9466
Surrounded by Cedar Child and Family Services, 250-383-2990
Victoria Native Friendship Centre (VNFC), 250-384-3211

Mental Health – Adult low-cost/no-cost counselling

Beacon Community Services, Adult Counselling, 250-656-0134
Citizens' Counselling Centre, 250-384-9934
Esquimalt Neighbourhood House Society (ENHS), 250-385-2635
Pacific Centre Family Services Association (PCFSA), 250-478-8357
The Salvation Army – Stan Hagen Centre for Families, 250-386-8521
South Island Centre for Counselling and Training, 250-472-2851

Mental health – Children, youth and families low-cost/no-cost counselling and services

BC Families in Transition (BCFIT), 250-386-4331
Beacon Community Services, Child, Youth and Family Counselling, 250-655-5305
Boys & Girls Club Services of Greater Victoria, 250-384-9133
Child Abuse Prevention & Counselling Society (Mary Manning Centre), 250-385-6111
James Bay Community Project, 250-388-7844
Pacific Centre Family Services Association (PCFSA), 250-478-8357
South Island Centre for Counselling and Training, 250-472-2851
Victoria Youth Empowerment Society (YES), 250-383-3514

Mental health – Counselling and psychology referrals (private practice)

BC Association For Marriage And Family Therapy, 1-604-687-6131
BC Association of Clinical Counsellors, 1-800-909-6303
BC Psychological Association, 1-800-730-0522

Mental health – Crisis support

Kids Help Phone, 1-800-668-6868
Vancouver Island Crisis Line, 1-888-494-3888
Youthspace.ca (online chat for youth), 778-783-0177
CrisisCentreChat.ca (online chat for adults), crisiscentrechat@crisiscentre.bc.ca

Mental Health – Information and resources

Canadian Mental Health Association (CMHA) Victoria Branch, (250) 216-4228
Here to Help, www.heretohelp.bc.ca
Vancouver Island Crisis Line (community resource database), 1-888-494-3888

Mental health – Low-cost or no-cost counselling and services for specific populations

BC Cancer Agency – Vancouver Island Centre, 250-519-5500
Inter-Cultural Association of Greater Victoria (ICA), 250-388-4728
Military Family Resource Centre (MFRC), 250-363-2640

The Victoria Immigrant and Refugee Centre Society (VIRCS), 250-361-9433
Vancouver Island Brain Injury Society (VIBIS), 250-598-9339

Mental Health – Programs for mild to moderate mental health concerns

Bounce Back Program, 250-361-1337
British Columbia Association for Living Mindfully (BCALM), mindful-life@shaw.ca
Capital Mental Health Association, 250-389-1211

Mental Health – Programs for serious and persistent mental illness

Beacon Community Services, Laurel House, 250-595-1572
Capital Mental Health Association, 250-389-1211
Cool Aid Society, 250-383-1977
Umbrella Society for Addictions & Mental Health, 250-380-0595

Mental health – Services for families

The F.O.R.C.E. Society for Kids' Mental Health, 1-855-887-8004
Learning Through Loss, 250-413-3114

Mental health – Services for survivors of crime, abuse, or trauma

Child Abuse Prevention & Counselling Society (Mary Manning Centre), 250-385-6111
Greater Victoria Police Victim Services (GVPVS), 250-995-7351
Men's Trauma Centre (MTC), 250-381-6367
Victoria Women's Sexual Assault Centre (VWSAC), 250-383-5545
Victoria Women's Transition House Society (THS), 250-592-2927

Mental health – Seniors' services and low-cost/no-cost counselling

Capital Mental Health Association, 250-389-1211
James Bay Community Project, 250-388-7844
Seniors Serving Seniors, 250-382-4331
Silver Threads Service, 250-388-4268

Mental health – Services for mothers and parents

HerWay Home, 250-519-3681
Victoria Single Parent Resource Centre – 1 UP, 250-385-1114
Young Parents Support Network (YPSN), 250-384-0552

Mental health – Services for people with developmental disabilities

Community Living BC (CLBC), 250-952-4203
Power to Be Adventure Therapy, 250-385-2363

Mental Health - Support groups and peer support

BC Schizophrenic Society (BCSS) Victoria Branch, 250-384-4225
The F.O.R.C.E. Society for Kids' Mental Health, 1-855-887-8004
Mood Disorders Association of BC (MDABC), 250-474-3065
Umbrella Society for Addictions & Mental Health, 250-380-0595

Substance use – Information and resources

Alcohol & Drug Information and Referral Service, 1-800-663-1441

Here to Help, www.heretohelp.bc.ca

Vancouver Island Crisis Line (community resource database), 1-888-494-3888

Substance use – Services for youth

Boys & Girls Club Services of Greater Victoria, 250-384-9133

Pacific Centre Family Services Association (PCFSA), 250-478-8357

Victoria Youth Clinic, 250-388-3552

Victoria Youth Empowerment Society (YES), 250-383-3514

Substance use - Support groups

Alcoholics Anonymous (AA), 250-383-0415

LifeRing Secular Recovery, 250-920-2095

Narcotics Anonymous (NA), 250-383-3553

Section 2: Health Authority/BC Government Mental Health and Substance Use Services

MENTAL HEALTH AND SUBSTANCE USE INTAKE

Adult Mental Health and Substance Use (MHSU) Intake, Island Health (VIHA)

Mental Health Services: 250-519-3485

Substance Use Services: 250-213-4444

<http://www.viha.ca/mhas/>

Adult MHSU Intake is the central intake service for all Island Health adult MHSU programs that require referral from a family physician or nurse practitioner (**unless access and referral information is otherwise specified in the listing**). The intake service provides screening, assessment, treatment recommendations, and referrals.

MHSU Programs are listed through the remainder of Section 2. If you are unsure what program to refer to, call to consult with an Intake worker at MH Services (250-519-3485) or SU services (250-213-4444).

For **mental health services**, fax completed referral form and client questionnaire (if possible) to 250-381-3222. (See appendix for referral form).

For **substance use services**, fax completed referral form and client questionnaire (if possible) to 250-213-4445. (See appendix for referral form).

Older Adults Mental Health and Substance Use (MHSU) Intake, Island Health (VIHA)

Victoria Seniors Outreach Team, 250-370-8565

http://www.viha.ca/seniors/clinics_mental_health/

Access to mental health and substance use services is through physician referral to Seniors Health. For information regarding referrals and services, call the Seniors Outreach Team at 250-370-8565.

Fax completed Seniors Health referral form to 250-519-1904. (See appendix for referral form).

Child, Youth and Family Mental Health (CYFMH)

250-519-6794

http://www.viha.ca/cyf_mental_health/

Island Health has a variety of services and programs for children and youth with mental health and substance use issues.

All programs require referrals from a family physician through CYFMH Intake, except for the following, which anyone, including clients, can refer to:

- Early Psychosis Intervention (EPI) program
- Integrated Mobile Crisis Response Team (IMCRT)
- Discovery Youth & Family Substance Use Services

A fundamental criterion for intake is that the child or youth's mental health needs have exceeded the resources of their community, including MCFD CYMH services (see next entry).

Once a referral is received by the Intake Team, it is screened and subsequently reviewed by a committee. The Intake Worker may contact the referring clinician for additional information.

To discuss a potential referral or obtain more information about services, contact CYFMHS Intake at 250-519-6794 or 250-519-6720

To make a referral to CYFMHS, fax a completed referral form to 250-519-6789. (See appendix for referral form).

Victoria Child and Youth Mental Health (CYMH) Intake, Ministry of Children and Family Development (MCFD)

250-356-1123

http://www.mcf.gov.bc.ca/mental_health/

CYMH provides clinical services for youth struggling with a spectrum of mental health issues. Once a referral is accepted to CYMH, the child or youth's need for service is prioritized according to their level of risk and impairment. Clients who are suicidal or experiencing extreme impaired functioning due to acute mental illness have the highest priority.

Access is through physician referral to CYMH. To send a referral to Victoria CYMH, fax the completed referral form to 250-387-0002. (See appendix for referral form).

***Victoria CYMH Intake team supports family physicians to navigate CYMH services and system, and find appropriate referrals. Call the intake team at 250-356-1123 for consultation or fax in a referral form.**

ADULT MENTAL HEALTH SERVICES

Adult Mental Health – Emergency and Crisis Services

Integrated Mobile Crisis Response Team (IMCRT)

1-888-494-3888

IMCRT is a collaboration between Child, Youth, and Family MH, Adult MHSU, and Greater Victoria police forces. Interdisciplinary MHSU clinicians work alongside plain-clothes police officers to provide a rapid, mobile, community-based response to people of all ages experiencing urgent/emergent mental health and substance use issues.

IMCRT provides short-term support and stabilization in order to manage the crisis and ensure continuity of care between the initial intervention and the involvement of follow-up services.

IMCRT operates from 1:00 p.m. to midnight 7 days a week.

Access is through the Vancouver Island Crisis Line at 1-888-494-3888. Physicians and other mental health professionals may access the team directly through a confidential pager number (provided by the Crisis Line upon request). Other access is through the police.

Anyone, including clients, can access this service directly by calling the Vancouver Island Crisis Line at 1-888-494-3888.

Psychiatric Emergency Services

250-519-1528

Psychiatric Emergency Services (PES) at the Archie Courtinall Centre is a specialized care area within the Emergency Department at the Royal Jubilee Hospital. PES provides specialized mental health and addiction services, including intensive assessment and crisis intervention for patients arriving in emergency at the Royal Jubilee Hospital with psychiatric disorders.

Access to this service is through the main Emergency Department at the Royal Jubilee Hospital at 1952 Bay Street.

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

Enhanced Collaborative Care Service

250-519-3485

www.viha.ca/mhas/locations/victoria_gulf/ecc.htm

This program supports Victoria GPs in providing primary care for patients with mental health and substance use care needs by offering a one-time consultation with a psychiatrist for the patient. After the consultation, patient recommendations as well as a psychiatrist contact number for future communication around that case are provided.

Please note MHSU Intake may use its discretion to decide whether a patient is served best by the one-time consultation and telephone consultation availability service.

Physicians can access to one-time consultations and telephone consultation through MHSU Intake.

Psychiatry Inpatient Consultation Liaison Service (PICLS)

250-370-8024

PICLS provides timely psychiatric assessment and treatment to medically ill inpatients at the Royal Jubilee Hospital and Victoria General Hospital. The service sees in-hospital patients between the ages of 18-75 with concurrent medical and mental disorders, suicidal ideation, aggression, psychosis, delirium, mood disorders, anxiety disorders, competency issues and addictions.

Physicians, nurses, and other health professionals can request a Psychiatric consult for an inpatient by calling 250-370-8024. Consults are triaged based on urgency, and generally occur within 24 to 48 hours of the request.

RACE (Rapid Access to Consultative Expertise)

1-877-696-2131

<http://www.raceconnect.ca/>

RACE is an innovative model of shared care involving a telephone advice line where family physicians can call one phone number and choose from a selection of specialty services for real-time telephone advice. In the RACE model, the telephone call is routed directly to the specialists cell phone or pager for “just in time” advice. Physicians can call RACE if they need advice on diagnostic testing, general management, therapeutics, other clinical questions, or when they are fairly certain what to do but just need some reassurance.

Provincial services related to MHSU accessible to Victoria physicians:

- Child & adolescent psychiatry
- Treatment-resistant psychosis
- Transgender care (not MHSU per se, but transgender care can include MHSU concerns)

Physicians accessing RACE can bill for: G14018- General Practice Urgent Telephone Consultation with a Specialist Fee (\$40.00).

Access is through calling 1-877-696-2131.

Urgent Short Term Assessment and Treatment (USTAT)

250-213-4400

1119 Pembroke Street, Victoria

USTAT provides short-term individual psychotherapy for patients in crisis, at risk, or in severe distress. With this service, clients are assigned to a primary therapist who does an initial assessment and establishes treatment goals. A team of psychiatrists is available as needed for consultation and follow up.

Access is through MHSU Intake.

Adult Mental Health – Inpatient Services**Acute Inpatient Services, Psychiatric Intensive Care (Royal Jubilee)**

250-519-1528

Psychiatric Intensive Care (PIC) provides short-term intensive psychiatric care to patients with mental health and/or substance use issues in a secure environment. Two other units provide stabilization of acute psychiatric symptoms in a safe environment. Units are served by multi-disciplinary teams including psychiatrists, nurses, social workers, psychologists,

Access to the inpatient units is through the main Emergency Department at the Royal Jubilee Hospital at 1952 Bay Street.

Seven Oaks Tertiary Mental Health Facility

250-519-3520

4575 Blenkinsop Road

Provides services for adults with severe and persistent mental illnesses who require a high-level of professional support. The facility has 38 inpatient beds and an intensive case management service that follows a further 25 clients in the community. All referrals for admission must come from secondary or tertiary mental health programs.

Adult Mental Health – Outpatient Services

Assertive Community Treatment (ACT)

ACT and Outreach Team Information Line: 250-882-9420

ACT is a mental health program that focuses on individual clients and their recovery by facilitating community living and psychosocial rehabilitation for persons with serious and persistent mental illness, and who have very significant functional impairments. ACT services are delivered by a group of mental health staff from a variety of disciplines, who work as a team and provide the majority of treatment services. There are several mobile ACT teams in Victoria (Downtown ACT Team, Pandora ACT Team, Victoria Integrated Community Outreach Team, Seven Oaks ACT Team, and STEP Team).

Referrals are generally received through secondary, tertiary, or community mental health services.

Developmental Disability Mental Health Team

250-519-3519

203-3939 Quadra Street, Victoria

The Developmental Disability Mental Health Team (DDMHT) provides consultation and assessment services only (no treatment services) to clients who meet the following criteria:

- Age 14 years and older
- Have a demonstrated developmental disability and co-occurring mental health illness
- Have first been assessed as eligible by Community Living BC (CLBC) or Ministry of Children & Family Development for youth age 14 - 18 yrs.

Referrals are provided by the client's Community Living BC representative and must be approved by CLBC for adults 19 years and over or by MCFD / CYSN for youth ages 14 - 18 yrs.

Psychiatric Day Hospital

250-370-8126

6th floor, Eric Martin Pavilion, 2328 Trent Street, Victoria

Provides time-limited psychosocial rehabilitation services to inpatient and outpatient adults with severe and persistent mental illnesses such as schizophrenia, bipolar disorder and major depression. Provides a comprehensive, individually tailored group-treatment program in three broad categories: support for stabilization; illness education; and health promotion. Clients must have a primary Axis 1 diagnosis and be under the care of a psychiatrist.

Access is through MHSU Intake.

Victoria Mental Health Centre

250-370-8175

Eric Martin Pavilion, 2328 Trent Street, Victoria

Provides ongoing psychiatric treatment and case management support for individuals with severe and persistent mental illness. Services include:

- Short-term psychiatric consultations
- Ongoing outpatient psychiatric care, case management and community support
- Close integration with Acute Inpatient Services and community-based services
- Specialized services including
 - Schizophrenia Service, Mood Disorder Service, Anxiety Disorder Clinic, Early Psychosis Intervention, Medication Clinic

Access is through MHSU Intake.

Adult Mental Health – Supported Housing Services**Centralized Access to Supported Housing (CASH)**

250-519-3595

The CASH program is a cross-organizational hub for collecting all applications and referrals to mental health and addictions supported housing in the Greater Victoria area. For all residential facilities and housing sites:

- Clients must meet the specific criteria for the individual site,
- Be age 19 or over, and
- Have a serious and persistent mental illness as the primary treatment issue. Symptoms of the illness must require a level of care that is provided by the facility.

CASH is generally accessed through Island Health ACT Teams, Case Managers, tertiary services and other outreach services. If one of your patients has housing needs, contact MHSU Intake to connect them with the appropriate service to connect with housing.

Adult Mental Health – Community Psychiatry Referrals

See the *Victoria Physician Resource Booklet* available on the VDFP website for referral to community psychiatrists. <https://www.divisionsbc.ca/victoria/resourcebooklet>

ADULT SUBSTANCE USE SERVICES

Adult Substance Use – Acute and Short-term Services

Victoria Withdrawal Management Services

250-213-4441

1125 Pembroke Street, Victoria, BC

Withdrawal Management Services encompasses four services for people in different stages of alcohol and drug recovery (sobering, detox, stabilization, and recovery):

The **Sobering and Assessment Centre** is a 20 bed facility, offering shelter and assessment of inebriated clients for less than 24 hours. Access to this service is through police referral, hospital referral, or client self-referral to 1125 Pembroke Street.

The **Community Medical Detox Unit** is a 21 bed, short-term stay unit (approximately 10 days) for acute medical withdrawal. Access is by physician referral through MHSU Intake, or clients can self-refer by contacting Withdrawal Management Services Intake at 250-213-4441.

Pembroke Place Stabilization Unit is a 17 bed unit (7 to 30 days) for stabilization and reconnection with community resources. Access is by physician referral through MHSU Intake, or clients can self-refer by contacting Withdrawal Management Services Intake at 250-213-4441.

Recovery Addictions Support (RAS) is a flexible day program for clients new to recovery. The program runs seven days per week and offers daily psychoeducational groups and complementary therapies. Access is by physician referral through MHSU Intake, or clients can self-refer by contacting Withdrawal Management Services Intake at 250-213-4441.

Adult Substance Use – Outpatient Services

Addictions Outpatient Treatment (Quadra Clinic)

250-519-3544

2nd floor - 1250 Quadra Street, Victoria

Addictions Outpatient Treatment 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:

- Day and evening support groups for men and women; gender-specific intensive day treatment
- Daytime co-ed intensive educational groups and Individual counselling
- Referral to other specialized programs, such as residential treatment, supportive recovery facilities, and Victoria Withdrawal Management Services
- Other groups on issues such as:
 - Codependency/Choices
 - Harm Reduction
 - Concurrent Disorders
 - Relapse Prevention
 - Stress Reduction and Relaxation

Access is through self-referral or through physician referral.

Self-referral is initiated by attending in person at the Addiction Outpatient Treatment Clinic at 1250 Quadra Street, during business hours (9:00 am - 4:00 pm Monday to Friday) and arranging for an appointment to discuss service options. Group Information Sessions are held at Addictions Outpatient Treatment, Quadra Clinic, on Tuesday and Thursday afternoons from 1:30 pm to 2:30 pm.

Physician referral is initiated by faxing completed referral form and client questionnaire (if possible) to 250-381-3222.

OLDER ADULT MENTAL HEALTH AND SUBSTANCE USE SERVICES

Older Adult Mental Health – Inpatient Services

Psychiatric Emergency Services

250-519-1528

Geriatric Psychiatry Inpatient Services provides acute inpatient assessment and treatment of people age 75 and older who have a mental health or substance use disorder.

Access to this service is through the main Emergency Department at the Royal Jubilee Hospital at 1952 Bay Street.

Older Adult Mental Health – Outpatient Services

Seniors Outreach Services

250-519-3566

2828 Nanaimo Street, Victoria

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.

Access is through physician referral to Seniors Health. Fax completed Seniors Health referral form to 250-519-1904.

For information regarding referrals and referral forms, call 250-370-8565 or 1-855-370-8565.

South Island Seniors Outpatient Clinic

250-370-8565

Royal Jubilee Hospital, Memorial Pavilion, Watson Wing Level 1, 1952 Bay St, Victoria

Seniors Outpatient Clinics aim to improve quality of life by optimizing ability and independence. Provides Geriatric Psychiatric Consultation, assessment and treatment by a Geriatric Psychiatrist (or Physician specializing in substance abuse), of frail elderly people experiencing mental health and/or addictions issues. Multidisciplinary team members may be involved. Serves Greater Victoria and the Gulf Islands.

Access is through physician referral to Seniors Health. Fax completed Seniors Health referral form to 250-519-1904.

For information regarding referrals and referral forms, call 250-370-8565 or 1-855-370-8565.

CHILD, YOUTH AND FAMILY MENTAL HEALTH (CYFMH)

CYFMH Mental Health – Emergency and Crisis Services

Emergency

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

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

Integrated Mobile Crisis Response Team (IMCRT)

1-888-494-3888

IMCRT is a collaboration between Child, Youth, and Family MH, Adult MHSU, and Greater Victoria police forces. Interdisciplinary MHSU clinicians work alongside plain-clothes police officers to provide a rapid, mobile, community-based response to people of all ages experiencing urgent/emergent mental health and substance use issues.

IMCRT provides short-term support and stabilization in order to manage the crisis and ensure continuity of care between the initial intervention and the involvement of follow-up services.

IMCRT operates from 1:00 p.m. to midnight 7 days a week.

Access is through the Vancouver Island Crisis Line at 1-888-494-3888. Physicians and other mental health professionals may access the team directly through a confidential pager number (provided by the Crisis Line upon request). Other access is through the police.

Children, youth and families can also access this service by calling the Vancouver Island Crisis Line at 1-888-494-3888.

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

Child and Youth Mental Health Urgent Psychiatric Consult

250-727-4212

Child, Youth and Family Ambulatory Clinic at VGH or the Anscorb Program at the Queen Alexandra Centre for Children's Health

This service is available for children and youth up to and including age 16 with urgent mental health concerns who would benefit from a one-time psychiatric evaluation, related to issues such as early psychosis, severe depression or anxiety, suicidal ideation or deterioration in a child's functioning. Services include psychiatric consult, assessment, and treatment recommendations for the referring physician. Consults are only accepted for children and youth living within the Capital Regional District and the Gulf Islands. Priority is given to those with no previous psychiatric involvement.

Physicians can make referrals by contacting the mental health crisis nurse at 250-727-4212, who will screen, triage and, on occasion, re-direct referrals to a more appropriate resources.

Project Alive (MCFD)

250-952-5073

201-4478 West Saanich Road

Project Alive provides urgent assessment and support for youth (under the age of 19) at high risk for suicide or who are experiencing high risk mental and emotional distress. This service is confidential and parents will only be involved with youth's permission. Project Alive workers can respond to youth within 3 to 5 days.

Access is through Saanich Child & Youth Mental Health: 250-952-5073.

RACE (Rapid Access to Consultative Expertise)

1-877-696-2131

<http://www.raceconnect.ca/>

RACE is an innovative model of shared care involving a telephone advice line where family physicians can call one phone number and choose from a selection of specialty services for real-time telephone advice. In the RACE model, the telephone call is routed directly to the specialists cell phone or pager for “just in time” advice. Physicians can call RACE if they need advice on diagnostic testing, general management, therapeutics, other clinical questions, or when they are fairly certain what to do but just need some reassurance.

Provincial services related to MHSU accessible to Victoria physicians:

- Child & adolescent psychiatry
- Treatment-resistant psychosis
- Transgender care (not MHSU per se, but transgender care can include MHSU concerns)

Physicians accessing RACE can bill for: G14018- General Practice Urgent Telephone Consultation with a Specialist Fee (\$40.00).

Access is through calling 1-877-696-2131.

CYFMH Mental Health – Inpatient Services**Ledger House**

250-519-6716

Queen Alexandra Centre for Children’s Health, 2400 Arbutus Road, Victoria

The Ledger Program is a resource that provides acute, in-patient, hospital based psychiatric services for children and youth from Vancouver Island. Ledger provides stabilization, assessment, treatment planning and short-term interventions for children and youth aged 6 to 16 years. Programs include:

The Special Care Unit (SCU)

For child and youth clients who require urgent service and/or short-term stabilization for the following:

- Florid psychosis
- Active mania
- Suicidal with previous, serious suicide attempts
- Require intensive 24 hour monitoring

Children's and Youth Units

Clients admitted to these two units require in-patient, multi-disciplinary, tertiary mental health assessment and treatment planning. Upon admission, clients must have a secure placement and community discharge plan in place.

- Children's unit: inpatient assessment, intervention and discharge planning for children ages 6-11 with complex psychiatric problems
- Youth unit: inpatient assessment, intervention and discharge planning for ages 12-16 with complex psychiatric problems

If physicians wish to discuss a referral before submitting, they can call Ledger Reception (250) 519-6908.

CYFMH Mental Health – Outpatient Services

Anscomb Program

250-519-5390

Queen Alexandra Centre for Children's Health, 2400 Arbutus Road, Victoria

The Anscomb Program offers a continuum of services to support children, youth and their families through comprehensive, coordinated, and trauma-informed assessment, evaluation and both short and long-term therapeutic support and follow-up. Programs include:

- **Mood Anxiety Psychosis (MAP) Team**

MAP provides specialized services for children and youth up to and including age 18, who are having significant challenges in their daily functioning due to complex mood, anxiety and/or psychotic conditions.

- **Neurodevelopment Team**

The Neurodevelopment Team provides specialized services for children and youth up to and including age 18, who are having significant challenges in their daily functioning due to complex mental health and behavioural challenges secondary to neurodevelopmental impairments.

- **Early Psychosis Intervention Program (EPI)**

A specialized service for children and youth (up to and including age 16), who are having significant challenges in their daily functioning, which may be due to possible psychosis. For example, children and youth who may be displaying bizarre behaviours or experiencing auditory/visual hallucinations, thought disorders and/or delusions may be referred for further assessment.

*ANYONE CAN REFER TO THE EPI PROGRAM, including clients and families.

Developmental Disability Mental Health Team

250-519-3519

203-3939 Quadra Street, Victoria

The Developmental Disability Mental Health Team (DDMHT) provides consultation and assessment services only (no treatment services) to clients who meet the following criteria:

- Age 14 years and older
- Have a demonstrated developmental disability and co-occurring mental health illness
- Have first been assessed as eligible by the Ministry of Children & Family Development for youth age 14 - 18 yrs.

Referrals are provided by the client's Community Living BC representative and must be approved by the Ministry of Children & Family Development for youth ages 14 - 18 yrs.

Victoria Child and Youth Mental Health, Ministry of Children and Family Development (MCFD)

250-356-1123

302-2955 Jutland Road, Victoria

CYMH provides clinical services for youth struggling with a spectrum of mental health issues including: anxiety, conduct disorder, attention-deficit or hyperactivity, depression, panic, social phobia, substance abuse, pervasive development disorder, obsessive-compulsive disorder, schizophrenia, Tourette's disorder, eating disorders, and bipolar disorder.

Direct clinical services include:

- intake, screening and referrals to other agencies or health providers (if CYMH services are deemed inappropriate)
- assessment and planning
- treatment and case management
- clinical consultation

Other local CYMH offices (contact other offices for referrals outside of Victoria):

- Saanich Office (serving Saanich, Saanich Peninsula, and Lower Gulf Islands), 201-4478 West Saanich Road, 250-952-5073
- West Shore Office (serving Langford, Colwood, Metchosin and Sooke), 2nd Floor, 345 Wale Road, 250-391-2223
- CYMH South Island Aboriginal Team: 1-1195 Esquimalt Road, Victoria, 250-952-4041

CYFMH Mental Health – Community Pediatric Psychiatry Referrals

See the *Victoria Physician Resource Booklet* on the VDFP website for referral to community pediatric psychiatrists. www.divisionsbc.ca/victoria/resourcebooklet

CYFMH Substance Use – Outpatient Services

Discovery Youth & Family Substance Use Services

250-519-5313

2nd Floor, 530 Fraser Street, Victoria

Discovery provides counselling, prevention, intervention and outreach programs for youth 11-19 who have problems with substance use or are affected by substance use in a family member.

Referrals can be made by physicians, school workers, or by clients and families, by calling the Intake Worker at 250-519-5313.

Section 3: Community Mental Health and Substance Use Services

Organization	Description	Referral and Costs
Alcohol & Drug Information and Referral Service 1-800-663-1441 www.bc211.ca	Anonymous, confidential 24-hour resources and supports and referrals to treatments and counsellors across the province.	Call 1-800-663-1441 in BC, or visit the website.
Alcoholics Anonymous (AA) 250-383-0415 www.aavictoria.ca #8-2020 Douglas Street, Victoria	AA is an organization not allied with any particular sects, denomination, political institution or organization, that supports people to stay sober, help others do the same, and recover from alcoholism.	Call the help line for support and information: 250-383-7744 Check the website for meeting days/times. No cost.
BC Association For Marriage And Family Therapy 604-687-6131 www.bcamft.bc.ca	Marriage and family therapists are mental health professionals who provide assessment and counselling.	Click on 'Locate a Therapist' at: www.bcamft.bc.ca Fees typically range from \$110-\$200/session. Some counsellors provide sliding-scale fees. Many extended medical plans cover services.
BC Association of Clinical Counsellors 1-800-909-6303 www.bc-counsellors.org	Registered Clinical Counsellors have a Masters degree and provide assessment and counselling.	Referral Line: 1-800-909-6303 Click on 'Find a Counsellor' at: www.bc-counsellors.org BC suggested fee schedule for individual counselling: \$110/session. Some counsellors provide sliding-scale fees. Many extended medical plans cover services.
BC Cancer Agency – Vancouver Island Centre 250-519-5500 www.bccancer.bc.ca 2410 Lee Avenue, Victoria	The Vancouver Island Centre offers professionally trained counsellors and social workers who specialize in cancer care and provide individual, couple and family counselling services and support programs. Programs are available to	Clients and family members can self-refer or can be referred by their family physician, by calling 250-519-5525. No cost.

	patients, families, caregivers and friends, before, during and after treatment for managing stress, emotions, family problems, dealing with treatment and end of life issues.	
BC Families in Transition (BCFIT) 250-386-4331 www.bcfrit.org 899 Fort Street, Victoria	BCFIT offers counselling, support groups, workshops, legal support, and other services for BC residents of all ages who are affected by separation, divorce, or family reorganizations. Individual, couples, family, and childrens' counselling on a sliding scale based on family income. Free services include: <ul style="list-style-type: none"> • Legal support appointment • Parenting after separation • Finances after separation 	Clients can self-refer to individual and group counselling by calling the office. Individual counselling fees are based on sliding scale (\$30.00-\$90.00 per session).
BC Psychological Association 1-800-730-0522 www.psychologists.bc.ca	Registered Psychologists have a PhD in psychology and provide assessment and counselling.	Referral Line: 1-800-730-0522 Click on 'Find Help' at www.psychologists.bc.ca BC suggested fee schedule for individual counselling: \$175/session. Some psychologists provide sliding-scale fees. Many extended medical plans cover services.
BC Schizophrenic Society (BCSS) Victoria Branch 250-384-4225 www.bcss.org 941 Kings Road, Victoria	BCSS supports people with schizophrenia and other serious and persistent mental illnesses, and their families through support services and groups, education and advocacy. Local services include: <ul style="list-style-type: none"> • Peer support groups • Family support groups • Short term family counselling for family members of people with persistent mental illness 	Clients and family members can self-refer to services by calling the local office. All services including short-term family counselling are offered at no cost.
Beacon Community Services 250-658-6407	A wide range of programs and services for children, youth,	Clients can self-refer or referrals can be made by physicians.

<p>www.beaconcs.ca</p> <p>Child, Youth and Family Counselling 250-655-5305</p> <p>Adult Counselling 250-656-0134</p> <p>9860 Third Street, Sidney</p> <p>Laurel House 250-595-1572 1452 Elford Street, Victoria</p>	<p>adults and families:</p> <ul style="list-style-type: none"> • Adult counselling for individuals and couples provided by qualified volunteer professional counsellors, for issues related to depression, anxiety, grief, relationships, communication • Child, Youth and Family counselling for depression, anxiety, behavioural challenges or other family problems • Parenting programs such as parent and family education and support groups • Laurel House: weekday drop in program for adults living with mental illness. <p>See website for full range of services.</p>	<p>For referrals to Adult Counselling, call to be connected to the Intake Worker, 250-656-0134.</p> <p>For referrals to the Child, Youth and Family Counselling program, contact the Intake Worker at 250-655-5305.</p> <p>For referrals for parenting programs, call 250-656-0134.</p> <p>For referrals to Laurel House, contact 250-595-1572.</p> <p>Child, Youth and Family counselling, parenting programs, and Laurel House services are offered at no cost. Adult counselling is offered on a sliding scale of \$1.00-\$30.00 per session.</p>
<p>Bounce Back Program 250-361-1337</p> <p>http://www.cmha.bc.ca/how-we-can-help/adults/bounceback</p>	<p>Bounce Back is an evidence-based mood-improvement program designed to assist primary care practitioners in working with their patients. Participants learn Cognitive Behavioural Therapy (CBT) skills to help them deal with problems such as inactivity, unhelpful thinking, worry, and avoidance. Two supports are offered:</p> <ol style="list-style-type: none"> 1. <i>Living Life to the Full</i> DVD is a first-line intervention that can be given out during routine office visits to help any patient prone to depressive thinking or behavior. 2. Telephone coaching and workbooks related to <i>Overcoming Depression, Low Mood, and Anxiety</i> requires a physician referral and is only for patients with mild to moderate depression* who have sufficient concentration and motivation to engage in the program. 	<p>Bounce Back Program telephone coaching and workbook support require a physician referral. To make a referral, fax the referral form to 1-866-639-0522.</p> <p>For more information, or to order <i>Living Life to the Full</i> DVDs, physicians can call the Bounce Back Community Coach Jocelyn at 250-361-1337.</p> <p>Bounce Back is offered at no cost to participants. Physicians who consult with a Bounce Back coach as part of collaborative care planning for a patient with complex needs may bill the Community Patient Conferencing fee (Fee Code 14016).</p>

	(*Physicians should confirm that depressive symptoms are in the mild to moderate range (e.g., PHQ-9 = 5–19) and that no contraindications to a low-intensity cognitive-behavioural intervention apply)	
Boys & Girls Club Services of Greater Victoria 250-384-9133 www.bgvic.org 410 Macaulay St, Victoria	Boys & Girls Club offers programs and services to support healthy development for children, youth, families, and parents. Programs include: <ul style="list-style-type: none"> • Youth (13-18) substance abuse counselling (Withdrawal Management Care Home Program) • Youth justice programs for young offenders • Programs for parents • Community homes for vulnerable youth 	Clients and family members can self-refer to youth services by contacting: Beth Diprose, 250-384-9133 ext. 204
British Columbia Association for Living Mindfully (BCALM) mindful-life@shaw.ca 547 Michigan Street	BCALM offers <i>The Art of Living Mindfully</i> , an eight-week evidence-based course that teaches mindfulness, meditation and cognitive-behavioural based strategies to help participants' better cope with stress and challenging emotions. Facilitators are local family physicians, psychiatrists and clinical counselors with expertise in CBT and mindfulness-based clinical approaches.	Referrals are accepted from physicians; completed forms should be faxed to 250-984-7755. Patients will be placed on a waitlist and contacted with upcoming course dates. Course attendance is covered by MSP. Upon registering into a class, participants pay \$40 for administration and materials.
Canadian Mental Health Association (CMHA) Victoria Branch (250) 216-4228 victoria.branch@cmha.bc.ca http://www.victoria.cmha.bc.ca/	CMHA offers community support services for people with mental health concerns, including the Bounce Back program (see separate entry under 'Bounce Back Program'), information and referral services, employment support services, and community outreach and referrals.	Contact the branch by calling, emailing, or visiting the website to access support and referral services.

<p>Capital Mental Health Association 250-389-1211 www.miravictoria.ca</p> <p>125 Skinner Street, Victoria</p>	<p>Capital Mental Health provides support, activity groups, coaching services, and employments services for adults with mental illness. Programs include:</p> <ul style="list-style-type: none"> • G.R.O.W (Gateway to Resources and Options for Wellness) is a psychosocial rehabilitation program that promotes wellness and community integration for adults with a primary diagnosis of mental illness • The BRIDGE Centre is an activity-based program for people with a mental illness and cognitive challenges, held three times a week • The Friendship Centre provides support and activities for seniors aged 55+ experiencing severe and persistent mental illness; it operates Wednesday and Saturday • Pathways Alzheimer's and Dementia Day Program supports clients through therapeutic group activities 	<p>Referrals for G.R.O.W. are accepted from physicians and other health care professionals. Contact Sabine Vanderispailie, 250-389-1211, ext 126.</p> <p>Referrals to the BRIDGE Centre can be made via a Case Manager. Contact Darlene Arseneault, 250-389-1211, ext 233.</p> <p>Referrals for the Friendship Centre are received through physicians and psycho-geriatric services. Contact Darlene Arseneault: 250-389-1211, ext 233.</p> <p>For the Pathways Program contact the Program Coordinator at 250-658-5414 (5500 Hamsterly Road)</p> <p>Programs are offered at no cost to participants.</p>
<p>Child Abuse Prevention & Counselling Society (Mary Manning Centre) 250-385-6111 www.marymanning.com</p> <p>210 – 1175 Cook Street, Victoria</p>	<p>Mary Manning Centre offers to individuals and their families who are, or think they might be, dealing with child sexual abuse problems. Services:</p> <ul style="list-style-type: none"> • individual counselling • assessment and treatment plans • prevention education • group counselling 	<p>Physicians can refer, or clients and/or their care caregiver(s) can refer themselves by calling the centre.</p> <p>Mary Manning Centre services are free of charge to eligible children and youth under age 19 and their families who are dealing with trauma from abuse or witnessing family violence.</p>
<p>Citizens' Counselling Centre 250-384-9934 www.citizenscounselling.org</p> <p>941 Kings Road, Victoria</p>	<p>Citizens' Counselling offers individual, couples, and group counselling to adult residents of Greater Victoria. Counselling is available days, evenings and</p>	<p>Clients can self-refer by calling the office and arranging for an intake appointment.</p> <p>The Citizens' Counselling Centre</p>

	<p>weekends and is offered by volunteer counsellors trained to work with issues such as:</p> <ul style="list-style-type: none"> • relationship/communication • changes in status or roles (grieving/loss, divorce, marriage, career changes) • situational depression • conflict resolution • stress and anxiety management • anger • self esteem and assertiveness <p>Groups such as Self-Esteem, Anger Management, Stress, Anxiety, Depression, Art Therapy are offered three times each year.</p>	<p>has a sliding fee scale based on family income, from \$10-\$60 per session. Group fees are also based on family income and range from \$10-\$20 per session.</p>
<p>Community Living BC (CLBC) 250-952-4203 www.communitylivingbc.ca 220 – 174 Wilson Street, Victoria</p>	<p>Community Living Victoria provides a range of support services to children, youth and adults with developmental disabilities and their families.</p>	<p>Contact CLBC for program information.</p>
<p>Cool Aid Society 250-383-1977 www.coolaid.org Access Community Health Centre 713 Johnson Street, 1st Floor 250-385-1466 REES Program 1509 Douglas Street 250-595-8619</p>	<p>Community Health Centre Provides primary and mental health services, including dental care, for adults residing in the downtown core, many of whom are homeless, suffer from MHSU issues and/or other chronic health problems.</p> <p>REES Program <i>Resources, Education, Employment and Support</i> A program by and for people living with mental illness, REES is a co-operative, recovery-based program to support those with MHSU concern, working in partnership with families and professionals to enhance the lives of people with mental illnesses or addictions.</p>	<p>People can self-refer by calling, dropping by the relevant location, or can be referred by a physician or other professional.</p> <p>Contact the main office or either program for more information.</p>

<p>CrisisCentreChat.ca crisiscentreachat@crisiscentre.bc.ca</p>	<p>CrisisCentreChat.ca offers an online chat service for adults 25 and over, to chat one-on-one with trained volunteers. This chat service offers free, confidential, support for emotional distress – from noon-1 am daily.</p>	<p>Clients can visit the website to chat daily from noon-1 am, or email crisiscentreachat@crisiscentre.bc.ca for support.</p>
<p>Esquimalt Neighbourhood House Society (ENHS) 250-385-2635 www.enh.bc.ca</p> <p>Adult Counselling 250-360-0644</p> <p>511 Constance Avenue, Victoria</p>	<p>ENHS offers family services and supportive counselling to residents of Vic West, Esquimalt and View Royal.</p> <p>Adult Counselling Support for depression and anxiety, abuse, grief, parenting, stresses, substance use, relationships, losses and other changes and challenges.</p>	<p>Clients can self refer to counselling services by calling Adult Counselling. Counselling services are provided at no cost.</p>
<p>The F.O.R.C.E. Society for Kids' Mental Health 1-855-887-8004 www.forcesociety.com</p> <p>'in the know' Parent Support Group Saanich Neighbourhood Place in Pearkes Rec. Center 3100 Tillicum Rd, Victoria</p>	<p>The F.O.R.C.E. mandate is to support and empower families and work collaboratively with professionals and systems in understanding and meeting the mental health needs of families.</p> <p>In Victoria, the F.O.R.C.E. Society offers 'in the know', a monthly parent support networking and information sharing session that provides a topic expert on mental health needs.</p>	<p>For more information and monthly topics, please visit the website.</p>
<p>Greater Victoria Police Victim Services (GVPVS) 250-995-7351 www.gvpvs.org</p> <p>850 Caledonia Ave, Victoria</p>	<p>GVPVS offers emotional support, assistance, resources and referrals to people impacted by crime and trauma, in partnership with the Greater Victoria Police Department.</p> <p>Supports victims to apply for supports such as the Crime Victim Assistance Program, which provides financial supports and benefits to victims, such as fully funded counselling.</p>	<p>Clients can self-refer to services by contacting the office, or through referral by the police department.</p>
<p>Here to Help bcpartners@heretohelp.bc.ca www.heretohelp.bc.ca</p>	<p>Self-help resources from a collaboration of seven leading BC MHSU non-profit agencies.</p>	<p>Clients can visit the website or email for more information or to order copied of publications.</p>

	<p>Publications include:</p> <ul style="list-style-type: none"> • Mental Health Self-Management Toolkit • Anxiety Disorders Self-Management Toolkit • Depression Self-Management Toolkit • Problem Substance Use Workbook • Family Toolkit 	Physicians can also order copies of publications for distribution to patients.
<p>HerWay Home 250-519-3681 547 Michigan Street, Victoria</p>	HerWay Home provides health care and social supports for pregnant and parenting women (with babies under 6 months old) who are affected by substance use, mental health issues and/or violence.	<p>Clients can self refer by calling or dropping by the office Tuesday and Friday from 12pm-3pm, and Thursday from 3pm-6pm. Staff can also meet with women in the community.</p> <p>There is no cost for services.</p>
<p>Hulitan Family & Community Services Society 250-384-9466 www.hulitan.ca</p> <p>1911 Quadra St, Victoria</p>	<p>Hulitan offers social services and counselling to meet the emotional, spiritual, physical and mental needs of urban Aboriginal families in Greater Victoria. Programs include:</p> <ul style="list-style-type: none"> • Aboriginal Child and Youth Mental Health (ACYMH) • Sexual Abuse Intervention Program (SAIP) • Parent Support Programs 	Clients and/or their caregivers can self-refer by calling or visiting the website for a referral form. For Aboriginal children and youth 0-19, the ACYMH and SAIP programs operate under an open intake referrals policy. Parenting support programs must be referred via MCFD.
<p>Inter-Cultural Association of Greater Victoria (ICA) 250-388-4728 www.icavictoria.org</p> <p>930 Balmoral Road, Victoria (At Quadra Street in the basement of the First Metropolitan United Church)</p>	The ICA offers services for immigrant and refugee newcomers, including counselling related to settlement and integration, culture shock, and family issues. Services are inclusive and support people who experience difficulty accessing other services due to language or other barriers.	Clients can self-refer to programs by calling or dropping in for an intake session at the main office at 930 Balmoral Road, Victoria.
<p>James Bay Community Project 250-388-7844 www.jbcp.bc.ca</p> <p>547 Michigan Street, Victoria</p>	<p>Provides a variety of health and counselling services to families, seniors, and youth:</p> <p>Families Family Development Worker</p>	<p>Referrals are made through self-referral or by contacting the appropriate program.</p> <p><u>Family services:</u> Barbara Anderson, Family</p>

	<p>and Youth and Family Outreach Worker offer counselling, information and support to families wanting to work on parenting or family concerns. Services either at JBCP or in the home.</p> <p>Seniors Connections weekly support group for seniors experiencing depression or isolation (currently Thursday from 1pm-3pm). Transportation can be arranged.</p> <p>Youth Youth Outreach: Supports for youth 13-19 and their families, including parent-teen mediation, mentoring, and advocacy, with a focus on families living in James Bay, Downtown, Oak Bay and Fairfield.</p> <p>Victoria Youth Clinic (see entry below)</p>	<p>Development Worker, 250-388-7844, Ext. 312.</p> <p>Janessa Bate, Youth and Family Outreach Worker, 250-388-7844, Ext. 314.</p> <p><u>Connections</u>: contact Kirsten at 250-388-7844, Ext. 310.</p> <p><u>Youth Outreach</u>: Janessa Bate, Youth and Family Outreach Worker, 250-388-7844, Ext. 314.</p>
<p>Kids Help Phone 1-800-668-6868 www.kidshelpphone.ca</p>	<p>Kids Help Phone provides professional counsellors for support with a range of concerns, from trouble with homework to dealing with loss and grief to thoughts of suicide. Service is anonymous and confidential.</p>	<p>Clients can call 1-800-668-6868.</p>
<p>LifeRing Secular Recovery 250-920-2095 www.liferingcanada.org</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>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>Learning Through Loss 250-413-3114 www.learningthroughloss.org 1027 Pandora Avenue, Victoria</p>	<p>Learning Through Loss designs and delivers grief and loss education and supportive programs to youth, and promotes awareness in the</p>	<p>Clients can self-refer by calling Learning Through Loss.</p>

	community about the importance of supporting young people through loss.	
Men's Trauma Centre (MTC) 250-381-6367 www.menstrauma.com 102-1022 Pandora Avenue, Victoria	MTC provides counselling and support services to adult and late adolescent males (age 16 and up) who are survivors of physical, emotional or sexual trauma as well as support for clients' significant others. The Victim Services Program offers emotional support and information about legal matters such as reporting abuse to the police	Referrals can come through physicians, mental health workers, or by self-referral, through contacting the office. Individual counselling is provided on a sliding scale basis, ranging from \$65-\$100 per session, or \$55 with subsidy (if eligible). Clients can work with clinical counselling interns for low or no cost if fees are a barrier. The intake process can help determine if clients are eligible for funding. Group counselling is provided by donation.
Military Family Resource Centre (MFRC) 250-363-2640 www.esquimaltmfrc.com 2610 Rosebank Road, Colwood	MFRC provides a range of programs and services to address the unique needs of military members and their families: <ul style="list-style-type: none"> • Short-term counselling for individuals, couples and families experiencing situational or personal crises • Urgent family support services • Family Navigator Program that supports Canadian Forces families with a family member with extra needs, such as mental health needs • Parenting support workshops and groups 	Clients can contact MFRC for information about programs and services, as well as referrals to other base and civilian resources.
Mood Disorders Association of BC (MDABC) http://www.mdabc.net/mdabc-support-groups	MDABC is a nonprofit organization that provides support, options, education, and hope of recovery for people living with a mood disorder or other mental illness. Victoria support groups are offered for	Support groups are free of charge and accept participants on a drop-in basis. Check website for group times and contact info.

	<p>people living with a mood disorder.</p> <p>Support groups are offered: Royal Jubilee Hospital the 1st and 3rd Wednesday</p> <p>Capital Mental Health group, 2nd and 4th Tuesday</p> <p>Emmanuel Baptist Church group, 3rd Monday</p>	<p>RJH group: contact Tamara 250-474-3065</p> <p>Capital Mental Health group, contact Ken 250-475-1843</p> <p>Emmanuel Baptist Church group, contact Pastor Joan Dosso 250-592-2418 ext. 227 joan@emmanuelvictoria.ca</p>
<p>Narcotics Anonymous (NA) 250-383-3553 www.bcrna.ca</p>	<p>NA is an international, community-based association providing support for people with substance use and addiction issues.</p>	<p>Groups are offered free of charge. There are over 20 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>Pacific Centre Family Services Association (PCFSA) 250-478-8357 www.pacificcentrefamilyservices.org</p> <p>345 Wale Road, Victoria</p>	<p>PCFSA provides a variety of counselling and substance use programs:</p> <ul style="list-style-type: none"> • Affordable counselling program • Alcohol and Drug Program (for adults 19 and over; limited to West Shore communities: View Royal, the Highlands, Langford, Colwood, Metchosin and Sooke) • Youth Services (for youth ages 10-19; limited to West Shore communities) including counselling, crisis intervention, and family mediation/counselling 	<p>Clients can self-refer to programs by calling the Centre.</p> <p>Fees for the Affordable Counselling Program are by sliding scale based on family income.</p> <p>The Alcohol and Drug Program and Youth Services are provided at no cost.</p>
<p>Power to Be Adventure Therapy 250-385-2363 www.powertobe.ca</p> <p>1017 Fort Street, Victoria</p>	<p>Power To Be provides adventure-based programs designed for youth and families in need of support, that promote physical health and emotional well-being, develop interpersonal and leadership</p>	<p>Contact the office for information about programs currently offered.</p>

	skills, teach environmental and social stewardship, support community engagement and family connectedness.	
The Salvation Army – Stan Hagen Centre for Families 250-386-8521 www.sashcf.com 2965 Quadra Street, Victoria	The Stan Hagen Centre provides professional supportive counselling to individuals and families who face immediate crisis as well as those requiring short-term therapy.	Clients can self-refer by calling the Counselling Coordinator at the Stan Hagen Centre. Counselling services are offered at no cost (with donations or volunteer time accepted), and are generally for clients who are unable to access services elsewhere.
Seniors Serving Seniors 250-382-4331 www.seniorsservingseniors.ca 109-1022 Pandora Ave, Victoria	Seniors Serving Seniors is a volunteer organization that promotes the quality of life and well-being of seniors in the Greater Victoria. Services include Senior Peer Counselling which offers one-on-one personal counselling, compassionate listening and support to explore life issues.	Clients can self-refer by calling the office. Senior Peer Counselling is offered at no cost.
Silver Threads Service 250-388-4268 www.silverthreads.ca Victoria: 1728 Douglas Street Saanich: at the Les Passmore Centre, 286 Hampton Road	Silver Threads Service is a not-for-profit society that provides opportunities for seniors to participate in programs and services that build social connections, and the health and well-being of those at risk, through centres in Victoria and Saanich. The Grief and Loss Program provides one on one support at no cost.	Clients and their families can learn about programs by calling the office. For the Grief and Loss program, contact Julie at 250-382-3151.
South Island Centre for Counselling and Training 250-472-2851 www.southislandcentre.ca 3821A Cedar Hill Cross Road, Victoria	The South Island Centre provides affordable counselling for individuals, couples, and families, for support with issues such as depression, loss, self-esteem, relationships, abuse, substance use and addiction, and other issues.	Clients can self-refer by calling the office or by emailing counselling@southislandcentre.ca Counselling services are offered on a sliding scale based on family income; clients will be supported regardless of financial situation.
Surrounded by Cedar Child and Family Services	Surrounded By Cedar provides child and family services rooted	Clients can self-refer by calling the office.

<p>250-383-2990 www.surroundedbycedar.com</p> <p>211-1497 Admirals Road, Victoria</p>	<p>in cultural values and beliefs to restore and enhance the strength and resiliency in the urban Aboriginal community. Aboriginal Child and Youth Counselling is offered in group and individual formats.</p>	
<p>Umbrella Society for Addictions & Mental Health 250-380-0595 www.umbrellasociety.ca</p> <p>901 Kings Road, Victoria</p>	<p>Umbrella actively promotes understanding, acceptance and support for people affected by addiction and mental health issues through peer support programs:</p> <ul style="list-style-type: none"> • System navigation to connect with clinical and community services • General connectedness, to provide additional support outside of other services • Supporting the family • Problem solving supports for other life challenges 	<p>Clients can self-refer by calling the office or by sending an email to wecanhelp@umbrellasociety.ca</p> <p>There are no fees for Umbrella services.</p>
<p>Vancouver Island Brain Injury Society (VIBIS) 250-598-9339 www.vbis.ca</p> <p>Units D & E, 830 Pembroke Street, Victoria</p>	<p>VIBIS supports, educates, and advocates for adults with acquired brain injuries and their families, and aims to increase community awareness about acquired brain injuries. Programs and services include:</p> <ul style="list-style-type: none"> • Individual support services to any individuals living with an acquired brain injury, as well as to their family, spouses/partners and caregivers • Peer support programs • Art and music therapy groups • Family support services 	<p>Clients can self-refer to programs and services by calling the office.</p> <p>All services are provided at no cost, and are not time limited.</p>
<p>Vancouver Island Crisis Line 1-888-494-3888 www.vicrisis.ca</p>	<p>Vancouver Island Crisis Line provides 24/7:</p> <ul style="list-style-type: none"> • emotional support • crisis intervention • suicide prevention services • information and referrals • access to IMCRT 	<p>Call for information and referrals, or visit the website for extensive community resource database.</p> <p>Call for access to IMCRT.</p>

<p>The Victoria Immigrant and Refugee Centre Society (VIRCS) 250-361-9433 www.vircs.bc.ca</p> <p>3rd Floor, 637 Bay Street, Victoria</p>	<p>VIRCS helps immigrants, refugees, new Canadian citizens, and visible minorities settle and adapt into new lives in Greater Victoria, through confidential and culturally sensitive services.</p> <p>Programs and services for children, youth, and adults include counselling, art therapy groups, weekly children's group, homework clubs, weekly social and recreation nights, life skills workshops, English classes, conversation clubs, and summer camp.</p>	<p>Clients can self-refer to programs by calling the office or by visiting the website.</p> <p>Programs and services are offered at no cost to participants.</p>
<p>Victoria Native Friendship Centre (VNFC) 250-384-3211 www.vnfc.ca</p> <p>231 Regina Avenue, Victoria</p>	<p>VNFC provides services to an estimated 15,000 Aboriginal people living off reserve in the greater Victoria area, as well as the 5,000 residents from the First Nations communities in the southern Vancouver Island region. Services include:</p> <ul style="list-style-type: none"> • Addictions Counselling (some provided by an Elder) • Mental Health Liaison • Youth and family programs • Employment and career services • Arts and cultural programs 	<p>Clients can self-refer to services by calling or dropping by the Centre during the following days/times:</p> <p>Monday to Friday 9:00 am - 10:45 am 2:30 pm - 3:45 pm</p>
<p>Victoria Single Parent Resource Centre – 1 UP 250-385-1114 www.singleparentvictoria.ca</p> <p>602 Gorge Road East, Victoria</p>	<p>1UP is a non-profit society that provides counselling, education, support and experience to single parents and caregivers so that they can raise happier, healthier families. Programs and services include:</p> <ul style="list-style-type: none"> • Individual counselling for single parents about anything important of concern to them such as parenting issues, stress and anxiety management, or housing or financial issues. • Groups and education on topics related to parenting, 	<p>Clients can self-refer to counselling and groups by calling the Centre.</p> <p>Counselling (up to 10 sessions) is provided at no cost.</p> <p>Courses are offered on a sliding scale based on family income, with \$10 minimum suggested donation for 3-week courses, and \$20 minimum suggested donation for 6-8 week courses.</p>

	boundaries, relationships, and managing emotions.	
<p>Victoria Women's Sexual Assault Centre (VWSAC) 250-383-5545 www.vwsac.com</p> <p>201-3060 Cedar Hill Road, Victoria</p>	<p>VWSAC supports women and all trans* survivors of sexual assault and childhood sexual abuse, through counselling, advocacy, and empowerment. Services includes:</p> <ul style="list-style-type: none"> • Individual crisis support • Individual trauma counselling • Group counselling • Victim Services • Sexual Assault Response Team for assaults that have happened within the last 7 days, for anyone age 13 and over 	<p>To connect with services, please call our crisis and information line 250-383-3232 during business hours (Mon-Fri 9am – 5pm) or email the crisis line at crisisline@vsac.ca</p> <p>After hours, the crisis line is answered by the Vancouver Island Crisis Line.</p>
<p>Victoria Women's Transition House Society (THS) 250-592-2927 24 hr crisis line: 250-385-6611 www.transitionhouse.net</p> <p>100-3060 Cedar Hill Road, Victoria</p>	<p>THS provides emergency shelter services and counselling to abused women and children. Services include:</p> <ul style="list-style-type: none"> • Individual short-term and group counselling • Transition House Shelter for stays of up to 30 days • Senior women's programming related to abuse of older women • 24 hour crisis line 	<p>Clients can self-refer to programs and services by calling the Society and speaking to a women's counsellor.</p> <p>All services are offered free of charge for women in Greater Victoria.</p>
<p>Victoria Youth Clinic 250-388-3552 www.victoriayouthclinic.ca</p> <p>533 Yates Street, Victoria</p>	<p>The Victoria Youth Clinic is a confidential primary health care service for youth aged 12 to 24 years. Counselling, support, advocacy, health and other services are provided by a team of doctors, nurses, counsellors, psychiatrist, outreach worker, medical office assistant and manager.</p>	<p>Youth can self-refer to services by calling either location, or by dropping by at the following days/times: Monday & Thursday 3-7 pm Tuesday & Wednesday 11am-3 pm</p> <p>Services are provided at no cost to youth and do not require a Care Card.</p>
<p>Victoria Youth Empowerment Society (YES) 250-383-3514 www.vyes.ca</p>	<p>YES offers a broad range of programs and services to support youth and their families, including:</p>	<p>Youth and families can self-refer by calling the office or dropping by, or physicians and other professionals can also refer.</p>

<p>533 Yates Street, Victoria</p>	<ul style="list-style-type: none"> • Mental Health Liaison Counselling (ages 13-19) • Youth and Family Support Counselling (ages 12-19) • Youth Outreach for crisis support (ages 12-19) • Specialized Youth Detox, a non-medical detox support program (ages 13-18) • Life skills day program (ages 12-19) • Kiwanis emergency youth shelter (ages 13-18) 	<p>Services provided at no cost and offered in flexible formats, such as drop in support that doesn't require appointments.</p>
<p>Young Parents Support Network (YPSN) 250-384-0552 www.ypsn.ca 2541 Empire Street, Victoria</p>	<p>YPSN is a small, non-profit organization that supports young parent families, up to age 30. Services include Family Support Outreach Workers and Groups.</p>	<p>Clients can refer to services by calling the office. Services are offered at no cost.</p>
<p>Youthspace.ca 778-783-0177</p>	<p>Emotional support and crisis intervention for youth and young adults up to the age of 30. Online Chat service is open between the hours of 6pm and 11pm every day. There is a moderated forum and a link to e-counselling, as well as texting support: 778-783-0177.</p>	<p>Clients can visit the website.</p>