

# RESOURCES

## COMMUNITY PARTNERS

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- [BC Schizophrenia Society \(Victoria chapter\)](http://www.bcssvictoria.ca) <http://www.bcssvictoria.ca>
- [Boys and Girls Club](http://www.bgcvic.org) <http://www.bgcvic.org>
- [Office of the Representative for Children and Youth](http://www.rcybc.ca/)  
<http://www.rcybc.ca/>
- [Coalition of Neighbourhood Houses](#)
  - [Esquimalt Neighbourhood House](http://www.enh.bc.ca) <http://www.enh.bc.ca>
  - [Fernwood Community Centre](http://www.fernwoodneighbourhood.ca)  
<http://www.fernwoodneighbourhood.ca>
  - [Fairfield Community Association](http://www.fairfieldcommunity.ca)  
<http://www.fairfieldcommunity.ca>
  - [Saanich Neighbourhood Place](http://www.saanichneighbourhoodplace.com)  
<http://www.saanichneighbourhoodplace.com>
- [Community Council](http://www.communitycouncil.ca) <http://www.communitycouncil.ca>
- [Greater Victoria Early Childhood Coalition](http://www.cf.gov.bc.ca/early_childhood/)  
<http://www.cf.gov.bc.ca/early\_childhood/>
- [Federation of Child and Family Services of BC](http://www.fcfs.bc.ca) <http://www.fcfs.bc.ca>
- [Help Line for Children](http://www.mcf.gov.bc.ca/getting_help/help.htm)  
<http://www.mcf.gov.bc.ca/getting\_help/help.htm>
- [Hulitan Social Services Society](http://www.hulitan.ca) <http://www.hulitan.ca>
- [Inter-cultural Association](http://www.icavictoria.org) <http://www.icavictoria.org>
- [Metis Community Services](http://www.metis.ca) <http://www.metis.ca>
- [Nil/Tu,o Child and Family Services Society](http://www.niltuo.com) <http://www.niltuo.com>
- [Pacific Centre Family Services Association](http://www.pacificcentrefamilyservices.org)  
<http://www.pacificcentrefamilyservices.org>
- [Phoenix Human Services Association](http://www.phoenixhumanservices.org)  
<http://www.phoenixhumanservices.org>
- [South Island Training Initiative Society \(SITI\)](http://www.cafca.ca/resources2.htm)  
<http://www.cafca.ca/resources2.htm>
- [Surrounded by Cedar Child and Family Services](http://www.surroundedbycedar.com)  
<http://www.surroundedbycedar.com>
- [University of Victoria](http://www.uvic.ca) <http://www.uvic.ca>
- [University of Victoria Centre for Youth & Society](http://www.youth.society.uvic.ca/)  
<http://www.youth.society.uvic.ca/>
- [Victoria Cool Aid Society](http://www.coolaid.org) <http://www.coolaid.org>
- [Victoria Native Friendship Centre](http://www.vnfc.ca) <http://www.vnfc.ca>
- [Victoria Women's Sexual Assault Centre](http://www.vwsac.com) <http://www.vwsac.com>
- [Victoria Youth Empowerment Society](http://www.vyes.ca) <http://www.vyes.ca>
- [YM-YWCA of Greater Victoria](http://www.victoriay.com) <http://www.victoriay.com>
- [Youth Services Directory](http://www.cyc.uvic.ca/naty/directory/agencies.html)  
<http://www.cyc.uvic.ca/naty/directory/agencies.html>

## OTHER COUNSELLING SERVICES

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Other counselling agencies/organizations that will help people with emotional difficulties (listed by subject heading). For Counsellors in private practice, please look under "Counsellors" in the yellow pages of the TELUS phone directory.

### Information and referrals

- [BC Association of Clinical Counsellors](#) 595-4448  
14 – 2544 Dunlevy, Victoria, BC, V8R 5Z2  
Professional association for clinical counsellors working at a Master's level.  
Provides the public with referrals to counsellors

### Abuse

- **Hill House** 479-3963 (24 hours)  
P O Box 48014, 3575 Douglas Street, Victoria, BC, V8Z 7H5  
A temporary shelter for women with or without children who are experiencing abuse in their intimate relationships.
- [NEED Crisis & Information Line](#) 386-6323  
Administration 386-6328  
24 hours-a-day, 7 days-a-week, telephone support provided by trained volunteers. Crisis intervention and suicide prevention. Access to emergency mental health services. Conversations are confidential.
- **Victoria Innovative Seniors Treatment Approach (VISTA)** 953-3966  
2828 Nanaimo Street, Victoria, BC, V8T 4W9  
Provides outreach services. Small residential component for seniors with alcohol and/or medication abuse, and elder abuse issues. Community education and consulting services concerning seniors and substance abuse issues.
- [Victoria Women's Sexual Assault Centre](#)  
Crisis line 383-3232  
Business line 383-5545  
941 Pandora Avenue, Victoria, BC, V8V 3P4  
Provides individual and group counselling for survivors of sexual assault and historical sexual abuse
- **Women's Transition House**  
Crisis line 385-6611  
Community office 595-2927  
#100 – 3060 Cedar Hill Road, Victoria, BC, V8T 3J5  
A temporary shelter for women with or without children who are experiencing abuse in their intimate relationships. Wheelchair accessible.

## Addictions

- Dallas House Society 727-3544  
#304 – 1095 McKenzie Avenue, Victoria, BC, V8P 2L5  
Provides counselling, education and referral services for residents of Saanich and the Saanich Peninsula who are 19 years and older, and who are experiencing difficulties with alcohol or other drugs, or who are effected by someone else's substance abuse.
- **Pacific Centre Family Services Association** 478-8357  
345 Wale Rd. Victoria, BC V9B 6X2 Provides professional counselling for individuals, families or groups. Also provides trained volunteer counsellors who give their time to help people with difficulties. A drug and alcohol counselling program is available in Sooke and the Western Communities. This latter service is free.
- **Salt Spring Island Community Services** 1-250-537-9971  
278 Fulford Ganges Road, Salt Spring Island, BC, V8K 2K6  
Offers counselling and food bank
- [The Problem Gambling Help Line](#) 1-888-795-6111  
Provides education and training, treatment planning consultation and counselling for seniors and their family members. Available 24 hours a day.
- The [Salvation Army Family and Community Services](#) 386-8521  
Provides counselling for individuals with depression, addiction, damaged self-esteem and suicidal thinking. Programs include life skills, individual and group therapy.
- **Victoria Innovative Seniors Treatment Approach (VISTA)** 953-3966  
2828 Nanaimo Street, Victoria, BC, V8T 4W9  
Provides outreach services. Small residential component for seniors with alcohol and/or medication abuse, and elder abuse issues. Community education and consulting services concerning seniors and substance abuse issues.

## Bereavement

- The [Compassionate Friends of Canada Inc.](#) (Victoria Chapter) 479-4612  
Offers friendship and support for bereaved parents who have had a child die at any age from any cause. Resource meetings, monthly meetings and quarterly newsletter.

## Crisis Intervention Counselling

- [NEED Crisis & Information Line](#) 386-6323  
Administration 386-6328  
24 hours-a-day, 7 days-a-week, telephone support provided by trained volunteers. Crisis intervention and suicide prevention. Access to emergency mental health services. Conversations are confidential.
- **Island Loss Clinic** 592-3138  
2910 Dean Avenue, Victoria, V8R 4Y4  
Private counselling for grief and loss
- [Peninsula Community Services](#) 656-0134  
9860 Third Street, Sidney, BC, V8L 4R2

Grief and loss support, counselling services, luncheon club, volunteers, home health services, and employment services

- [Salt Spring Island Bessie Dane Foundation & Hospice Volunteers](#) 1-250-537-2770

Offers counselling services for chronically and terminally ill persons and their families. Volunteers provide one-to-one visits at home or at the hospital. Respite care and bereavement support.

- [Sooke Hospice Volunteers](#) 642-4345

P O Box 1052, Sooke, BC, V0S 1N0

- [Victoria Hospice Society](#) 370-8715

1900 Fort Street, Victoria, BC, V8R 1J8

Enhances the quality of life and death for those facing death and bereavement through skilled and compassionate physical, emotional and spiritual care

### **Mental Health and Family Support**

- [Vancouver Island Health Authority](#) (South)

Community Mental Health Centres offers assessment, diagnosis, and treatment of serious emotional problems and psychiatric illnesses. Treatment is on an out-patient basis. Family counselling and consultation provided. Referral is open to all.

- [BC Schizophrenia Society \(Victoria chapter\)](#) 384-4225

941 Kings Road, Victoria BC

To improve the quality of life for those affected by schizophrenia and psychosis through education, support programs, public policy, and research.

- [Victoria Mental Health Centre](#) 370-8175

2328 Trent Street, Victoria, BC, V8R 4Z3

Serves all of the Greater Victoria area

- **Elderly Outreach Service** 953-3966

2828 Nanaimo Street, Victoria, BC, V8T 4W9

A Capital Region wide short-term assessment and treatment service for seniors experiencing mental health problems. Provides client assessment, treatment, planning and follow-up services. Consults with facilities, health care professionals and community agencies. Educates families, caregivers, homemakers, long-term care staff and physicians about care and treatment of individuals with late-onset mental health problems (including dementia, depression, anxiety and other late-life issues).

- [Capital Mental Health Association](#) 389-1211

125 Skinner Street, Victoria, BC, V9A 6X4

Programs for psychiatric patients and individuals experiencing emotional problems. These include social, recreation, and rehabilitation programs. Offers housing and life skills programs. Referrals may be from a doctor, social worker, family relatives, caregivers, or by the individual.

- **Phoenix Human Services Association** 383-4821

1824 Store Street (2nd Floor) Victoria, BC V8T 4R4

Services include mental health counselling for children and youth, Family Support Services, supervised visitation between parent(s) and child(ren), and a variety of support services for children and adults who have a disability. These services include individualized self-help skills acquisition, day programs and crisis support teams. Individuals or families may be referred by a Ministry Social Worker.

- **Pacific Centre Family Services Association** 478-8357  
345 Wale Rd. Victoria, BC V9B 6X2  
Provides professional counselling for individuals, families, or groups. Also provides trained volunteer counsellors who give their time to help people with difficulties. A drug and alcohol counselling program is available in Sooke and the Western Communities. This latter service is free.
- **Salt Spring Island Community Services** 1-250-537-9971  
278 Fulford Ganges Road, Salt Spring Island, BC, V8K 2K6  
Provides counselling for adults, families and youth, and seniors' health promotion

### **Pastoral Counselling**

- [Island Pastoral Services Association](#) 472-2851  
3821A Cedar Hill X Road, Victoria, BC, V8P 2M6  
Offers counselling to individuals, couples, families and groups. Specializes in grief recovery, self-esteem, emotional issues, marriage enrichment and conflict management. Chemainus office (250) 701-8801.

### **Senior Peer Counselling**

- **Salt Spring Seniors for Seniors Society** 1-250-382-4331  
379 Lower Ganges Road, Salt Spring Island, BC, V8K 2V4
- [Seniors Serving Seniors](#) 382-4331  
Red Cross Building, 909 Fairfield Road, Victoria, BC, V8V 3A3
- [Peninsula Community Services](#) 656-0134  
9860 Third Street, Sidney, BC V8L 4R2  
Grief and loss support, counselling services, luncheon club, volunteers, home health services, and employment services

### **Separation and Divorce**

- [BC Families in Transition](#) 386-4331  
730 Quadra Street, Victoria, BC, V8V 4Z5  
For persons of all ages affected by separation, divorce, or family reorganization. Also offers a program entitled New Beginnings, a 12-week counselling and support program, designed especially for seniors. There is a fee for this program. Individual and group programs.