

Victoria Counselling Support Resources

Vancouver Island Crisis Line (**Available 24/7**) at **1-888-494-3888**

- Crisis Chat Services offered daily from 6:00pm to 10:00pm Pacific time, visit www.vicrisis.ca
- Crisis Text Services offered daily from 6:00pm to 10:00pm Pacific time, text 250-800-3806

Kuu-us Crisis Line **24/7 crisis line** for First Nations at **1-800-588-8717**

Mental Health and Substance Use Service Link (Island Health) available 7 days a week at **1-888-885-8824**. Service Link helps people navigate and connect to the right resources, including harm reduction services, drug poisoning prevention, addiction medicine, withdrawal management, and treatment and recovery services. Callers who leave a message will be contacted the same or next day.

For those needing short term counselling, they are encouraged to:

- Access Employee and Family Assistance Programs or extended health benefits, if available
 - Private pay Registered Clinical Counsellors can be found here: <https://bcacc.ca/>
 - Private pay Psychologists can be found here: https://www.psychologists.bc.ca/find_psychologist
- Self present in person or by phone to any Urgent and Primary Care Centre for MHSU Health Consultant or Social Worker services, available 7 days a week.
 - Downtown Victoria UPCC at 1107 Pandora Ave (250-519-3870)
 - James Bay UPCC at Unit B - 547 Michigan St (250-519-3770)
 - Esquimalt UPCC at 890 Esquimalt Road (250-519-3880)
 - North Quadra UPCC at 100 – 4420 Chatterton Way (250-519-3820)
 - Gorge UPCC at 63 Gorge Rd E (250-519-3800)
 - Westshore UPCC at 582 Goldstream Ave, Unit 104 (250-519-6919)
- Access student services for college and university students
 - Camosun College Counselling Centre at 250-370-3571 or 250-370-4925
 - Royal Roads University Counselling at 250-391-2600 ext. 4515
 - University of Victoria Student Wellness Centre at 250-721-8563

Community Counselling Resources				
Facility	Service Area	Specialty	Contact & Location	Fees
BC Bereavement Line			1-877-779-2223	Free
BC Cancer	Cancer patients and their families	Counselling, psychiatry, support groups	250-519-5525	Free

Beacon Community Services	Saanich Peninsula	Counselling	250-656-0134	\$25/session
Cascadia Counselling		Counselling and anger management	250-590-7050 300-755 Queens Ave	\$150/hour
Citizens Counselling Centre		Individual and couples counselling	250-384-9934 941 Kings Rd	Sliding scale
Eating Disorders Program		Counselling	250-387-0000	Free
Esquimalt Neighbourhood House		Counselling	250-360-0644 511 Constance Rd	Free
Esquimalt Military Family Resource Centre	Military members and their families	Counselling	250-363-2460	Free
Five Behaviour Education and Consulting Services		Counselling and DBT group	250-508-9188	\$120/hour Discounted rates available
Her Way Home	Pregnant and parenting women who are affected by substance use, mental health issues, and/or violence	Counselling, Support groups	250-519-3681	Free
Inspire Health	Cancer patients or with past history of cancer	Counselling, Support groups	250-595-7125 212-2187 Oak Bay Ave	Free
Men's Therapy Centre former Men's Trauma Center		Individual trauma counselling, men's groups	250-381-6367 102-1022 Pandora Ave	\$130/hour for 1:1 \$25/session for group
Pacific Centre Family Services	Westshore	Counselling	250-478-8357 324 Goldstream Ave	Free/ Sliding scale
Sooke Family Resource Society	Sooke	Counselling	250-642-5152	Sliding scale
South Island Centre for Counselling		Counselling	250-472-2851 3821A Cedar Hill Cross Rd	\$130/hour Discounted rates available
The Foundry	Ages 12-24 years	Counselling	250-383-3552 919 Douglas St	Free
Together Against Poverty Society (TAPS)		Counselling	250-361-3521 302-895 Fort Street	Free
Victoria Hospice		Counselling	250-370-8868	Free

Victoria Native Friendship Centre		Indigenous focused counselling	250-384-3211 231 Regina Ave	Free
Wellness Together Canada		Phone counselling	1-866-585-0445	Free
Women's Sexual Assault Centre		Trauma counselling, crisis support, group counselling for women and trans people	250-383-3232 200-754 Broughton St	Free
1Up Single Parent Resource Centre	Single parents	Counselling, groups, practical supports	250-385-1114 2001 Douglas St	Free

Support for Substance Abuse

Facility	Specialty	Contact & Location
Addictions Outpatient Treatment and Withdrawal Management Services Drop in Substance Use Intake Sobering and Assessment Centre	Counselling, Group support, Psychiatry	1119 Pembroke St daily at 1:00pm 250-213-4444 1125 Pembroke Street (24/7)
Alcoholics Anonymous	Support group	250-383-7744
Al-Anon	Support for friends and family of problem drinkers	250-383-4020
Connections Group (Umbrella Society)	Accessible support group for people who are considering reducing or stopping substance use	250-380-0595
LifeRing Secular Recovery	Support group	250-920-2095
Substance Use Services for Westshore residents	Counselling, support group	250-478-8357

Other Support Groups

Group	Description	Contact & Location
Anxiety Management Support Group	Led by registered Psychologist. Free, drop in - no referral needed.	250-389-1211 125 Skinner St, Bridge room Every Thursday from 6:30 pm – 8:00 pm. Visit http://group.breezi.com
BCalm Group – The Art of Living Mindfully	Eight week course provides participants (21+ y/o) with a firm grounding in mindfulness based strategies useful in navigating stress and in recognizing patterns of thought, speech and behavior that may be contributing to stress and suffering.	Website: http://www.bcalm.ca/ Speak to your family doctor for a referral.
Borderline Personality Disorder Support Group	Led by individuals in recovery from BPD and family members of those with BPD.	250-383-5144 125 Skinner Street, GROW Room Every Wednesday from 7-9pm

Bounce Back	Program includes self-help activities and telephone coaching to help clients work on mild/moderate depression and/or anxiety symptoms. Ages 15+	Website: http://www.cmha.bc.ca/programs-services/bounce-back/ Speak to your family doctor for a referral.
CBT Skills Group	Offers a series of psychoeducational and skills training groups suitable for people with mild to moderate anxiety or depression, and specialized groups available for parents of children 0-6 (Raising Resilient Kids) and adults with ADHD.	778)-746-1705 Website: https://cbtskills.ca/ Speak to your family doctor for a referral.
Citizens Counselling Centre	Groups such as Self-Esteem, Anger Management, Stress, Anxiety, Depression, Art Therapy, etc. are offered three times each year. Fees are on a sliding scale based on family income.	250-384-9934 10am-4pm Mon-Fri
Mental Health Recovery Partners (formerly BCSS)	Offers several free groups for individuals and families of those with mental illness with/without addiction.	250-384-4225 Website: www.mhrp.ca
Mood Disorders Support Group	Led by registered clinical counsellor.	250-389-1211 125 Skinner Street, Bridge Room Free, and drop in – no referral needed. Every second Tuesday from 7:15 pm – 9:30 pm.
Strengthening Families Together (formerly BCSS)	10 session course to help families gain information, develop strategies, and build contacts to better help their loved one or friend with a serious mental illness such as schizophrenia, bipolar disorder, major depression with/without addiction. Twice per year. Fall & Spring.	250-384-4225 Website: www.mhrp.ca
Online Resources		
Facility	Specialty	Website
Anxiety BC	Self-help strategies, information, videos, Mind-Shift app downloads.	https://www.anxietybc.com/
Canadian Mental Health Association	Education, resources, support.	www.cmha.ca
Kelty's Key	Provides free, online cognitive behavioral therapy for adults with mental health and behavioural	https://www.wellbeing.gov.bc.ca/resource/keltys-key-online-therapy-0

	health concerns such as anxiety, depression, panic, overcoming addiction, and insomnia.	
MoodGYM	Self-help program to teach cognitive behavior therapy skills for coping with depression and anxiety.	https://moodgym.anu.edu.au