

GVSD Community Resources 2021-2022

Organization	Age Range	Type of Service	Contact Info
1 Up Single Parent Resource Centre	Families	Free services to single parents for life's challenges through free individual counselling, parents groups, clothing and goods, mentorship, education and school supplies	602 Gorge Rd. East 250-385-1114 www.singleparentvictoria.ca
Aboriginal Coalition to End Homelessness	Families	Providing culturally supportive, affordable housing and services to end Aboriginal homelessness	101-2860 Quadra Street Victoria, BC 778-432-2234 https://acehsociety.com/
Anscomb Mental Health Outpatients Program	5-18 years	Provides specialized services for children and youth up to and including age 18, who are having significant complex challenges in their daily functioning due to severe, complex and persistent mood, anxiety and/or behavioural conditions related to major psychiatric disorders Referrals are accepted from MCFD Child and Youth Mental Health clinics	2400 Arbutus Rd. Victoria BC 250-519-6900
BC Cancer Service	All ages	Victoria's cancer center focuses on adult patients & families in talking about cancer with children and offers patient and family counseling	250-519-5525 www.bccancer.bc.ca
BC Housing	Families	Housing Assistance including Subsidized housing, Rental Assistance, Emergency shelter	https://www.bchousing.org/COVID-19
BC Responsible Gaming Program	Varies according to need	Free outreach and counselling to individuals, couples and families who struggle with video gaming and gambling	24 hour helpline: 1.888.795.6111 Shannon.husk@telus.net 250.588.3861
Boys and Girls Club of Greater Victoria	5-12 yrs 13-18 yrs & parents	Providing a variety of supportive programs that include children, youth and families: <ul style="list-style-type: none"> • Camps for kids and teens • Licensed before and after school care • Outdoor adventure programs • Environmental programs • Youth groups • Youth justice services • Parenting programs 	301-1195 Esquimalt Road Victoria BC 250-384-9133 https://bgcvc.org/ parentingprograms@bgcvc.org

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Canadian Mental Health Association	All	<p>Providing mental health promotion and mental illness recovery-focused programs and services for people of all ages and their families:</p> <ul style="list-style-type: none"> Wellness Programs – Bounce Back, Living Life to the Full, Confident Parents: Thriving Kids Employment support -Job coaching / workshops/training sessions 	www.cmha.bc.ca https://bouncebackbc.ca/
Child & Youth Mental Health (CYMH)	18 yrs & under	<p>These programs are designed to support children and youth who experience significant difficulties related to their thoughts, feelings, and behaviours. A range of assessment and treatment options for children, youth and their families are available.</p> <ul style="list-style-type: none"> Intake and referral Various assessments Treatment (individual, family, or group) Parenting programs Educational events Community planning <p>Specialized services:</p> <ul style="list-style-type: none"> High Risk Services Eating Disorders Program Multi-Cultural Outreach 	<p>Victoria CYMH 302 - 2955 Jutland Road 250-356-1123</p> <p>Saanich CYMH (Including High Risk Team and Multicultural Team) 201 - 4478 West Saanich Road 250-952-5073</p> <p>Eating Disorder Program 250-387-0000</p> <p>Indigenous CYMH 1195 Esquimalt Rd. 250-952-4073</p>

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Child & Youth Special Needs (CYSN)	0-19 yrs	<p>CYSN services are run through the Ministry of Children and Family Development with the goal of</p> <ul style="list-style-type: none"> • promoting children's healthy development • maximizing quality of life • assisting families in their role as primary caregivers <p>Services include:</p> <ul style="list-style-type: none"> • Respite • Homemaker service • At home program to assist with medical costs • Autism funding • Behavioural support • Professional support • Transition planning support <p>A child must meet one of the following criteria to access services:</p> <ul style="list-style-type: none"> • Documented Developmental Disability - IQ of around 70 (This must be assessed by a Registered Psychologist according to the DSM5 or DMSIV diagnostic criteria) • Screened eligible for the At Home Program • Autism Spectrum Disorder • Call the CYSN office directly to speak with the CYSN Social Worker and provide relevant documentation 	<p>140-4460 Chatterton Way Phone: 778.698.1224</p>
Citizen's Counselling Centre	Adults	Affordable, accessible counselling for adults – individual, couples and groups	<p>941 Kings Rd, Victoria (250) 384-9934 https://citizenscounselling.com/</p>
Community Living Victoria	All ages	<p>Community Living offers a variety of services and support for people and families with intellectual disabilities including:</p> <ul style="list-style-type: none"> • Family Support -Providing information, connecting people with community resources and advocacy • Employment Services – pre-employment skills, skills-based workshops, and summer/spring camps 	<p>1512 McRae Ave, Victoria 250.477.7231 https://www.communitylivingvictoria.ca/ employmentservices@clvic.ca</p>

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Crisis Line Association of BC 1-800-SUICIDE	All	24/7 Free Distress support phone services for emotional support without a wait or busy signal. Interpreters available in over 140 languages Native Youth Crisis Hotline - 1-877-209-1266 Answered by staff 24/7. Available throughout Canada and US	1-800-784-2433 1-877-209-1266
Discovery Youth & Family Substance Use Services	13-19 yrs	Individual, family & group counselling for youth that have substance use issues or are affected by a parent or family member's substance use. Parent-who has a youth within the age range of 13-19yrs that have substance use issues	250.519.5313 discovery.southisland@viha.ca
Early Psychosis Intervention (EPI)	13-35	Provides support to anyone 13-35 years old experiencing early psychotic symptoms. The service also offers psychosis education to GPs, schools, colleges and universities and other agencies where youth may attend.	250-889-4284 https://www.earlypsychosis.ca/
Esquimalt Nation	All ages	Offering health, counseling, and outreach services by phone and online.	1189 Kosapsum Crescent 250-381-7861
Family Services of Greater Victoria (FSGV)	All ages	FSGV is an agency for all family members facing change and challenges in their relationships. A wide range of caring, timely, and effective services are available: <ul style="list-style-type: none"> • Separation resource services • Parenting programs • Support for grandparents • Counselling/therapy services 	1004 North Park Street 250.386.4331 https://www.fsgv.org/
Family Smart	0-19 yrs	Providing parent/caregiver support navigating the mental health system, support with finding community resources, monthly parent meetings focusing on Mental Health topics, and In the Know Video Library - consisting of expert speakers on MH topics for families	250.818.4810 Lisa.Tate@familysmart.ca www.FamilySmart.ca

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Family Support Institute	Any age can access support	Free support available to any family who identifies with a loved one with a Diversity (be it mental health, physical diversity, or cognitive diversity, with or without a diagnoses. Services offered: <ul style="list-style-type: none"> • Mentorship • Peer-to-peer • Workshops • Training • Networking opportunities • Family support 	227 6th Street New Westminster, BC V3L3A5 1.800.441.5403 www.familysupportbc.com
First Nations Health Authority	All ages	The FNHA is the first and only provincial health organization of its kind in Canada, and works to transform the way health care is delivered to First Nations and Indigenous people in BC. This site includes a list of counsellors paid through extended health benefits.	www.fnha.ca https://www.fnha.ca/Documents/FNHA-First-Nations-Health-Benefits-Mental-Health-Provider-List.pdf
Foundry Victoria	12-24 yrs	Wellness services for youth, including physical and mental health care, substance use supports, social services and peer support.	818 Douglas Street Victoria, BC 250.383.3552 https://foundrybc.ca/victoria/
Hulitan Family and Community Services Society		Preserves, unifies and advocates for Indigenous families by supporting healing and fostering resilience through culturally rooted programs, services and collaboration with community partners	902 A Caledonia Ave Victoria, BC 250-384-9466 https://www.hulitan.ca/
Inter-Cultural Association (ICA)	All ages	Providing a variety of services to new Immigrant and Refugees: <ul style="list-style-type: none"> • SWIS and Youth programs • Settlement services • Employment services • Youth & family services • Language Instruction for Newcomers (LINC) • Arts and Outreach programs 	930 Balmoral Road 250-388-4728 http://www.icavictoria.org/

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Island Family Counselling	All	Provides individual, couple or families therapy in addition to counselling with children and youth. It is fee for service with a sliding scale.	1175 Cook St #316, Victoria (250) 598-0544 https://www.islandfamilycounselling.ca/
Island Health – Healthy Schools Program	School Age	A team of Public Health Nurses & Dieticians assisting schools and the school district to support student learning in relation to being healthy, the wellbeing of school staff, and overall healthy school environments	Janelle.Hatch@viha.ca 250.519.5100
Island Health Pediatric Services through VGH/RJH/QA	6-16 yrs 17+ yrs	<ul style="list-style-type: none"> Youth under the age of 16 are serviced through Victoria General Hospital (VGH) Youth aged 17+ are serviced at the Royal Jubilee Hospital (RJH) IMCRT – available 1:00 p.m. to midnight 	Pediatric Nurses: 250.727.4020 IMCRT: call crisis line directly after 1:00 p.m. 1-888-494-3888
Island Metis family & community services society	All	Offering a variety of programs and services to Metis people that are offered free of charge	250.391.9924 345 Wale Rd, Victoria, BC V9B 2P8 https://metis.ca/programs/reception@metis.ca
Island Sexual Health	9+ yrs	Offering sexual health clinical care, primary care for priority populations, community education, and a retail store that carries gender affirming apparel	#101-3960 Quadra Street Victoria BC V8X 4A3 250.592.3479 www.islandsexualhealth.org
Kiwanis Emergency Youth Shelter (KEYS)	13-18	Providing emergency shelter to young people providing a safe bed, food and support.	2117 Vancouver St. 250-386-8282 https://www.kiwanisvictoria.ca/projects/kiwanis-youth-shelter
KUU-US Crisis Line Society	All	Indigenous specific 24/7 crisis line serving the entire province	Toll-Free: 1-800-588-8717 Youth Line: 250-723-2040 Adult Line: 250-723-4050

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Learning Through Loss	13-24	Short term grief counselling and emotional support to those experiencing stress due to life changes or loss: Learning through Loss Group and Good Grief Workshops for Schools	1027 Pandora Ave. 250-413-3114 info@learningthroughloss.org
M'akola Housing Society	All	Provides safe, affordable and appropriate homes primarily for Aboriginal people and families.	250-590-0204 www.Makola.bc.ca
MCFD Help Line for Children	All	24-hour Helpline for Children toll-free at 310-1234 (no area code is required). For Children, families and community	310-1234 (no area code required)
MCFD Intake Centralize Screening	0-10	Provides child protection reports, initial requests for ministry support services. Available 24 hours a day.	1-800-663-9122 <u>Local MCFD Offices:</u> 12 and under team 250.952.6062 Adoptions and Guardianship 12 and under 250-952-4073 Youth Team & Guardianship and Adoption 250.953.37.11 Indigenous Team 250.952.4041 Westshore Team 250.391.2223
Men's Therapy Centre	All	Provides support to any man who has experienced emotional, sexual or physical trauma as a child or an adult.	847 Fisgard St, Victoria 250) 381-6367 www.menstrauma.com
Military Family Resource Centre (MFRC)	5+ yrs to adult	Staff offers a variety of support to military families as they deal with the unique circumstances of the military lifestyle. Some programs: <ul style="list-style-type: none"> • Assistance with relocation due to postings • Childcare, preschool and out of school care programs • Homework club • Short term counselling support (ages 5 to adult) • Various wellness groups and workshops 	Ph: 250.363.2640 Website: https://esquimaltmfrc.com

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Mobile Youth Service Team (MYST)	Youth	MYST addresses the issue of Sexually Exploited Youth in the CRD. The MYST team is made up of two counsellors and a local police officer. MYST focuses on exploitation, youth at risk, gangs, etc.	250.940.4373 pacificcentre@pcfsa.org www.pacificcentrefamilyservices.org
NEEDS 2 / Youthspace	30 yrs and younger	Offers emotional support and crisis response for Canadian youth under 30 through live chat and text via Youthspace.ca . Chat hours are between 6 pm and midnight.	818 Douglas St. Text live chat: 778-783-0177 Or chat by visiting www.youthspace.ca
Neighborhood Houses (NH)	All ages	There are 8 NHs making up the coalition, 6 of which are in Victoria offering a variety programs for children, youth, and families: <ul style="list-style-type: none"> • Drop-ins programs • Parent education and counselling • Youth Self-sufficiency • Housing outreach • YFC Counselling • Food Program for youth (cooking/gardening skills) • Youth outreach 	<p>Saanich Neighbourhood Place 3100 Tillicum Rd 250.360.1148 https://www.snplace.org/</p> <p>Burnside Gorge Community Association 484 Cecilia Rd. 250.388.5251 www.burnsidegorge.ca</p> <p>Quadra Village Community Centre 901 Kings Rd. 250.388.7696 www.qvcc.ca</p> <p>Esquimalt Neighbourhood House 511 Constance Ave. 250.385.2635 www.enh.bc.ca</p> <p>Fairfield Gonzales Community Association 1330 Fairfield Road. 250.382.4604 https://fairfieldcommunity.ca/</p>

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Neighborhood Houses (NH) - <i>continued</i>			<p>Fernwood Community Centre 1240 Gladstone Ave. 250.381.1552 https://fernwoodnrg.ca/</p> <p>James Bay Community Project 547 Michigan St. 250.388.7844 http://www.jbcp.bc.ca/</p> <p>Oaklands Community Association # 1 2827 Belmont Ave 250-370-9101 programs@oaklandsca.com</p>
Out of the Rain Youth Shelter	15-24 yrs	Out of Rain Youth Night Shelter is available October 15 until April 15. The shelter open each night from 9 pm and closes at 8am with thirty spaces for youth aged 15-25.	<p>2723 Quadra St. Victoria, BC V8T 4E5 250-884-3701 https://www.outoftherainvictoria.ca/</p>
Pacifica Housing	All	Supportive Housing and Fairfield Hotel staff on site with increased measures to avoid direct contact.	250-385-2131
Phoenix Human Services Association	All	Offering a variety of services and programs to children, youth and their families as well as providing adult services to people with developmental disabilities	<p>1095 McKenzie Ave, Victoria, BC 250-383-4821 https://www.phoenixhumanservices.org/</p>
Sexual Assault Response Team (SART)	13 +	24/7 emergency response, emotional support & information to all people 13 years and older who have been sexually assaulted within the past 7 days.	<p>250-383-3232 or www.access@vsac.ca</p>
Songhees Nation	All	Providing a variety of programs and services for the Songhees Community	<p>1100 Admirals Rd. 250-386-1043 https://www.songheesnation.ca/</p>

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South Island Counselling	All	Provides professional, affordable mental health counselling services to all individuals, children, youth and families in support of personal, relational and spiritual wholeness. This is a fee for service with a sliding scale.	3821A Cedar Hill Cross Road 250-472-2851 https://www.southislandcounselling.org/
Surrounded by Cedar Child & Family Services	All	Providing a variety of programs and serviced for urban Indigenous children and families	211-1497 Admirals Road Victoria BC V9A 2P8 250-3832990 https://surroundedbycedar.com/
Together Against Poverty (TAPS)	All	TAPS provides support to people in the Victoria area with matters that involve any of the following: <ul style="list-style-type: none"> • Provincial disability (PWD) applications & appeals • Income assistance (welfare) • Employment standards disputes • Residential tenancy disputes • Income tax for low-income earners 	828 View St. 250-361-3521 https://www.tapsbc.ca
Trans Lifeline	All	Trans Lifeline is non-profit dedicated to the well-being of transgender people. A hotline staffed by transgender people for transgender people. Trans Lifeline volunteers are ready to respond to whatever support needs members of our community might have. This is a FREE helpline run by volunteers and supported by the community.	1-877-330-6366 www.translifeline.org
Umbrella Society for Addictions and Mental Health	All	Housing, Counselling and Outreach Programs to support with substance abuse.	#8-415 Dunedin Street P 250-380-0595 F 250-590-8116 wecanhelp@umbrellasociety.ca
Vancouver Island Counselling Centre for Immigrant and Refugee (VICCIR)	All	Providing specialized counselling and training services to assist refugees and immigrants who suffer from the effects of trauma.	#100 – 850 Blanshard Street info@viccir.org Tel: 778-404-1777
Vancouver Island Crisis Line	All	24/7 crisis line Crisis Chat 6- 10 pm Text 6- 10 pm	Vancouver Island Crisis Line 1.888.494.3888 IMCERT starts at 1pm – midnight www.viccrisis.ca 250-800-3806

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Victoria Child Abuse Prevention / Counselling	3-18 yrs	Provides therapy and victim services for children and youth who have experienced abuse. Intake, victim service, individual and group counselling through our programs': <ul style="list-style-type: none"> • Sexual Abuse Intervention, • Other Forms of Trauma Counselling - funding dependent, • Victim Services • Child and Youth Advocacy Centre 	250.385.6111 https://vcapcc.com/
Victoria Immigrants and Refugee Center Society (VIRCS)	All	Offers a variety of programs for newcomers including wrap around support programs, emergency food, BC Settlement and Integration Services.	1004 North Park Street, Victoria BC V8T 1C6 250-361-9433 http://www.vircs.bc.ca/
Victoria Native Friendship Centre	12-24 yrs	<ul style="list-style-type: none"> • Aboriginal childhood intervention services • Support for at-risk youth and families • Career, education and employment resources • Opportunities to connect with Elders • Family & Health services • Parenting programs • Youth services and drop-in • Cultural support 	231 Regina Ave. 250.384.3211 http://www.vnfc.ca/
Victoria Sexual Assault Centre (VSAC)	13+ yrs	<ul style="list-style-type: none"> • Individual and group counselling • Support to survivors of recent sexual assault • Assistance with the police and justice system • Community workshops and anti-violence prevention education in schools 	Ph: 250.383.3232 Email: access@vsac.ca Vancouver Island Crisis Line: 1.888.494.3888
Victoria Women's Transition House Society	Women and Children	Providing 24 hours crisis support to women at risk of physical violence including: Advocacy, safety planning, counselling, housing and shelter	3060 Cedar Hill Rd. 250-592-2927 24-hour crisis line 250-385-6611
Youth Empowerment Society (YES)	13-19 yrs	Providing prevention, intervention, outreach, treatment and education for youth, their families/caregivers and the broader community	533 Yates St. 250-383-3514 www.vyes.ca