



Counselling

Agencies and organizations which help people with emotional difficulties. Listed by subject heading. For Counsellors in private practice please contact the BC Association of Clinical Counsellors at the number below.

Information and Referrals

**Vancouver Island
Crisis Line** **1-888-494-3888**

**BC Association of
Clinical Counsellors** **250-595-4448**
1-800-909-6303

204 - 780 Tolmie Avenue
Victoria, BC V8X 3W4

Regulates the practice of clinical counsellors working at a Master's level. Provides referrals to counsellors.

www.bcacc.ca

Abuse

**Battered Women Support Services
(BWSS) Crisis Line** **1-855-687-1868**

Provides information on resources and emotional to assess women in their coping strategies, to highlight their strengths and to help create a safety plan for women who are dealing with violence and/or the effects of abuse.

www.bwss.org

Men's Therapy Centre **250-381-6367**

847 Fisgard Street
Victoria, BC V8W 1R9

Provides support, counselling (individual and group) and education for all men who have experienced childhood abuse, adult assault, or any other trauma. Initial intake session is free.

www.menstherapycentre.ca

**Pacific Centre Family
Services Association** **250-478-8357**

200-324 Goldstream Avenue
Victoria, BC V9B 2W3

Individual counselling for women who experienced violence in their adult relationship or who were sexually abused.

www.pacificcentrefamilyservices.org

**Sooke Transition
House Society** **250-642-2591**
cell: 778-966-4311

PO Box 527

Sooke, BC V9Z 1H5

Emergency shelter for women and their children who are in crisis resulting from family violence. Provides advocacy, counselling, education, and prevention..

www.sooketransitionhousesociety.com

**Victoria Sexual Assault Centre
Service Access Line** **250-383-3232**

201-3060 Cedar Hill Road
Victoria, BC V8T 3J5

Provides individual and group counselling for survivors of sexual assault and historical sexual abuse.

www.vsac.ca

Counselling

Victoria Women's Transition House
Crisis Line 250-385-6611
Community Office 250-592-2927

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.

www.transitionhouse.net

Elder Abuse

Seniors Abuse 1-866-437-1940
And Information Line (SAIL)

A safe place for older adults, and those who care about them to talk to a trained intake worker about abuse or mistreatment, receive information and support about issues that impact the health and well being of an older adult.

www.seniorsfirstbc.ca/programs/sail/

Island Health (South) 250-388-2273
Community Access Line 1-888-533-2273

Island Health is a designated agency for accepting reports of elder abuse and neglect. Anonymous calls are accepted. Report concerns of physical, sexual, financial, or emotional abuse or neglect of a person over 19 years of age. Concerns will be directed to a delegated health care provider for investigation if required.

www.islandhealth.ca

Addictions

Addiction Outpatient Treatment
Mental Health and Substance
Use Services

Intake Line 250-519-3485

General Lin 250-519-3544

Island Health (South)

1250 Quadra Street, 2nd floor
Victoria, BC V8W 2K7

Provides addictions treatment both group and individual, counselling and education for individuals 19 years and older, and who are experiencing difficulties with alcohol or other drugs, or who are affected by someone else's substance abuse. Self-referral accepted in person through Substance Use Intake at 1119 Pembroke Street, Thursday to Friday beginning at 9 am.

www.islandhealth.ca

Al-Anon Family Groups 250-383-4020

2-2020 Douglas Street
Victoria, BC V8T 4L1

Support for families and friends of alcoholics. Open Wednesdays inclusive from 10 a.m. - 2 p.m.

www.al-anon.org

www.bcyukon-al-anon.org

Alcoholics Anonymous 250-383-0415
24-hour Help Line 250-383-7744

8-2020 Douglas Street
Victoria, BC V8T 4L1

12 step program to help people to learn how to live without alcohol.

www.aavictoria.ca

Narcotics Anonymous 250-383-3553

A self-help organization offering a supportive recovery environment for persons suffering from addiction.

www.svina.ca

Pacific Centre Family Services Association **250-478-8357**
200-324 Goldstream Avenue
Victoria, BC V9B 2W3
Offers counselling and support for individuals dealing with alcohol and other drug problems.
www.pacificcentrefamilyservices.org

Problem Gambling Helpline **1-888-795-6111**
Provides a number of resources to help British Columbians learn what responsible gambling is, access prevention and education resources, information on how to identify problem gambling, and a find a counsellor feature. Confidential and available in multiple languages, 24 hours a day, 7 days a week.

Salt Spring Island Community Services **250-537-9971**
268 Fulford Ganges Road
Salt Spring Island, BC V8K 2K6
Offers counselling, seniors wellness and Better at Home programs.
www.saltspringcommunityservices.ca

Bereavement

BC Bereavement Helpline **1-877-779-2223**
Provides listening and resource listings for support of grief and loss.
www.bcbh.ca

Beacon Community Services **250-656-0134**
9860 Third Street
Sidney, BC V8L 4R2
Grief and loss support, counselling services.
www.beaconcs.ca

Compassionate Friends of Canada Victoria Chapter **250-686-4820**
Offers friendship and support for bereaved parents who have had a child die at any age from any cause. Monthly meetings and quarterly newsletter.
www.tcfcanada.net

Salt Spring Hospice **250-537-2770**
5-127 Rainbow Road
Salt Spring Island, BC V8K 2V5
Offers Grief Support for the chronically and terminally ill and their families. Volunteers provide one-to-one grief support either in person, over the phone or on-line. The Salt Spring Hospice office has a lending library of books, videos and educational materials on the subject of death and dying, and bereavement. Please phone in advance before coming to the office to ensure someone is in the office.
www.saltspringhospice.org

Sooke Hospice Society **250-642-4345**
PO Box 731
Sooke, BC V9Z 1H7

Victoria Hospice Society Community Support Centre **250-519-3040**
102-4450 Chatterton Way
Victoria, BC V8X 5J2
A team of support staff, volunteers and counsellors provides information, individual and group support, and counselling. Evening counselling sessions are available.
www.victoriahospice.org

Counselling

Crisis Intervention

Vancouver Island

Crisis Line 1-888-494-3888

24/7 confidential phone support provided by trained Crisis Line workers: provides non-judgmental emotional support, crisis intervention, and suicide prevention and assessment, public access for mental health crisis response teams, information on community resources, online emotional support via crisis chat services daily from 6 p.m. to 10 p.m. The Crisis Text Program is available daily from 6 p.m. to 10 p.m. by texting **250-800-3806**. If you have unlimited coverage for SMS text messages with your mobile service provider, the texting service will be free of charge. www.vicrisis.ca

Individual and Family Counselling

Beacon Community Services

250-656-0134

9860 Third Street
Sidney, BC V8L 4R2
Counselling for families, youth, adults, and seniors.
www.beaconcs.ca

Citizens Counselling Centre

250-384-9934

941 Kings Road
Victoria, BC V8T 1W7
Individual counselling, couples counselling, and group counselling offered through in-person, telephone and video. Groups run three times each year (Fall, Winter and Spring) and include self-esteem groups, anger management groups, mindfulness groups, and groups with a focus on stress, anxiety, and depression.
www.citizenscounselling.com

Family Services of Greater Victoria 250-386-4331 or 1-877-386-4333

1004 North Park Street
Victoria, BC V8T 1C6
Provides professional counselling, mediation, group programs, legal information and more for family relationship issues.
www.fsgv.org

Pacific Centre Family Services Association 250-478-8357

200-324 Goldstream Avenue
Victoria, BC V9B 2W3
Provides anyone in our community with confidential counselling support at a reduced rate. We can offer flexible hours including evenings and counselling for individuals and couples.
www.pacificcentrefamilyservices.org

Salt Spring Island Community Services 250-537-9971

268 Fulford Ganges Road
Salt Spring Island, BC V8K 2K6
Provides counselling for adults, families, and youths.
www.saltspringcommunityservices.ca

Sooke Family Resource Society 250-642-5152

100-6672 Wadams Way
Sooke, BC V9Z 0H3
Offers income-based counselling to individuals, couples, and families.
www.sfrs.ca