

# Counselling



*Agencies and organizations that help people with emotional difficulties are listed by subject heading. For Counsellors in private practice, please contact the BC Association of Clinical Counsellors at the number below.*

## ABUSE VICTIM SERVICES

### **Battered Women Support Services (BWSS)**

**1-855-687-1868 Crisis Line**  
[www.bwss.org](http://www.bwss.org)

Provides counselling, support groups and programs, legal services, and information on resources. Assessments and interventions can help create a safety plan for women who are dealing with violence and/or the effects of abuse.

### **Men's Therapy Centre**

**250-381-6367**  
[www.menstherapycentre.ca](http://www.menstherapycentre.ca)

341 Saanich Road, Victoria, BC V8X 1W8

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

### **Pacific Centre Family Services Association**

**250-478-8357**  
**1-866-478-8357**  
[www.pacificcentrefamilyservices.org](http://www.pacificcentrefamilyservices.org)

200–324 Goldstream Ave., Victoria, BC V9B 2W3

Individual counselling is available here for women who have experienced violence in their adult relationships or who were sexually abused.

### **Sooke Transition House Society**

**250-642-2591**  
**778-966-4311 Mobile**  
[www.sooketransitionhousesociety.com](http://www.sooketransitionhousesociety.com)

PO Box 527, Sooke, BC V9Z 1H5

Emergency shelter is available for women and their children who are in crisis resulting from family violence. Advocacy, counselling, education, and prevention strategies are provided.

### **Victoria Sexual Assault Centre**

**250-383-3232**  
[www.vsac.ca](http://www.vsac.ca)

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

This centre provides individual and group counselling for survivors of sexual assault and abuse.

### **Victoria Women's Transition House**

**250-385-6611 Crisis Line**  
**250-592-2927 Community Office**  
[www.transitionhouse.net](http://www.transitionhouse.net)

100–3060 Cedar Hill Road, Victoria, BC V8T 3J5

This transition house is a temporary shelter for women, with or without children, who are experiencing abuse in their intimate relationships. The home is wheelchair accessible.

**Women in Need (WIN)**

250-480-4006 ext 206  
[programs@womeninneed.ca](mailto:programs@womeninneed.ca)

WIN services include a crisis and referral program, emergency funding, and a new start program.

**ADDICTIONS SERVICES****Addictions Outpatient Treatment for Substance Use**

250-519-3544  
[www.islandhealth.ca](http://www.islandhealth.ca)

1250 Quadra St., 2nd floor, Victoria, BC V8W 2K7

The programs serves individuals age 19 and older who are experiencing difficulties with alcohol or other drugs, or who are affected by someone else's substance abuse. Addictions counseling, education, and treatment is offered individually or in group settings.

**Al-Anon Family Groups**

250-383-4020  
[www.al-anon.org](http://www.al-anon.org)  
[www.bcyukon-al-anon.org](http://www.bcyukon-al-anon.org)

2-2020 Douglas Street, Victoria, BC V8T 4L1

Al-Anon offers support for families and friends of alcoholics. It is open on Wednesdays 10:00 am – 2:00 pm.

**Alcoholics Anonymous**

250-383-0415  
**250-383-7744 Help Line - 24 Hour**  
[www.aavictoria.ca](http://www.aavictoria.ca)

8-2020 Douglas Street, Victoria, BC V8T 4L1

A twelve-step program is offered to help people learn how to live without alcohol.

**Mental Health and Substance Use Services Link**

1-888-885-8824  
[www.islandhealth.ca](http://www.islandhealth.ca)

An Island Health phone line connects people to information and services they may be needing, such as harm reduction, overdose prevention, addiction medicine (including opioid agonist therapy), prescribed safer supply, withdrawal management, and treatment for recovery.

**Narcotics Anonymous**

250-383-3553  
[www.svina.ca](http://www.svina.ca)

This self-help organization offers a supportive recovery environment for persons suffering from addiction.

**Pacific Centre Family Services Association**

250-478-8357  
**1-866-478-8357**  
[www.pacificcentrefamilyservices.org](http://www.pacificcentrefamilyservices.org)

200-324 Goldstream Ave., Victoria, BC V9B 2W3

This centre offers counselling and support for individuals dealing with alcohol and other drug problems.

**Problem Gambling Helpline**

1-888-795-6111

This helpline provides a number of resources to help British Columbians learn what responsible gambling is, and access prevention and education resources. Information is available on how to identify problem gambling. The helpline also has a find a counsellor feature. Assistance is available confidentially and is available in multiple languages, 24 hours a day, 7 days a week.

### **Salt Spring Island Community Services**

**250-537-9971**

[www.saltspringcommunityservices.ca](http://www.saltspringcommunityservices.ca)

268 Fulford Ganges Road,  
Salt Spring Island, BC V8K 2K6

Counselling, seniors wellness, and Better at Home programs are offered here.

### **Victoria Mental Health & Substance Use**

**250-519-3485**

[www.islandhealth.ca](http://www.islandhealth.ca)

1119 Pembroke Street, Victoria, BC V8T 1T3

This Island Health service provides a single access point for individuals seeking adult mental health and substance use services in Greater Victoria. Self-referrals are accepted by phone Monday to Friday from 8:30 to 4:30 pm. Services provided include screening and assessment, single session therapy, and connections to mental health and substance abuse services.

## **BEREAVEMENT**

### **BC Bereavement Helpline**

**1-877-779-2223**

[www.bcbh.ca](http://www.bcbh.ca)

This helpline provides listening and resource listings for support of grief and loss.

### **Beacon Community Services**

**250-656-0134**

[www.beaconcs.ca](http://www.beaconcs.ca)

9860 Third Street Sidney, BC V8L 4R2

Grief and loss support and counselling services are available here.

### **Compassionate Friends of Canada Victoria Chapter**

**1-866-823-0141**

[www.tcfcanda.net](http://www.tcfcanda.net)

Friendship and support are offered to bereaved parents who have had a child die at any age from any cause. Monthly meetings are held and the organization issues a quarterly newsletter.

### **Canadian Integrative Network for Death Education and Alternatives (CINDEA)**

[www.cindea.ca](http://www.cindea.ca)

### **Salt Spring Hospice**

**250-537-2770**

[www.saltspringhospice.org](http://www.saltspringhospice.org)

5-127 Rainbow Road,  
Salt Spring Island, BC V8K 2V5

Hospice 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. Phone in advance to ensure that the office is attended.

### **Sooke Hospice Society**

**250-642-4345**

PO Box 731, Sooke, BC V9Z 1H7

### **Victoria Hospice Society**

**250-370-8715**

1952 Bay Street, Victoria, BC V8R 1J8

## Victoria Hospice: Community Support Centre

**250-519-3040**

[www.victoriahospice.org](http://www.victoriahospice.org)

102-4450 Chatterton Way, Victoria, BC V8X 5J2

A team of support staff, volunteers and counsellors provide information, individual and group support, and counselling. Evening counselling sessions are also available.

## COUNSELLING

### SLIDING-SCALE AND FREE

#### Cascadia Counselling

**250-590-7050**

#300-755 Queens Avenue, Victoria, BC V8T 1M2

Cascadia offers a full range of counselling, coaching, consulting and group programs. The counseling service works with individuals, couples, families and organizations, and specializes in dealing with complex human relations situations.

#### Citizens Counselling Centre

**250-384-9934**

941 Kings Road, Victoria, BC V8t 1W7

Offers counseling to individuals, couples, and groups on a sliding fee schedule based on family income.

#### Eating Disorders Program

**250-387-0000**

#302-2955 Jutland Road, Victoria, BC V8T 5J9

Supports eating disorder recovery for adults, youth, and family. Self-referrals are accepted.

#### Esquimalt Neighbourhood House

**250-385-2635**

511 Constance Road, Victoria, BC V9A 6N5

Provides counseling and support services across the age spectrum including help for seniors to remain living independently at home. Serving Esquimalt and Vic West.

#### Island Community Mental Health

**250-389-1211**

[www.icmha](http://www.icmha)

125 Skinner Street, Victoria, BC V9A 6X4

Services include housing, supported employment, and a senior's support network for adults 65 and older experiencing mental health challenges.

#### Mental Health Recovery Partners (MHRP)

**250-384-4225**

[www.mhrp.ca/programs-and-services](http://www.mhrp.ca/programs-and-services)

941 Kings Road, Victoria, BC V8T 1W7

Provides programs and services for people with mental illness, with or without substance use. Offers peer and family support and information Monday to Friday 9:00 am – 4:00 pm.

#### Pacific Centre Family Services Association

**250-478-8357**

**1-866-478-8357**

[www.pacificcentrefamilyservices.org](http://www.pacificcentrefamilyservices.org)

200-324 Goldstream Ave., Victoria, BC V9B 2W3

Provides counselling and social services including family and couples counselling and counselling to address mental health and substance use to residents in the Westshore, Colwood, and Sooke.

### **Sooke Family Resource Centre**

**250-642-5152**

[www.sfrs.ca](http://www.sfrs.ca)

100-6672 Wadams Way, Sooke, BC V9Z 0H3

Provides counselling and community resources. Serving Sooke.

### **South Island Counselling**

**250-472-2851**

[www.southislandcounselling.org](http://www.southislandcounselling.org)

3821-A Cedar Hill Cross Road,  
Victoria, BC V8P 3Z6

Registered clinical counsellors, Canadian certified counsellors, interns and volunteer counsellors offer counselling services to individuals, couples, and families in the Greater Victoria area. Subsidies are available for low-income clients.

### **Vancouver Island Counselling Centre for Immigrants and Refugees**

**778-404-1777**

[www.viccir.org](http://www.viccir.org)

#100-850 Blanshard St., Victoria, BC V8W 2H2

Provides mental health counselling on a sliding scale according to income. Trained interpreters are available.

### **Veteran Counselling Services**

**1-800-268-7708**

[www.veterans.gc.ca](http://www.veterans.gc.ca)

Provides mental health counseling to members of the Canadian Armed Forces and RCMP. Assessment and treatments are provided by a range of mental health professionals.

### **Victoria Sexual Assault Centre (VSAC)**

**250-383-3232**

[www.vsac.ca](http://www.vsac.ca)

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

Provides a continuum of care from support during a forensic exam to assistance with the criminal justice process. Short and long-term trauma counseling is available.

### **PRIVATE SERVICES**

#### **BC Association of Clinical Counsellors**

**250-595-4448**

[www.bcacc.ca](http://www.bcacc.ca)

109-1034 Johnson Street, Victoria, BC V8V 3N7

Provides lists of registered clinical counsellors by location. Counselling services may be covered by extended health benefits.

#### **BC Psychological Association**

**604-730-0501**

[www.psychologists.bc.ca](http://www.psychologists.bc.ca)

Provides lists of registered psychologists by area of expertise, location, and language.

#### **TIP**

Need a REASSURANCE PHONE CALL each day at a specified time to ensure that you are fine and free from medical problems?

Westshore residents contact:

**RCMP at 250-474-8791**

Greater Victoria area residents contact:

**James Bay New Horizons: 250-386-4432**

## CRISIS SUPPORT

### Crisis Centre Seniors Distress

1-604 872-1234

### Crisis Line BC wide

1-800-SUICIDE

### Kuu-us Crisis Line: 24 hour Crisis Line for First Nations

1-800-588-8717

[www.kuu-uscrisisline.com](http://www.kuu-uscrisisline.com)

Online crisis chat is offered from 6 pm – 10 pm, 7 days a week.

### Trans Lifeline

1-877-330-6366

[www.translifeline.org](http://www.translifeline.org)

Crisis line available for transgender and gender nonconforming people.

### Vancouver Island Crisis Line: 24 hour

1-888-494-3888

[www.vicrisis.ca](http://www.vicrisis.ca)

Crisis line is available for anyone who needs it.

## ELDER ABUSE SUPPORT

### Seniors Abuse and Information Line (SAIL)

1-866-437-1940

[www.seniorsfirstbc.ca/programs/sail](http://www.seniorsfirstbc.ca/programs/sail)

This telephone line provides a safe place for older adults, and those who care about them to talk to a trained intake worker about abuse or mistreatment. Information and support is available to address issues that impact the health and well-being of older adults.

### Island Health (South)

250-388-2273

Community Access Line

1-888-533-2273

[www.islandhealth.ca](http://www.islandhealth.ca)

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.

## COUNSELLING INFO & REFERRALS

### BC Association of Clinical Counsellors

250-595-4448

1-800-909-6303

[www.bcacc.ca](http://www.bcacc.ca)

204-780 Tolmie Avenue, Victoria, BC V8X 3W4

This association regulates the practice of clinical counsellors working at a Master's level. It can make referrals to counsellors.

## SUBSTANCE USE SUPPORT

### Alcoholics Anonymous

24 hour helpline

250-383-7744

Meeting times and locations

250-383-0415

Speak with a member of AA.

### **LifeRing Secular Recovery**

**250-920-2095**

[www.liferingcanada.org](http://www.liferingcanada.org)

1125 Pembroke Street, Victoria, BC V8T 1J3

Provides secular support for drug and alcohol use.

### **Umbrella Society**

**250-380-0595**

[www.umbrellasociety.ca](http://www.umbrellasociety.ca)

#8-415 Dunedin Street, Victoria, BC V8T 5G8

Provides support, education, and advocacy for people affected by addictions and mental health issues. Services include outreach, recovery housing, counselling, groups, harm reduction and education.

## **SUPPORT GROUPS**

### **GP REFERRAL NEEDED**

#### **BCalm Group**

[www.bcalm.ca](http://www.bcalm.ca)

The Art of Living Mindfully is an 8-week course that provides participants with mindfulness based strategies useful in times of stress.

#### **Bounce Back**

**1-866-639-0522**

[www.bouncebackbc.ca](http://www.bouncebackbc.ca)

This free skill-building program is designed to help people with mild to moderate depression and anxiety. The program is delivered online or over the phone.

### **Mind Space • Skills for Well Being**

**778-746-1705**

[hello@mind-space.ca](mailto:hello@mind-space.ca)

Cognitive behavioral therapy groups are offered to improve mental health. Groups are offered every 2 – 4 months.

### **WomenMD**

**250-940-6010**

[www.womenmd.ca](http://www.womenmd.ca)

1250 Fairfield Road, Victoria, BC V8V 4W3

This private primary care practice provides integrative services for women including pelvic floor physiotherapy, sexual and lifestyle medicine, and mental wellness programs. A referral is needed.

### **NO REFERRAL NEEDED**

#### **Mental Health Recovery Partners (MHRP)**

**250-384-4225**

[www.mhrp.ca/programs-and-services](http://www.mhrp.ca/programs-and-services)

941 Kings Road, Victoria, BC V8T 1W7

Offers free peer 1:1 support, drop-in peer support, education, Wellness Recovery Action Plan Workshops, and a 6 week course for family and friends of those experiencing mental health challenges.

#### **Salvation Army**

**250-384-3396**

[www.victoriaarc.org](http://www.victoriaarc.org)

525 Johnson Street, Victoria, BC V8W 1M2

The Salvation Army offers spiritual support, counselling, and services to those seeking it. Spiritual care is not mandatory for other program involvement (e.g., emergency shelter, recovery programs, food pantry, clothing vouchers, drop-in services).

## WELLNESS RESOURCES

### IN-PERSON WELLNESS SUPPORT

#### Connections Place

250-483-3748

[www.connectionsplace.org](http://www.connectionsplace.org)

#103-1803 Douglas Street, Victoria, BC V8T 5C3

Hosts a mental wellness clubhouse.  
Call or go online to set up a tour/intake.

#### Rainbow Health Co-operative

1-888-241-9992

Native Friendship Centre  
231 Regina Avenue, Victoria, BC V8Z 3V9

Hosts queer and trans-oriented  
community gatherings and meetings  
in Victoria.

#### Red Cross Friendly Calls Program

1-833-979-9779

[www.redcross.ca/friendlycalls](http://www.redcross.ca/friendlycalls)

Matches people over the age of 18 with  
trained Red Cross personnel who connect  
with them regularly to provide emotional  
support, encourage healthy coping  
strategies, and suggest well-being  
resources and community connections  
to other existing services. Sign up online  
or call from 9:00 am – 5:00 pm local time  
on weekdays.

#### South Vancouver Island Gender Variant Drop-In

250-384-2366

[www.facebook.com/southislandGVDI](http://www.facebook.com/southislandGVDI)

A monthly facilitated drop-in group,  
sometimes with a health topic, some-  
times open discussion. For trans, gender  
variant, and Two-Spirit individuals in  
the south island area.

#### Victoria Island Queer Resource Collective

[www.viqueercollective.com](http://www.viqueercollective.com)

888 Fort Street, 2nd Floor, Victoria, BC V8W 1H8

Counsellors, therapists, coaches and body  
workers offer services and workshops.

### ONLINE WELLNESS SUPPORT

#### Anxiety BC

[www.anxietybc.com](http://www.anxietybc.com)

Offers mental health and substance use  
screening tests, guidance on resources,  
and a resource library.

#### Canadian Mental Health Association

1-800-668-6868

[www.cmha.ca](http://www.cmha.ca)

Offers an online ‘mental health meter’ and  
stress index. A free ‘Bounceback’ program  
aims to build skills to improve mental  
health, it is offered online or by phone.

#### MoodGYM

[www.moodgym.anu.edu.au](http://www.moodgym.anu.edu.au)

A free interactive self-help program to  
teach cognitive behavioural therapy skills  
for coping with depression and anxiety.

#### Pay What You Can Peer Support

[www.paywhatyoucanpeersupport.com](http://www.paywhatyoucanpeersupport.com)

Online groups, including: anxiety & stress,  
dealing with depression, boredom, loneli-  
ness, and grief support for death and loss.

#### Self-Management British Columbia

1-866-902-3767

[www.selfmanagementbc.ca](http://www.selfmanagementbc.ca)

Free self-management programs for  
adults with chronic conditions including  
chronic pain, diabetes, and cancer.  
Programs are offered in person, virtually,  
online, and by telephone or mail.