

► EMERGENCY

Ambulance, Fire, Police

9-1-1

Suicide Crisis Help Line

9-8-8 (24 hr)

Greater Victoria Police Victim Services

250-995-7351

KUU-US Crisis Line

BC wide Indigenous toll-free crisis and support line.

Available 24 hours. **1-800-588-8717**

Poison Control Centre

1-844-764-7669 (24hr)

Vancouver Island Crisis Line + Victoria Sexual Assault Centre (after hours)

1-888-494-3888 (24hr) or 250-800-3806 (texting)

Victim Link BC

1-800-563-0808 (24hr)

Ministry of Children and Family – Child Protection:

Emergency after hours: **1-800-663-9122 or 310-1234**

(helpline for children, no area code needed)

► ABUSE/VIOLENCE - GENERAL

Men's Therapy Centre

Psychological, legal and practical support to males (16yrs+) who suffer from the effects of abuse, assault, and/or exploitation. **250-381-6367**

Pacific Centre Family Services Association

Counselling for those who have experienced abuse in an intimate relationship and/or who were sexually abused as children, support groups for women in an abusive relationship, as well as treatment program for men who use violence. **1-866-478-8357**

Spousal Assault Victim Support

Crisis/non-crisis support and info for victims of relationship violence. **250-356-1201**

Victoria Sexual Assault Centre

Sexual assault/abuse crisis and info line, specialized victims' services, counselling, and Sexual Assault Response Team (SART) for all genders (13yrs+) who have been assaulted within 7 days. **250-383-3232 + 1-800-494-3888** (after hours)

Victoria Child Abuse Prevention and Counselling Centre

Provides counselling, victim services, prevention and education within the Greater Victoria Community for children, youth, and families affected by sexual abuse and other trauma. **250-385-6111**

Victoria Women in Need Community Cooperative (WIN)

250-480-4006

► ABUSE/VIOLENCE - TRANSITION HOUSES

Annie's Place Transition House (Sooke)

250-642-2591

Cridge Centre for the Family

Transitional housing, self-development programs, counselling, groups for women and children. **250-384-8058**

Victoria Women's Transition House

Support, counselling, advocacy and education for women in abusive relationships and children/adolescents exposed to violence. **250-385-6611 (24hr crisis line)**
250-592-2927 (office)

Bridges for Women Society

Support, trauma counselling and employment programs for women impacted by violence, abuse and trauma. **250-385-7410**

► LANGUAGE SERVICES

Inter-Cultural Association

250-388-4728

La Société Francophone de Victoria

Répondre à des besoins dans le domaine de la culture, du marché du travail, et de l'information en général: Vous mettons en contact avec les autres membres de notre communauté. **1-888-388-7350**

Victoria Immigrant and Refugee Society

250-361-9433

► SEPARATION AND DIVORCE

1 up/Single Parent Resource Centre

Support and skills training for single parents. **250-385-1114**

Family Services of Greater Victoria

Info for parents adjusting to family separation and/or divorce. **Victoria: 250-386-4331 or 1-877-386-4333**

► CAREGIVING

Family Caregivers of BC

Informs, supports, and educates on issues of concern to family caregivers of adults. **250-384-0408**

► CHILDREN AND YOUTH

BC Child and Youth Mental Health

Assessment, treatment and consultation services for mental, emotional or behavioural problems. **250-356-1123**

Foundry Victoria Youth Clinic

Free health care for youth (12-24yrs). **250-383-3552**

Helpline for Children

To report abuse and neglect: **1-800-663-9122**

Kids Help Phone

1-800-668-6868

Kiwanis Emergency Youth Shelter

Support and emergency short-term shelter for youth age 13-18yrs. **250-386-8282**

Ministry of Children & Family Development Child and Youth Mental Health Services

Saanich: **250-952-5073**

Victoria: **250-356-1123**

West Shore: **250-391-2223**

► MEDICAL

Island Sexual Health Society

Non-profit Sexual Health clinic. **250-592-3479**

Vancouver Island Women's Clinic

Provides a range of services for women during reproductive years. **250-480-7338**

Trans Care BC

(Provincial Health Services Authority)
Toll-free (BC): 1-866-999-1514

811 HealthLink BC

Non-emergency medical advice and health information. Call **8-1-1** to speak to a health service navigator.

Medimap

List of walk-in clinics and wait times: **medimap.ca**

Equinoxe BC Virtual Clinic

Virtual consultations with family doctors or specialists. **1-888-547-5575**

► LEGAL

The Law Centre

Advice, assistance and representation for clients who can't afford a lawyer. **250-385-1221**

Legal Aid BC

Free legal aid and advice to qualifying BC residents. **1-866-577-2525**

Victim Services (Victoria Police)

Support, assistance, info and referrals for victims of crime. **250-995-7351 or 1-800-563-0808 (24hr)**

Victoria Justice Access Centre

Assists families with child custody, access, guardianship, and child/spousal support in case of divorce. **250-356-7012**

Tenant Resource and Advisory Centre

Free legal information about residential tenancy law in BC. **1-800-665-1185**

► ADDICTIONS

Georgia Strait Women's Clinic

Personalized treatment for mental health and addiction issues. This clinic is the only facility of its kind in Canada reserved for women. **1-866-487-9040**

Victoria Mental Health & Substance Use

Support and education groups, counselling, day treatment, assessment, referrals and consultations with physicians. **250-519-3485**

Alcoholics Anonymous

Support groups for those who have a desire to stop drinking. **250-383-7744 (24 hr)**

BC Alcohol and Drug Information Referral Service

Info and referrals for alcohol and drug use and misuse. **1-800-663-1441 (24hr)**

Edgewood Treatment Centre Nanaimo

1-866-630-6814

Gambling Support BC 1-888-795-6111

Homewood Health – Ravensview

Addiction treatment for military members and veterans. **1-866-203-1793**

LifeRing Canada

Non-religious self-help groups promote abstinence to alcohol and other addictive drugs.

1-877-920-2095

Narcotics Anonymous

Support groups for those who have a desire to stop using drugs.

250-383-3553

Umbrella Society

For those who struggle with addictions and mental health disorders.

250-380-0595

► MENTAL HEALTH

BC Bereavement Helpline

Support, info and referrals for those who are grieving.

1-877-779-2223

310Mental Health Support

Emotional support, information and resources specific to mental health.

310-6789 (24hr, no need to dial area code)

KUU-US Crisis Line

BC wide Indigenous toll-free crisis and support line. Available 24 hours.

1-800-588-8717

BC Schizophrenia Society

Support, education and info about schizophrenia and other serious/persistent mental illness.

1-888-888-0029

Mental Health Recovery Partners, South Island

250-384-4225

Victoria Mental Health and Substance Use

Assessment, treatment recommendations and referrals.

250-519-3485

Mood Disorders Association of BC (Vancouver)

Peer support and education for people with a mood disorder, their families, and friends.

1-604-873-0103

Victoria Brain Injury Society

Support for persons with Acquired Brain Injury and their families and friends.

250-598-9339

► PARENTING AND FAMILY SUPPORT

Esquimalt Neighbourhood House

Provides individual and couples counselling, as well as pre-natal and parenting education.

250-385-2635

Pacific CARE

Offers info about government services, child care, children's programs, education, health, libraries, and community organizations for children's well-being.

Parent Support Services Society of BC

Promotes healthy family relationship by supporting children, parents and others in parenting.

1-877-345-9777

Kinship Care Help Line (Formerly Grandparents Raising Grandchildren Support Line)

Provides support, advocacy and resource information to grandparents and other relatives raising a family member's child as well as to service providers and allies.

Sooke Family Resource Society

250-642-5152

La Leche League Canada

Supporting families from pregnancy to weaning.

250-727-4384

Positive Parenting Program

Website provides info about courses on positive parenting techniques and is a great source of parenting resources across the island (offered at MFRC). triplep-parenting.ca

Cridge Centre for the Family

Provides childcare services, seniors' services, brain injury services, supportive transitional housing, and respite care for children with disability or mental health diagnosis.

250-384-8058

► COMMUNITY RESOURCES

QMUUNITY

A non-profit organization that works to improve queer, trans, and Two-Spirit lives providing a safer space for 2SLGBTQIA+ people and their allies

1-800-566-1170

University of Victoria Pride Society

An organization for all people who are queer, queer-positive, gender-variant, and/or intersex: victoriapridesociety.org/

Vancouver Island Trans Resources

Resource and information site: uvic.ca/research/transchair/contact/resources/index.php

AVI Health and Community Services

Health centre, support and wellness programs for those infected and affected by HIV and hep. C.

250-384-2366 or 1-800-665-2437

Victoria Cool Aid Society

Aims to end homelessness by providing shelter beds, resources, support and facilities for the community.

250-383-1977

Rock Bay Landing

Provides men and women with storage, showers, laundry, computers, meals and rooms for group work, education & counselling.

250-383-1951

Sandy Merriman House

Emergency shelter for women who are homeless.

250-480-1408

Support Network for Indigenous Women & Women of Colour (SNIWWOC)

A support network that works against barriers that limit women and girl's access to healthcare and full reproductive choice using food, art, and education

250-277-2545

Victoria Native Friendship Centre

Centre dedicated to improving the quality of life of Indigenous people in the Greater Victoria area.

250-384-3211

Songhees Wellness Center

250-386-1043

Salvation Army (Victoria)

250-384-3396 or 1-877-469-4438

Tenant Resource and Advisory Centre (TRAC)

1-800-665-1185

Greater Victoria Housing Society

250-384-3434

Pathways Victoria – South Island

Features valuable patient resources:

<https://pathwaysbc.ca/victoria-southisland>

► FINANCIAL

Credit Counselling Society of BC

1-888-527-8999 or 250-382-9559

► COUNSELLING

BC Psychological Association Referral Service

1-800-730-0522 or 604-730-0501

Citizens Counselling Centre

A sliding fee scale available days, evenings, and weekends.

250-384-9934

Esquimalt Neighbourhood House Society

Provides free, supportive counselling for adults living in the Greater Victoria area.

250-385-2635

Pacific Centre Family Services Association

1-866-478-8357

South Island Counselling

Faith, Spirituality, grief and loss.

250-472-2851



Greater Victoria Resource Contacts

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