



PRC External Referral Guide



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Medical Emergencies: Call 9-1-1

Crisis & Support

General

Vancouver Island Crisis Line / NEED2 Crisis Info Line: www.viccrisis.ca

24 hours a day

1-800-SUICIDE (784-2433) or 1-888-494-3888

Crisis Text: 250-800-3806

Greater Vancouver Crisis Line: 1-604-872-3311

Canada Suicide Prevention Service

24/7 call: 1-833-456-4566

1pm to 10pm (PST) text: 45645

24/7 French call: 1-866-277-3553 (1-866-APPELLE)

Integrative Mobile Crisis Response Team: <https://www.islandhealth.ca/our-services/mental-health-substance-use-services/integrated-mobile-crisis-response-team-imcrt>

Services for Acute Depression, Dementia, Psychosis, Mania, Suicide Risk, Aggression, PTSD, Anxiety.

Crisis Line, 24hrs/day: 1-888-494-3888

Crisis Text Line: <https://www.crisistextline.org/text-us/>

Text HOME to 741741 (24/7 trained volunteers)

Crisis Centre Chat: <https://crisiscentreachat.ca/>

Online chat service for adults (noon - 1am daily)

Victimlink BC: 1-800-563-0808

confidential, multilingual (up to 150 languages) service available 24/7. provides information and referral services to all victims of crime and immediate crisis support to victims of family and sexual violence, including victims of human trafficking exploited for labour or sexual services.

email VictimLinkBC@bc211.ca

Languages

Mandarin Help Line: 1-604-270-8222 (10-10 pm pst)

Cantonese Help Line: 1-604-270-8233 (10-10 pm pst)

Korean Help Line: 1-888-721-0596 ext.3

Youth

Kids Help Phone: <https://kidshelpphone.ca/urgent-help>

1-800-668-6868 Text: CONNECT to 686868



Mental Health Support Line: 310-6789

Youth in BC: <https://youthinbc.com/>

Online chat service for youth (noon - 1am daily)

Youth Space: <https://youthspace.ca/>

NEED2 Youth Text: 1-778-783-0177 online chat (6pm-12am PST)

Youth Against Violence Support Line: 1-800-680-4264

Seniors

The Seniors' Distress Line: 1-604-872-1234

First Nations

Kuu-us Crisis Line: <http://www.kuu-uscisline.ca/>

24 hour provincial Aboriginal crisis line.

Adults/Elders (250-723-4050), Child/Youth (250-723-2040)

Toll Free Line (1-800-588-8717)

Native Youth Crisis Hotline: 1-877-209-1266

National Residential School Crisis Line: 1 866 925 4419

Métis

Help Starts Here: <https://helpstartshere.gov.bc.ca/resource/metis-crisis-line>

Free, 24 hour phone support for Métis people experiencing challenges like anxiety, grief and loss, abuse, bullying and more.

Métis crisis line: 1-833-638-4722

Sexual Assault

Rape Crisis Line: 1-604-872-8212

Call 24/7 phone-based crisis intervention, information, and referral

WAVAW Rape Crisis Centre: 1-877-392-7583

Trans

Trans Lifeline: <https://translifeline.org/>

Helpline ran by Trans and for Trans people

Substance Misuse

BC Alcohol and Drug Information and Referral Service: 1-800-663-1441

available 24/7

Substance Abuse and Mental Health Services Administration's (SAMHSA's) Disaster Distress Helpline: 1-800-985-5990

text TalkWithUs to 66746 (TTY 1-800-846-8517)



Clinics & Family Physicians

Walk-In Clinics

Find a clinic and current wait times:

<https://medimap.ca/Location/Victoria>

<https://victoriamedicalsociety.org/walk-in-clinics/>

Family Physicians

https://www.cpsbc.ca/physician_search

<http://bccfp.bc.ca/for-the-public/find-a-family-doctor/>

<https://www.healthlinkbc.ca/services-and-resources/find-services>

<https://victoriamedicalsociety.org/family-doctors/>

Virtual Clinics

Island Sexual Health: <https://www.islandsexualhealth.org/>

Majority of services are running through telemedicine/video.

Pre-arranged clients can be seen in the clinic.

Call 250-592-3479 ext. 2 or book an appointment online.

Sexual Health Q&A Text Line 250-812-9374

Medimap: <https://medimap.ca/>

Book a virtual appointment with a doctor at a nearby clinic for free

TeleHealth: <https://virtualclinics.ca/>

Counselling & Services

Senior Services

Healthlink BC: www.healthlinkbc.ca

Information or support for your health, nutrition, or medical care, visit the HealthLink BC website or contact HealthLink BC at 8-1-1 any time of the day or night. HealthLink BC health service representatives can provide you with information and support on accessing health services or connect you with a nurse, dietitian, or pharmacist.

Phone (toll-free): 8-1-1 Phone (Deaf/hard-of-hearing [TTY]): 7-1-1

Seniors Serving Seniors: <https://sssbcc.org/>

Referrals, Activities, Care planning, Counseling, Financial Assistance, health services, Housing options, legal resources, meals, Medical equipment, Support groups, Transportation, Veteran's services

109-1022 Pandora Ave, Victoria

250-413-3211



SeniorsBC: <https://www2.gov.bc.ca/gov/content/family-social-supports/seniors>

The SeniorsBC.ca website provides information on services and programs for seniors offered by the British Columbia and federal governments and non-profit organizations, as well as information on health, finances, benefits, housing, transportation, tips for healthy living and more.

Better at Home (United Way) : <http://betterathome.ca/directory/victoria-saanich-broadmead-care/>

Volunteers, contractors and paid staff from local non-profit organizations provide Better at Home services. By helping seniors remain at home longer, they support a diverse, inclusive and vibrant neighbourhood for everyone.

Kelly.Sprackett@broadmeadcare.com

Phone: 250.658.3264

Address: 4579 Chatterton Way, Victoria, BC V8X 4Y7

First Nations

Victoria Native Friendship Centre: <http://www.vnfc.ca/>

Addressing the Community's immediate needs, VNFC delivers Career and Employment Services, Health and Social programs, youth initiatives, and dynamic arts and cultural practices.

Phone: (250)-384-3211

Indigenous Harm Reduction Team: <https://www.facebook.com/Indigenous-Harm-Reduction-Team-2268634883463900/>

Harm reduction and education by and for Indigenous people

Email: indigenousharmreductionteam@gmail.com

Web: <http://ihrt.ca>

First Nations and Inuit Hope for Wellness Helpline:

<https://www.hopeforwellness.ca/>

Provides 24/7 emotional support and crisis intervention to all Indigenous peoples across Canada. Phone and chat counselling is available in English and French. On request, service is also available in: Cree, Ojibway, Inuktitut.

1-855-242-3310

Tsow Tun Le Lum RHSW Support: <https://www.tsowtunlelum.org>

Counselling and Culture Support Team serving Indigenous people by phone, email, facetime (Cedar bundles and Masks for elders by request)

250-390-3123

First Nations Health Authority:

<https://www.facebook.com/firstnationshealthauthority/>

Funding for FNHA clients for counselling from approved mental health providers list



Métis

MNBC Mental Health and Harm Reduction: www.mnbc.ca/mhe

MNBC offers counselling programs as well as resources on mental health and harm reduction.

Métis Family Services Mental Health Support:

<https://www.metisfamilyservices.ca/metis-mental-health-support>

Métis Family Services offers a collection of counselling resources and support for Métis people.

Low Income Services

Cool Aid Society: www.coolaid.org

Medical Clinic: 713 Johnson Street, 1st Floor, 250-385-1466

Hours: Mon., Tue. 9 - 6 pm, Wed., Thur. 9 - 8 pm, Fri. 9 - 3 pm, Sat. 10 - 2 pm

Closed Sundays and statutory holidays

DOCTOR'S HOURS are also available on this web site

Pharmacy: 713 Johnson Street, 1st Floor, 250-386-8469

Hours: Mon. to Thur. 9-12, 1-4; Fri. 9-12, 1-3; Closed weekends and statutory holidays

Dental Clinic: 713 Johnson Street, 2nd Floor, 250-383-5957

Hours: Mon to Fri, 9 am-1 pm and 2-4 pm Closed weekends and stat holidays

Victoria Youth Clinic:

<https://victoriapridesociety.org/resource/victoria-youth-clinic-foundry-victoria/>

Health care, Sexual Health, Peer Support, Drop-in Counseling, Mental Health Support, Substance Use Support. Outreach, Harm Reduction, Trans Care, Income Assistance Support, Navigation Support

818 Douglas St, Victoria, BC V8W 2Z [\(250\) 383-3552](tel:2503833552)

Community Health Co-operative (James Bay) Wellness Clinic:

<https://www.islandhealth.ca/our-locations/hospitals-health-centre-locations/james-bay-urgent-and-primary-care-centre>

The Wellness Clinic offers Co-op member-participants treatment sessions from various Co-op health practitioner members at a "pay-what-you-can afford" rate. The clinics are held the third Sunday of the month.

547 Michigan Street between Government and Menzies in James Bay

Together Against Poverty: <https://www.tapsbc.ca>

Providing free legal advocacy for people with income assistance, disability benefits, employment standards, and tenancy issues



Sexual Health

Sex Sense: <https://www.optionsforsexualhealth.org/sex-sense/>

sex-positive information and resources on sexuality and health

1-800-739-7367 Mon-Fri 9-9pm

PEERS: <http://www.safersexwork.ca/>

for sex trade workers: affordable housing, appointment support, nightly outreach, in house female doctor, life skills and trauma program

Vancouver Island Women's Clinic: <http://www.viwomensclinic.ca/>

Services include STI testing, unplanned pregnancy, contraception, routine health examinations.

284 Helmcken Rd, Victoria, BC V9B 1T2

[\(250\) 480-7338](tel:2504807338)

STI and HIV Testing: <https://getcheckedonline.com>

Online STI testing

Victoria Health Unit – STI Clinic: 1947 Cook St, Victoria BC.

Phone: 250-388-2225

Island Sexual Health Society: <http://www.islandsexualhealth.org/>

Education and Clinics for STI testing, treatment, vaccination, examinations, birth control, pregnancy testing and support, emergency contraception, etc

Phone: 250-592-3479 to book an appointment at any location

101-3960 Quadra Street, Camosun College Landsdown Campus, Royal Bay Highschool, Tsawout QOM, QEM SLANI First Nations Clinic

AIDS Vancouver Island: www.avi.org

Harm reduction, prevention education and support for those living with HIV/AIDS and Hepatitis C. Monday -Friday

3rd Floor - Access Health Centre 713 Johnson St, Victoria BC V8W 1M8

250-384-2366, Toll Free Infoline: 1-800-665-2437



LGBTQQIP2SAA

Queer abilities: <https://www.facebook.com/Queerabilitiesvic/>

A group of individuals who identify somewhere on the LBTTQ+ spectrum and who are also living with a disability, either diagnosed or not. Offering a weekly online support group and workshops.

South Island Gender Variant Drop In Group:

<https://www.facebook.com/southislandGVDI/>

for the diverse array of trans, gender queer, two-spirit, and gender variant individuals. Offering a weekly online support group.

Victoria QT2SBIPOC Community Mutual Aid Intake:

https://docs.google.com/forms/d/e/1FAIpQLSez33diMSIOifZ8XEa76fuiCo4ggeP6VKNK_FdgMizPwgUfLg/viewform

Crowd sourcing mutual aid for the community

Vancouver Island LGBTQIA2s Spoon Sharing Group and Community Support:

<https://www.facebook.com/groups/1522251747873465/>

A Facebook group for disabled, mentally ill, and neurodivergent folx to get the support we need through the power of community care and mutual support.

Gender Spectacular: <https://www.facebook.com/genderspectacular/>

support, connection, resources for parents, caregivers, and adult family of children and youth under 12 who are trans, non-binary, and/or gender questioning. Offering an online support meeting for parents/caregivers on Wednesdays.

For more info please email gendercreativetransvictoria@gmail.com



Mental Health Services

Here to Talk: [Here2Talk](#)

all students currently registered in a B.C. post-secondary institution have access to free, confidential counselling and community referral services, conveniently available 24/7 via app, phone and web.

Toll-free: 1-877-857-3397

The BPD Society of BC: www.bpdbc.ca

for people living with Borderline Personality Disorder and their loved ones. Providing free online peer support groups, advocacy/system navigation, emotional support, education, and research

FB: @bpdsocietybc Twitter: @BPD_BC Email: Bpdsocietyofbc@gmail.com

Mental Health Recovery Partners: <http://www.mhrp.ca/>

MHRP provides services for people with mental illness, regardless of their diagnosis, and the people who care about them. They provide service to people who have a mental illness with or without a substance use issue (concurrent disorder or dual diagnosis).

FB: MHRPSouthIsland Email: Admin@mhrp.ca

Office Hours: Monday through Friday 9-4 pm at 250-384-4225

Youthspace.ca: <http://youthspace.ca/>

Online chat and text service for youth (under age 30), daily 6pm-midnight Pacific time. Text: 778-783-0177

Stigma-Free Society: <https://stigmafreementalhealth.com/>

offering a free weekly peer support group every Tuesday at 7:15pm for women 18+ who live with a mental health condition such as bipolar disorder, schizophrenia, anxiety and/or depression.

310 Mental Health Support Resources:

Call [310-6789](tel:3106789) (toll-free, no area code needed) for access to emotional support, information and resources specific to mental health, including disordered eating. Available 24 hours a day.

Citizens Counselling: <https://citizenscounselling.com/services/>

Counselling sessions provided on a sliding scale, from \$10-60/session.

941 Kings Road, Victoria BC, V8T1W7

250-384-9934

Pacific Family Services Affordable Counselling program:

<http://www.pacificcentrefamilyservices.org/>

Services available in Colwood and the Westshore

Tel: 250.480.7333



Beacon Community Services: <https://beaconcs.ca/>

Including sliding scale Counseling Services, support groups for Fetal Alcohol Spectrum Disorder Program, a Youth Shelter and more on the Saanich peninsula.

Meet Up Victoria: www.meetup.com/find/

Canadian Mental Health Association: <https://cmha.bc.ca/covid-19/>

offering [BounceBack](#), a free skill-building program designed to help adults and youth 15+ manage low mood, mild to moderate depression, anxiety, stress or worry. An expansion of [Living Life to the Full](#), an interactive 8 week online course based on CBT designed to help people deal with everyday life challenges and learn self-management skills. Increased access to online peer support and system navigation. Virtual peer support for front-line health-care workers through an online hub.



Substance Misuse & Recovery

Umbrella Society: <https://www.umbrellasociety.ca/>

support to individuals, and their loved ones, struggling with substance use issues. Outreach, Counselling, Rapid Action Addiction Clinic, SURF and IMC still running. Call for support and services 250-380-0595 or email wecanhelp@umbrellasociety.ca Every weekday online support group from 1-2 pm and Smart Recovery meetings

HealthLink BC Mental Health & Substance Use Resources:

<https://www.healthlinkbc.ca/mental-health-substance-use>

Call 8-1-1 for 24hr/day support, or visit:

<https://www2.gov.bc.ca/gov/content/mental-health-support-in-bc>

Alcohol & Drug Information and Referral Service: 1-800-663-1441

Stop Overdose BC: <https://www.stopoverdose.gov.bc.ca/get-help>

Resources for education, harm reduction, and prevention of overdoses:

Supervised Consumption Locations: <https://www.islandhealth.ca/our-locations>

Bc211: <http://www.bc211.ca/>

bc211 is a nonprofit organization that specializes in providing free information and referral regarding community, government and social services in BC. Our help line services include 211, the Alcohol and Drug Information and Referral Service (ADIRS), the Gambling Support Line BC, VictimLink BC, and the Youth Against Violence Line

Families for Addictions Recover (FAR): <https://www.farcanada.org/>

Online Parent Support Group which provides a safe space where parents can discuss practical strategies, find support, and share resources and information.

1st and 3rd Monday of the month 4:00-5:30pm (PST).

Canadian Addiction Counsellor Certification Federation: <https://caccf.live.clinic/>

offers free confidential certified addictions counselling by video, phone, or message from 6am-6pm (PST daily)

Narcotics Anonymous: <https://virtual-na.org/>

online and phone meetings of Narcotics Anonymous from different countries around the world.

Narcotics Anonymous 24-hour Support Lines:

250-383-3553 - Victoria

Alcoholics Anonymous 24-hour Support Lines

250-383-7744 - Victoria

Sex and Love Addicts Anonymous; <https://slaafws.org/meetings/>

A program for anyone who suffers from an addictive compulsion to engage in or avoid sex, love, or emotional attachment using the Twelve Steps and Twelve



Traditions adapted from Alcoholics Anonymous to recover from these compulsions via online and in-person meetings.

In the Rooms: <https://www.intherooms.com/home/>
free online recovery tool that offers 130 weekly online meetings for those recovering from addiction and related issues.



Parents

Postpartum Support International: <https://www.postpartum.net/get-help/psi-online-support-meetings/>

Free weekly online peer support groups at various times (Perinatal, Pregnancy, Perinatal Mood Support, NICU Parents, Military Moms)

Family Smart: <https://familysmart.ca/>

For families and caring adults who are parenting a child or youth with a mental health challenge. Parents in Residence (PiR) program offers peer support to all families living in BC and can meet families by phone and video chat.

Contact Victoria PiR Lisa Tate.

email: Lisa.Tate@FamilySmart.ca

Phone: 250-818-4810

Pacific Post-Partum Support Society: <https://postpartum.org/>

for postpartum information and support for mothers and families, including a free online support group. You can also get support by text at 1-604-256-8088. Available Monday to Friday from 10am to 3pm (PST).

1-855-255-7999 toll-free from anywhere in B.C.

Gender Spectacular: <https://www.facebook.com/genderspectacular/>

support, connection, resources for parents, caregivers, and adult family of children and youth under 12 who are trans, non-binary, and/or gender questioning. Offering an online support meeting for parents/caregivers on Wednesdays.

For more info please email gendercreativetransvictoria@gmail.com



Grief & Loss

Learning through Loss: <https://www.learningthroughloss.org/>

short-term virtual counselling to youth ages 13-24 living in the capital region on Vancouver Island experiencing difficult grief and loss currently or in the past.

The Compassionate Friends of Canada: <http://tcfcanada.net/about/>

providing support to bereaved parents, siblings, grandparents, and close family members who are going through the natural grieving process following the death of a child of any age (from pre-birth to adult) from any cause.

Victoria support group 250-478-9270 Victoria@TCFCanada.net

Moms Stop The Harm: <https://www.momsstoptheharm.com/>

support for families who have lost a loved one from drug related harms or who have struggled with substance use. Online support groups in Victoria:

1. Holding Hope is a peer led support group for families affected by their loved one's substance use - to register holdinghopevictoria@gmail.com or call/text 250-886-1900)
2. Healing Hearts bereavement support groups are specific to a loss due to harms from Substance Use Disorder and provide an opportunity for mutual support and understanding in the company of others who are experiencing the same loss - to register HealingHeartsVictoria@gmail.com



Disordered Eating

Body Recovery Group: <https://www.facebook.com/BodyRecoveryGroup/>

Anyone recovering from eating disorders; disordered eating; compulsive eating, exercising, or dieting; weight stigma; body prejudice; lack of access; or simply not feeling very connected to food, body, or exercise. Providing free peer support, online global support group, resource connect, meal support.

FB & IG: @BodyRecoveryGroup bodyrecoverygroup@gmail.com

National Eating Disorder Information Centre: <https://nedic.ca/>

provides information, resources, referrals and support to Canadians affected by eating disorders.

email nedic@uhn.ca or instant chat online 6am to 6pm Mon-Thurs and 6am to 2pm Friday.

The helpline 1-866-NEDIC-20 is open Mon-Thurs from 8am to 4pm and Friday from 8am to 2pm.

Overeaters Anonymous: <https://www.oaviig.org/meetings.html>

offers a program of recovery from compulsive eating.

Anorexics and Bulimics Anonymous: <https://aba12steps.org/meeting-info/>

ABA uses the Twelve-Step Program adapted from Alcoholics Anonymous to address the mental, emotional, and spiritual components of the disorders of anorexia and bulimia.

Eating Disorders Anonymous: <https://eatingdisordersanonymous.org/>

The only requirement for EDA membership is a desire to recover from an eating disorder.

Looking Glass BC: <https://www.lookingglassbc.com/online-peer-support/>

Free, regularly scheduled online peer support service alternative to conventional support groups - letting sufferers ease into a recovery community with greater comfort and at their own pace. It is available to people of ages 14 and up, anywhere in Canada, who are experiencing disordered eating, weight, or body image issues.



Sexual & Gender-Based Violence

Victoria Sexual Assault Centre: <https://vsac.ca/>

for those assaulted in the last seven days, VSAC is able to provide medical care, assessments by forensic nurses, police reporting, medication for sexually transmitted diseases and any other assistance required in a quiet, calm, confidential, trauma-informed manner. Anyone who's been assaulted in the last 30 days can access support and counselling over the phone.

250-383-3232 or SART Team through the Crisis Line at 1-888-494-3888

Men's Therapy Centre: <https://www.facebook.com/MensTherapyCentre/>

Provides support and counselling to survivors of childhood abuse, adult sexual assault and trauma via phone and online conferencing.

250-381-6367

info@menstherapycentre.ca

Victoria Women's Transition House: <https://www.transitionhouse.net/> for women experiencing violence, and anyone who might have questions or concerns about a friend, family member, colleague or neighbour regarding domestic violence and abuse (Transition house is open/counsellors are working remotely) 250-385-6611 24/7 Crisis and Information Line

The Cridge Centre for the Family: <https://cridge.org/>

The Cridge Transition House is a safe place for women with or without children escaping violence or abuse in their homes. Abuse can be emotional, psychological, or physical.

Sooke Transition House: <https://www.sooketransitionhousesociety.com/>

provides emergency shelter, counselling, and education for women and their children who are in crisis resulting from family violence.

24/7 line 250-642-2591

Battered Women Support Services: <https://www.bwss.org/>

provide emotional support, resources in the community, 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.

Crisis line 1-855-687-1868 (Monday to Friday 10 AM – 5 PM & Wednesdays 10 AM – 8 PM) intake@bwss.org

Haven Society: <https://www.havensociety.com/>

provides shelter, counselling, crisis support, and resources to women and their children experiencing intimate partner violence in the mid-island

24/7 Crisis line 1-888-756-0616

Anti- Violence Project: <https://www.antiviolenceproject.org/support/>

Support services are completely non-judgmental and confidential, and available to anyone who has experienced violence, anyone who has caused harm, and anyone



who has supported someone who has experienced violence or caused harm.provides
one to one peer support to folks who have experienced sexualized violence

1-778-400-5007 (11-5pm Mon-Thurs)

email: community@antiviolenceproject.org