



# **Society for Students with a Disability**

## **Mental Health Resource List**

September 2023

UVic Society for Students With a Disability  
Student Union Building- Room B111  
[uvicssd@uvic.ca](mailto:uvicssd@uvic.ca)

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## General Mental Health Resources



### 1. Victoria Island Health Mental Health Centre

<https://www.islandhealth.ca/our-locations/mental-health-substance-use-locations/victoria-mental-health-centre-mental-health>

Referral Required: Yes

Address: Eric Martin Pavilion 2328 Trent St Victoria BC V8R 4Z3

Email: [info@islandhealth.ca](mailto:info@islandhealth.ca)

Phone: 250 370 8199

### 2. Victoria Women's Transition House Community Office

Emergency Shelters and Counseling for Women

<http://www.transitionhouse.net/>

Referral Required: No

Address: #100-360 Cedar Hill Road Victoria BC V8T 3J5

Email: [contact@vwth.bc.ca](mailto:contact@vwth.bc.ca)

Phone: 250 592 2927

### 3. Bridges (Victoria and Area)

Employment Programs and Counseling for women affected by trauma, violence, or abuse

Open to all women cis and Transgender, Non Binary and Two Spirit people who identify as part of the women community

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

Referral Required: No

Address: 2 Locations: #219 645 Fort Street Victoria, 2830 Aldwynd Road Langford

Email: [info@bridgesforwomen.ca](mailto:info@bridgesforwomen.ca)

Phone: 250-385-7410

Other: Up to Ten Free Counseling Sessions and other funding may be available. Offer sliding scale rates for individuals not eligible for funding under other streams.

From Website: "Our services are geared towards people who have secured stability and are well received to pursue their healing journey. We do not offer trauma counseling to people who are in an abusive relationship, struggling with substance use or do not have secure housing"

### 4. Sooke Transition House Society

Description: Provides emergency shelter for women and their children who are in crisis resulting from family violence. We provide safe, clean, temporary emergency accommodations for women and their children leaving abusive situations. The house is staffed 24 hours and

## General Mental Health Resources

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its location is confidential. We also provide counseling, education, prevention and advocacy as well as community programs.

<https://www.sooketransitionhousesociety.com/>

Referral Required: Please phone the house directly for assistance and intake.

Address: Sooke

Email: n/a

Phone: Transition House- 250-642-2591

Other: n/a

### 5. VSAC

Description: The Victoria Sexual Assault Centre is a feminist organization committed to ending sexualized violence through healing, education, and prevention. We are dedicated to supporting women and all Trans survivors of sexual assault and childhood sexual abuse, through advocacy, counselling, and empowerment. Offer counseling, sexual assault response team, victim services, prevention services, and a support line.

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

Referral Required: No

Address: #201 – 3060 Cedar Hill Road, Victoria BC, V8T 3J5, Canada

Email: info@vsac.ca

Phone: Service access line: 250-383-3232

Business phone: 250-383-5545

Other: if you are traveling by bus, we have bus tickets for anyone that is accessing services, and the following stops are close to our office: #24 (Cedar Hill at Lang/Gosworth), #8 (Cedar Hill at Finlayson). #4 (Hillside at Gosworth), and #25 (Cook at Finlayson)

### 6. Foundry Victoria Youth Medical Clinic

Description: Non profit health clinic. Provide services like free medications, counseling, food, outreach, bus tickets, and more for youth. Service list includes: Health care, Sexual Health, Peer Support, Drop-in counselling, Mental Health Support, Substance Use Support, Outreach, Harm Reduction, Trans Care, Income Assistance Support, Navigation Support.

[https://www.victoriayouthclinic.ca/donate?gclid=Cj0KCQjw2qKmBhCfARIsAFy8buKuyGyOjiiOpi245dvQ0N8wMlfL3GoPZPsgyF7PtBn1c0xDy3KrOCQaAkTeEALw\\_wcB](https://www.victoriayouthclinic.ca/donate?gclid=Cj0KCQjw2qKmBhCfARIsAFy8buKuyGyOjiiOpi245dvQ0N8wMlfL3GoPZPsgyF7PtBn1c0xDy3KrOCQaAkTeEALw_wcB)

Referral Required: No

Address: 818 Douglas St - 3rd Floor, Victoria, BC, V8W 2B6

Email: [frontdesk@foundryvictoria.ca](mailto:frontdesk@foundryvictoria.ca)

Phone: (250) 383-3552.

Hours: MONDAY - FRIDAY 9:30AM - 4:30PM

LUNCH CLOSURE (INCLUDING PHONES AND FRONT DOOR) 12:30PM - 1:30PM

Other: The phone lines open at 9:30 am every morning and we begin booking spots for the day. Our Medical Office Assistants (MOAs) will ask you some questions to help determine who you are here to see. If you are unsure of who you are here to see, that is

## General Mental Health Resources

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okay! You will be connected to either a counselor, youth worker or nurse to help you navigate our services.

### 7. Connections Place

Description: Connections Place is a Greater Victoria, BC-based community that helps people with mental illness achieve self-reliance, and use their skills and talents to get their lives back on track. We offer employment, education, and recreation initiatives to help people diagnosed with any mental illness including: psychosis, PTSD, bipolar disorder, anxiety, depression, OCD, and schizophrenia. Also offer Peer Support. Membership is free and for life for anyone over 18 years of age, and members can visit as often as desired to get their lives back and move forward.

<https://connectionsplace.org/about-us/>

Referral Required: No, to become a member fill out an application form and they will schedule a meeting with you.

Address: Online and 103 - 1803 Douglas Street Victoria, BC, V8T 5C3

Email: [info@connectionsplace.org](mailto:info@connectionsplace.org)

Phone: 250-483-3748

Hours: Mon-Fri 8:30am-4pm

Other: n/a

### 8. Mental Health Recovery Partners, South Island

Description: Provides programs and services for people with mental illness, with or without substance use, regardless of their diagnosis. We also offer a variety of services for family members and friends supporting their loved ones. We do this by offering a range of options including 1:1 peer support, group support, individual and family counseling, education, advocacy and policy development.

<https://mhrp.ca/>

Referral Required: No, Call office to register for programs or book an appointment for counseling (Don't need to call for drop in programs).

Address: 941 Kings Road, Victoria, B.C. V8T 1W7

Email: [admin@mhrpsi.ca](mailto:admin@mhrpsi.ca)

Phone: 250-384-4225

Hours: Monday to Friday 9am-4pm

Holiday Hours: We will be closed on all B.C. Statutory Holidays

Other: PRISM group: 2SLGBTQIA+ People Respecting Intersectionality and Sexuality in Mental Health Group. The group is facilitated and developed by individuals that identify as 2SLGBTQIA+. PRISM is a drop-in group.

See specific info on the different groups offered on the website.

### 9. Canadian Mental Health Association, Victoria branch

Wellness Programs, Suicide Prevention Training, Youth Support, University/College Scholarships, Workplace Workshops and Webinars.

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<https://victoria.cmha.bc.ca/>

Referral Required: No

Address: #101- 612 View Street, Victoria, BC V8W 1J5

Email: victoria.office@cmha.bc.ca

Phone: 1-250-216-4228

Hours: Monday to Friday 9:00 am – 4:30 pm

Other: n/a

### 10. Y Mind YMCA-YWCA

Description: Y Mind Program - YMCA-YWCA Vancouver Island

The YMCA in Canada is a Federation of 39 autonomous, community-based charitable organizations. Programs including camps, childcare, employment services, health and fitness, mental health programs, youth engagement and community initiatives.

Y Mind is an innovative, youth informed, early intervention, group based mental health program that helps teens and young adults manage stress and anxiety. Helping you cope with anxiety and improve your sense of well-being, Y Mind introduces you to evidence-based tools and connects you with peers and experienced professionals.

This mindfulness program uses Acceptance and Commitment Therapy that is different from Cognitive Behavioral Therapy. It does not seek to change the thoughts but to accept them, give space to the emotions and not get pulled into the struggle. It identifies individual internal values to move you forward in a meaningful way, despite the little gremlin on your shoulder. It invites them along using Self-Compassion. It is a valuable life skill that you can use for the rest of your life. There is NO COST. It is FREE mental health support, at a time when most of us are struggling to make ends meet, or perhaps waiting months for counselors. You do not need a referral or diagnosis. You get a Y gym membership during the program (mind/body), a cool workbook and copy of the Happiness Trap graphic book. We do information sessions and intakes to make sure that the program is a good fit for people experiencing mild to moderate anxiety.

Contact Lana Millott @ [mindfulness@vancouverislandy.ca](mailto:mindfulness@vancouverislandy.ca) for more information.

<https://vancouverislandy.com/program-services/community-health/mental-wellness/>



**Learn to Cope with Stress**  
**Y Mind**

Everyone experiences worries and stress. Y Mind is here to help young people learn how to cope with stress so they can live their best lives.

**Groups happening all over Vancouver Island and BC, in person and virtual  
In person groups, evenings once a week/7 sessions, Downtown Y Victoria,  
and Westhills Y, Teen (13-18) and Youth (18-30)**

**Contact [mindfulness@vancouverislandy.ca](mailto:mindfulness@vancouverislandy.ca) or call 778-584-7360**

**Ongoing intake for FREE groups happening Fall, Winter and Spring.**

The program is run by caring, trained staff,  
in a safe supportive environment.



[vancouverislandy.ca/mentalwellness](http://vancouverislandy.ca/mentalwellness)



### 11. Mental Health Society of Greater Victoria

Founded in 2018 to address the increasing demand for accessible mental health services and resources in the community. We are an interdisciplinary team of volunteers that work collaboratively with various service providers and organizations to better support the diverse mental health needs of people in Greater Victoria, BC. Offer various services like, Mental Health Service Navigation, Workshops and Education, Peer Support Calls, as well as a printable safety plan. <https://www.mhsvictoria.org/>

## General Mental Health Resources



### **12. Victoria Social Anxiety Meetup**

A group for anyone that struggles with social anxiety and the isolation that comes with it. Victoria based with various meetup times and dates.

<https://www.meetup.com/Victoria-Social-Anxiety-Meetup/>

### **13. AVI.org Victoria**

Various services including crisis response team and distribution of harm reduction supplies. Short term counseling, support, advocacy, and a weekly drop in medical clinic for people living with HIV and/or Hepatitis C. Also offers Victoria SAFER Initiative which offers a safe supply in a variety of formats. <https://avi.org/our-services/victoria>

### **14. Good Night Out in Victoria**

Organization building community capacity to prevent and respond to harassment through education, outreach and advocacy. Various services including safer sex supplies, harm reduction info, Bystander intervention training, non judgemental support, and harassment support. <https://www.instagram.com/goodnightoutinvictoria/>

### **15. Tall Tree Health**

Health Organization offering various services including: Acupuncture, Chiropractic, Counseling, Health Coaching, Kinesiology, Longevity, Massage Therapy, Naturopathic Medicine, Occupational Therapy, Physiotherapy, Pilates, Speech Therapy, etc. Multiple Locations. <https://www.talltreehealth.ca/>

### **16. Friends of Music**

FOM Music Society is a charitable organization that offers musical opportunities to persons recovering from mental illness. Our music programs are diverse, and serve adults of all ages (over the age of 16) . We cater to musicians of every skill level, whether you are a new learner, or an experienced musician. No referral necessary.

<https://friendsofmusic.ca/>

# Free and Affordable Counseling in Victoria and Surrounding Area

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## 1. **Citizens Counseling Centre (Victoria)**

Kings Road Victoria, BC V8T 1W7 Adults, couple & group counseling Sliding scale;

Lowest \$10/session Self-referral

<https://citizenscounselling.com/>

Contact: Call at 250-384-9934, phone lines open from 10am to 2pm Monday-Thursday, leave a voicemail if you don't get through. Email: [info@citizenscounselling.com](mailto:info@citizenscounselling.com)

## 2. **Mary Manning Centre/Child Abuse Prevention and Counselling Society (Victoria)**

<https://vcapcc.com/>

Counseling available for child and youth 18 yrs and younger. Self referral or Community service provider referral.

1208 Wharf Street, Unit 101, Victoria BC, V8W 3B9

Contact: 250-385-6111 or [admin@vcapcc.com](mailto:admin@vcapcc.com)

Hours: Monday-Friday 9am-5pm, Closed Saturday/Sunday

## 3. **South Island Counselling** (sessions subsidized based on income - could be as low as

\$10 per session) (Saanich, near uvic, & Online). Individual, couple, family counseling,

Individuals 16+. self referral

3821A Cedar Hill Cross Rd. Victoria, BC V8P 2M6

Contact: 250-472-2851

## 4. **Arbour Counseling Centre**

250-479-9912 4277 Quadra Street Victoria, BC V8X 1L5 Individual counseling Sliding

scale; Lowest \$100/session with subsidy program, without \$150 per 50 min session.

Also offer coverage through benefits. Online Options. <https://www.arbourcounselling.ca/>

Contact: Website form or 250-479-9912

## 5. **BC Schizophrenia Society**

250-384-4225 941 Kings Road Victoria, BC V8T 1W7 Counseling for individuals and

family members dealing with mental health illness/issues Free Short term Self-referral

<http://www.bcss.org/category/branches/branches-branches/victoria-branch/>

## 6. **Epsilon Counseling**

1-778-300-8485 #550 – 2950 Douglas Street Victoria, BC V8T 4N4 Individual

counseling Sliding scale Self-referral <http://www.epsiloncounselling.ca/about/>

## 7. **Family Services of Greater Victoria**

250-386-4331 1004 North Park Street Victoria, BC V8T 1C6 Individual, couple, family &

child counseling Sliding scale; Lowest \$30/session Self-referral <http://www.fsgv.org/>

# Free and Affordable Counseling in Victoria and Surrounding Area

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## 8. Pacific Center Family Services Association

250-478-8357 Wellness Centre 324 Goldstream Avenue 2nd floor Colwood, BC V9B 2W3 Stopping the Violence program: women who have experienced abuse Free Self-referral <https://www.pacificcentrefamilyservices.org/>

## 9. Sooke Family Resource Society

250-642-5152 6672 Wadams Way Sooke, BC V9Z 0H3 Individual, couple & family counseling (Up to 12 free sessions) USTAT program: short term mental health intervention (GP-medical doctor referral) Caring for Communities Counseling Program: sliding scale <http://www.sfrs.ca/>

## 10. 1Up- Victoria Single Parent Resource Centre

250-385-1114 602 Gorge Road E Victoria, BC V8T 2W6 Counseling for single parent members, self-awareness, parenting time management, boundaries, anatomy of anger, and mentoring Up to 10 free sessions Self-referral <http://singleparentvictoria.ca/>

## 11. Addictions Outpatient Treatment (VIHA)

250-519-3544 1250 Quadra Street 2nd floor Victoria, BC V8W 2K7 Adults with substance abuse Free Self-referral or (GP-medical doctor referral) [https://www.viha.ca/mhas/locations/victoria\\_gulf/community/addictionsoutpatient.html](https://www.viha.ca/mhas/locations/victoria_gulf/community/addictionsoutpatient.html)

## 12. Beacon Community Services

250-656-0134 9860 Third Street Sidney, BC V8L 4R2 Adult, youth, and children counseling Seniors peer counseling (Free) Youth and family services Self-referral (Sliding scale; Lowest \$5/session) <https://beaconcs.ca/>

## 13. Cascadia Counseling Clinic

250-590-7050 300 – 755 Queens Avenue Victoria, BC V8T 1M2 Individual, couple & family counseling, and (CBT-Cognitive Behavioral Therapy) Sliding scale; Lowest \$50/session Self-referral or (GP-medical doctor) <http://www.cascadiaconsultation.com/>

## 14. Discovery Youth and Family Services (VIHA)

250-519-5313 Esquimalt Health Unit 530 Fraser Street 2nd floor Victoria, BC V9A 6H7 Substance abuse youth (13-19) & family counseling Free Self-referral <https://www.viha.ca/youth-substance-use/discovery.html>

## 15. Esquimalt Neighbourhood House Society

250-360-0644 511 Constance Avenue Esquimalt, BC V9A 6N5 Adults and couples counseling Youth (13-18), and Family Free Self-referral <http://www.enh.bc.ca/>

## 16. Hulitan Social Services Society

# Free and Affordable Counseling in Victoria and Surrounding Area

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250-384-9466 902-A Caledonia Avenue Victoria, BC V8T 1E8 Aboriginal children and families counseling Free Self-referral <http://www.hulitan.ca/>

## **17. Strength Counseling Services**

1-866-295-0551 E-Counselling-(online) Couples and family support (Free 10 week program is determined during intake, for persons with proof of low income) Otherwise a sliding scale; Lowest \$80/session; \$25/group session Self-referral  
<https://strengthcounselling.ca/>

## **18. Victoria Sexual Assault Centre**

250-383-3232 201 – 3060 Cedar Hill Road Victoria, BC V8T 3J5 Individual trauma & group counseling By donation Self-referral <https://vsac.ca/>

## **19. Men's Therapy Centre**

250-381-6367 102-1022 Pandora Avenue Victoria, BC V8V 3P5 Victim/Trauma support and counseling Individual/group Fees determined during free intake session.

## **20. CARES**

Central Access and Rapid Engagement Service (CARES): CARES provides a single point of access to Island Health Mental Health & Substance Use (MHSU) services for individuals, family members, primary care providers, and other service providers in a welcoming, responsive, gender affirming, and culturally safe environment. CARES is available to support any adult (age 19+) who is experiencing distress related to MHSU challenges and would like to access services

Single Session Therapy (SST) Same day, goal-oriented counseling session that offers therapeutic support SST clinicians also offer groups throughout the year on a wide range of topics.

MHSU Intake: Screens and assesses referrals to determine the most appropriate MHSU services to meet the individual's needs. Completes referrals to Island Health MHSU services, and/or to community programs. Clinicians may support individuals by helping them better navigate MHSU services

Indigenous Outreach Services:

Offers support to those who self-identify as Indigenous and are seeking help for mental health and/or substance use concerns

Enhanced Collaborative Care

Provides a one-time assessment by a psychiatrist for individuals referred by a primary care provider, walk-in physician, or UPCC physician. The purpose of this assessment is to provide diagnostic clarification, review medications, and/or provide treatment recommendations

Hours of Operation: 08:30 – 16:30, Monday – Friday, closed statutory holidays. Hours can vary per service so it is encouraged that people call reception to confirm operating times

Accessing Services

## Free and Affordable Counseling in Victoria and Surrounding Area

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By phone at 250-519-3485

In person at 1119 Pembroke Street

Referral from a primary care provider or walk-in clinic physician -referral found at  
[www.islandhealth.ca/MHSU-access](http://www.islandhealth.ca/MHSU-access)

### **21. HeartWood Counselling**

Heartwood practitioners offer a variety of counseling options – either virtually, by phone, or in person at our downtown office located at suite 515 of 620 View Street – accessible by elevator or stairs; an office in which we cannot guarantee scent-free. You do not need a doctor or psychologist referral to visit us, and most of our practitioners are licensed and may be covered by extended health providers. Our services can be accessed promptly – there are no wait times to begin working with us, though please inquire about which practitioners are accepting new clients. We gather weekly for group supervision to support each other in supporting our clients – you. With your consent, it's not just you and your counselor, but a team of counselors that has your back.

At Heartwood, we recognize the unique stresses experienced by students and we are here to help. We can cover topics relevant to students and to mental health generally – including couples counseling and interpersonal relationships, managing stress and emotions including anxiety and depression, work-life balance, time management, goal-setting, identity and career development, assertiveness, grief and loss, trauma, shame and self-worth, and more. Moreover, we acknowledge the barriers to folks with disabilities to accessing counseling, so we offer inclusive counseling with a wide range of practitioners who have a wealth of experience. On a personal note, as a short-statured individual – a little person – I live with physical disabilities myself – including lifelong visual impairment, hearing impairment, mobility limitations, and numerous surgeries that have impacted my life and schooling throughout pre- and post-secondary. Even so, because we all experience life and disability differently, I am regularly seeking to better understand the unique challenges faced by those with experiences different from my own. This shows up in our counseling sessions as putting you and your experience first, and collaborating on a counseling process and practical solutions that work for you; as well as doing my own research so that you aren't left to educate me. So to wrap things up, whatever you are struggling with as you move through your university studies - or however disability shows up as part of your experience of living or your identity - it is our goal at Heartwood Counselling, and my goal as a practitioner, to support you to feel confident, empowered and capable of managing and adapting to your unique circumstances so that you can live life on your terms.

Thank you for taking the time to hear what we're all about – if you'd like to chat more to see if we're the right fit for you, please reach out at to me [kevin@heartwoodcounselling.ca](mailto:kevin@heartwoodcounselling.ca) or check us out online at [heartwoodcounselling.ca](http://heartwoodcounselling.ca) to read about the whole Heartwood Counselling team. That's two ells in counselling. We look forward to hearing from you.

## Free and Affordable Counseling in Victoria and Surrounding Area

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### **22. Tall Tree Counseling**

Counseling and Psychotherapy for Individuals of all ages and couples. Group education classes, nature based therapy, skill development intervention, and sports performance counseling are also available. Some of the counselors are registered social workers so you can direct bill for counseling services through your benefits for social work. <https://www.talltreehealth.ca/services/counselling>

### **23. Kate Steele Counseling**

Online Counselling. 250-886-4152 or use the get in touch form on the website to book an appointment. <https://www.katesteelecounselling.com/>

### **24. Fairfield Psychology**

Our team at Fairfield Psychology and Oak Bay Psychology aims to meet you where you are. We offer a range of services with Registered Psychologists, Registered Clinical Counselors, and Practicum Students who provide low cost counseling (\$60). Whether you have past experience with counseling or are reaching out for the first time, we are here to help. Let us help you navigate life's complexities and find the inner strength to thrive. We offer group counseling for \$20-30 a session, as well as low cost counseling with practicum counselors at \$60 a session. We also offer psychology and clinical counseling with registered psychologists and counselors, and EMDR therapy. Locations in Fairfield and Oak Bay. <https://www.fairfieldpsychology.com/>

# Addictions Based Counseling and Groups Victoria and Area



## 1. **Alcoholics Anonymous** (Victoria and Area)

<https://aavictoria.ca/>

Alcoholics Anonymous is a fellowship of people who come together to solve their drinking problem. It doesn't cost anything to attend A.A. meetings. There are no age or education requirements to participate. Membership is open to anyone who wants to do something about their drinking problem. A.A.'s primary purpose is to help alcoholics to achieve sobriety.

## 2. **Narcotics Anonymous** (Victoria and Area)

<https://svina.ca/>

Narcotics Anonymous in Canada began here on the island and continues to provide meetings and services for those recovering from active addiction and to the community at large. We offer in person and online meetings.

## 3. **Umbrella Society** (Victoria and Area)

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

Umbrella has been providing mental health and substance use supports to individuals, and their loved ones, since 2000. Our services include outreach, recovery housing, counseling, groups, harm reduction and education. Our team meets people wherever they are at in their journey and we provide meaningful support to help them achieve their personal goals. Together, we can reach recovery.

## 4. **LifeRing**

<https://liferingcanada.org/>

LifeRing Secular Recovery Canada is an abstinence-based, anonymous organization dedicated to providing a safe meeting space where you can experience non-judgmental recovery conversations with your peers. We offer in person and online meetings run by people who have been personally impacted by problematic substance use.

## 5. **Recovery Addiction Support through Island Health**

<https://www.islandhealth.ca/our-services/mental-health-substance-use-services/recovery-addiction-support-ras>

An abstinence-based program for individuals recovering from substance use addiction offering daily psycho-educational groups covering a variety of topics related to recovery, mental health, and wellness. These groups are facilitated by an addiction clinician, addiction counselor and addiction workers. Groups are offered 7 days a week, 365 days a year from 10:30-12pm. We also offer a weekly group for loved ones of an individual struggling with addiction called family recovery addiction support.

## Crisis Lines

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**Talk Suicide Canada:** Call 1.833.456.4566. (Toll Free, 24/7/365) or Text 45645 (4pm-Midnight ET) <https://talksuicide.ca/>

**BC Suicide Line:** 1-800-784-2433 (24/7)

**Kids Help Phone:** 20 y/o and Younger, Call 1-800-668-6868, Support for Adults text TALK to 741741

**Crisis Text Line:** Text Toll Free, 24/7, English- TALK to 686868 French: TEXTO to 686868

**Crisis Intervention and Suicide Prevention Centre of BC:** Crisis 24 hrs 1-866-661-3311  
Crisis 24 hrs TTY 1-866-872-0113

**Crisis Text Support Line:** 1-250-800-3806 (6-10pm, 7 days a week)

**Crisis Line Association of BC:** Crisis 1-800-784-2433 (24 hrs), Referral Hotline 211 (24/7),  
Mental Health Support 310-6789 (24/7)

**Suicide Support:** 1-800-SUICIDE (1-800-784-2433)

**Vancouver Island Crisis Line:** Call 1-888-494-3888 (24/7), Text 250-800-3806 (6-10pm), Chat from 6-10pm

**Canadian Mental Health Association Suicide Prevention Hotline:** Canada wide 24/7 crisis center for self harm and suicide prevention. Canada 1-833-456-4566 Quebec 1-866-277-3553 Text 45645 (4pm to Midnight ET) <https://cmha.ca/>

**Youthscape.ca:** Free online crisis and emotional support chat service for youth under 30 across Canada, Text 778-783-0177 or use this link to start an online chat **Start Online IM Chat**

**MindHealthBC:** <http://www.mindhealthbc.ca/resources> If you are in crisis or distress and require immediate response, call the crisis line. Phone 24/7 1-800-784-2433 or Online Crisis Chat <https://crisiscentrechat.ca/>

**VictimLink BC:** Call/Text 1-888-563-0808, (24/7 in 100+ languages, including various Indigenous languages) 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

**Salal Sexual Violence Support Centre:** 24 Hour Crisis and Information Line 1-877-392-7583, text 604-2425 to speak with a support worker, or use **this link** to chat with Salal safely online

## Crisis Lines



**Women Against Violence Against Women Crisis Line:** BC sexual assault crisis line for women and marginalized genders

**Action Canada for Sexual Health and Rights:** Sexual Health phone line 1-888-642-2725 for questions about sexual health, pregnancy options, abortion, and safer sex ( 9am-9pm after hours voicemails can be left and will be returned the following day). Pregnancy options and post-abortion counseling is also available through call or text. Text 613-800-6757 (Texts answered 9am-9pm). Can also email at [access@actioncanadashr.org](mailto:access@actioncanadashr.org)

**Alcohol and Drug Information and Referral Services** (to find resources and support):  
1-800-663-1441

**International Suicide Hotlines:** <https://blog.opencounseling.com/suicide-hotlines/>

# Indigenous Specific Resources and Crisis Lines

## Resources:

### 1. Victoria Native Friendship Centre (Victoria)

Description: Various services for Indigenous people and families as well as a primary care clinic and wellness clinic. <https://vnfc.ca/offerings/#with-mental-health>

Address: 231 Regina Avenue, Victoria, BC, V8Z1J6

Email: [reception@vnfc.ca](mailto:reception@vnfc.ca)

Phone: General Phone #: 250-384-3211

Primary Care Clinic Phone #: 250-940-2669

Hours: General Hours: Monday to Friday 8:30-4:30

Primary Care Clinic Hours: Monday to Friday 9:30-3:00

Intake Hours: Monday to Friday 1-4

Youth Drop in: Tuesday to Thursday 3:30-6:30

Other: No intake required for the wellness and primary care clinics.

### 2. First Nations Health Authority Suicide Prevention Toolkit

Hope, Help, and Healing

### 3. FNHA Culturally Safe and Trauma Informed Cultural Services Info Sheet

Mental Health and Cultural Supports

### 4. 2Spirits BC

Queer-Councious resources for Indigenous people requiring mental, physical and spiritual health services. <https://2spiritsbc.com/resource-list/>

### 5. First Nations Virtual Doctor of the Day FNHA

Provides virtual health care and referral support for people who do not have a doctor or are unable to get an appointment. It is for all First Nations people living in BC and their family members, including family members who are not Indigenous. Doctors are available by video or phone from 8:30 am to 4:30 pm every day. Call 1-855-344-3800 to book an appointment. Learn more at [fnha.ca/virtualdoctor](http://fnha.ca/virtualdoctor)

### 6. Indian Residential School Survivors Society (IRSSS)

Is a partner with the FNHA in providing access to counseling, cultural and emotional support services to former students of residential and day schools, and their families, regardless of status. Call toll-free 1-800-721-0066 or visit [www.irsss.ca](http://www.irsss.ca).

### 7. Tsow-Tun Le Lum Society

## Indigenous Specific Resources and Crisis Lines



provides confidential outreach services such as counselling, cultural supports and personal wellness programs. Call toll-free 1-888-403-3123 or visit [www.tsowtunlelum.org](http://www.tsowtunlelum.org).

### 8. **Virtual Substance Use & Psychiatry Service**

Is an FNHA service providing virtual specialist support in addictions medicine and psychiatry. This service requires a referral from a health and wellness provider who can support the individual on their journey. **First Nations Virtual Doctor of the Day** can provide referral support for anyone who does not have a provider who can refer them to the program.

### 9. **Missing and Murdered Indigenous Women and Girls Health Support Services**

Is a national program administered in BC by First Nations Health Benefits. Services are available to survivors, family members and others who have been affected. Call Health Benefits toll-free 1-855-550-5454 for more information.

### 10. **Indian Residential Schools Resolution Health Support Program**

Provides access to cultural supports and mental health counseling for former students of Indian Residential Schools. The program is available to anyone who attended a school listed in the 2006 Indian Residential School Settlement Agreement, and their family members. Call Health Benefits toll-free 1-855-550-5454 for more information.

### 11. **Indian Day Schools Health Support Services**

Is a national program administered in BC through Health Benefits. Services are available for former students, or family members of a former student, who attended an Indian Day School. First Nations and non-First Nations individuals may be eligible for the program. Call Health Benefits toll-free 1-855-550-5454 for more information.

## Indigenous Specific Resources and Crisis Lines



### Crisis Lines

1. **KUU-US Crisis Line:** 1-800-588-8717 (a toll free 24-hour crisis line for Indigenous people). Adult/Elders Line 250-723-4050, Youth Line 250-723-2040
2. **Native Youth Crisis Hotline:** 1-877-209-1266 (available 24/7 throughout Canada and the US)
3. **Hope for Wellness Help Line:** 1-855-242-3310 (a toll free 24/7 crisis line for Indigenous people across Canada that offers immediate mental health counseling and crisis intervention by phone or online chat) or connect to the online chat at [www.hopeforwellness.ca](http://www.hopeforwellness.ca)
4. **Indian Residential School Crisis Line:** 1-866-925-4419 ( a toll free national services for anyone experiencing pain or distress as a result of their residential school experience)
5. **Métis Crisis Line:** Call 1-833-MetisBC (1-833-638-4722). Service of Métis Nation British Columbia.

# LGBTQIA+ Specific Resources and Crisis Lines



## Resources:

### 1. Trans Care BC

Trans Care BC supports the delivery of equitable and accessible care, surgical planning, and peer and community support for trans people across the province.

<http://www.phsa.ca/transcarebc/>

Trans Health Navigation Team

Call: 1-866-999-1514 or 604-675-3647

Email: [transcareteam@phsa.ca](mailto:transcareteam@phsa.ca)

### 2. Pflag Canada

<https://pflagcanada.ca/british-columbia/>

Provides peer support, education and advocacy for a Canada that affirms respects and values all sexualities, genders and gender expressions.

### 3. QMunity

Non profit organization based in Vancouver BC that works to improve queer, trans, and Two-Spirit lives. We provide a safer space for 2SLGBTQIA+ people and their allies to fully self-express while feeling welcome and included. We offer counseling and events as well as other community support services. <http://qmunity.ca>

### 4. PRISM Support Group

PRISM (People Respecting Intersectionality and Sexuality in Mental Health) is an open and welcoming support and connection based group addressing the stigma with mental health challenges in the 2SLGBTQIA+ community. The group is facilitated and developed by individuals that identify as 2SLGBTQIA+. PRISM is a drop in group (no registration necessary) and takes place every 1rst and 3rd Wednesday of the month from 5:30-7:00pm in person at South Island Mental Health Recovery Partners 941 Kings Road, Victoria, B.C <https://mhrp.ca/events/prism-support-group/>  
<https://www.instagram.com/prism.mhrp/>

## LGBTQIA+ Specific Resources and Crisis Lines



### Crisis Lines:

#### 1. **THRIVE Lifeline**

For people age 18 or older to chat with a qualified LGBTQIA+ Crisis responder by texting 'oSTEM' to 1-313-622-8209 (available from anywhere 24/7/365)

#### 2. **Trans Lifeline:** 1-877-330-6366 (24/7 hotline staffed by transgender people for transgender people in a crisis)

#### 3. **SAGE LGBT Elder Hotline:** 1-877-360-5428 (available 24/7 toll-free)

#### 4. **LGBT National Help Center:** National Hotline 888-843-4564 (Mon-Fri from 1pm-9pm Pacific time, or 4pm-midnight Eastern time, Sat 9am-2pm Pacific time Sat noon-5pm Eastern time) online Chat <https://www.lgbthotline.org/chat> (Same hours as hotline)

#### 5. **LGBT Youthline Peer Support Text and Chat Hotline:** Text 4-pm-9:30pm at 647-694-4275, Chat 4pm-9:30pm click the chat button to begin <https://www.youthline.ca/get-support/ways-we-support/>

# BIPoC Specific Resources and Crisis Lines

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## Resources:

### 1. Black Youth Helpline

<https://blackyouth.ca/services/#our-services>

Offers various services including a help line. Stay in school initiative, parent and family support, and systems navigation assistance. Call 416-285-9944 or toll free 1-833-294-8650 to access services or email [info@blackyouth.ca](mailto:info@blackyouth.ca)

### 2. Inter-Cultural Association of Greater Victoria

<https://www.icavictoria.org/>

For more than fifty years, the Inter-Cultural Association's purpose has been to support the full integration of newcomer immigrants and refugees in the social, economic, and civic life of the Capital Region of BC. Offer a wide range of services that help newcomers access housing, healthcare, and employment, as well as an English language instruction and mentorship. ICa also helps Greater Victoria be a more welcoming place by providing anti-racism programming and community education.

### 3. Victoria Immigrant and Refugee Centre Society

<https://www.vircs.bc.ca/>

The Victoria Immigrant and Refugee Centre Society (VIRCS) is a non-profit organization founded in November 1989 by three former refugees. VIRCS helps immigrants, refugees and new Canadian citizens to settle and adapt into their new lives in the Greater Victoria Region. The multicultural staff annually services more than 3,000 immigrants, refugees, new Canadian citizens and visible minorities. VIRCS provides a wide range of holistic services.

### 4. Vancouver Island Counselling Centre for Immigrants and Refugees (VICCIR)

<https://www.viccir.org/>

The Vancouver Island Counselling Centre for Immigrants and Refugees (VICCIR) was founded in 2015 to meet the many mental health needs of traumatized refugees who had to escape their countries due to wars and immigrants who find themselves far from the familiar support of their homeland. VICCIR is also a learning centre, we provide training to different entities and to practicum students from all over Canada & USA. VICCIR is unique in our team approach and our group of psycho-therapeutic professionals is extensively trained in trauma counselling. We provide and use interpreters trained in the clinical counselling model. Our professional consultations are confidential and culturally sensitive. We work with individuals and groups of children, adolescents, adults, couples, and families. We accept referrals from settlement agencies, sponsorship groups, schools, medical professionals, ministries, and self-referrals from individuals.

## BIPOC Specific Resources and Crisis Lines



### **Crisis lines:**

1. **S.U.C.C.E.S.S Chinese Help Lines:** Cantonese 604-270-8233 Mandarin 604-270-8222 (10am-10pm)

# Disability Specific Resources and Crisis Lines

## Resources:

### 1. Victoria Disability Resource Centre

Offers various peer support and social groups.

<https://drcvictoria.com/services/peer-support/>

Referral Required: No

Address: 817A Fort Street Victoria, BC V8W 1H6

Email: [reception@drcvictoria.com](mailto:reception@drcvictoria.com) (for general inquiries) or [peersupport@drcvictoria.com](mailto:peersupport@drcvictoria.com) (for the peer support groups)

Phone: 250-595-0044

Hours: Open Mondays to Thursdays 9:00 am to 4:00 pm and Fridays 9:00 am to 2:00 pm

Other: n/a

### 2. NEADS

The National Educational Association of Disabled Students has the mandate to support full access to education and employment for post-secondary students and graduates with disabilities across Canada. Various services, like skill training resources and financial aid and scholarships, as well as various webinars for students and grads with disabilities.

<https://www.neads.ca/en/>

### 3. Autism BC

A small non profit and registered charity that encourages the inclusion and acceptance of the entire autism community. We are a grassroots organization founded in 1975 to support people on the autism spectrum and their families. We support autistic individuals by providing parents and communities with knowledge and by engaging with people on the autism spectrum to create more diverse communities.

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

### 4. Autistic Self advocacy network (ASAN)

The Autistic Self Advocacy Network seeks to advance the principles of the disability rights movement with regard to autism. ASAN believes that the goal of autism advocacy should be a world in which autistic people enjoy equal access, rights, and opportunities. We work to empower autistic people across the world to take control of our own lives and the future of our common community, and seek to organize the autistic community to ensure our voices are heard in the national conversation about us. Nothing About Us, Without Us!

<https://autisticadvocacy.org/>

## Disability Specific Resources and Crisis Lines

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### 5. Inclusion Canada

Inclusion Canada, formerly the Canadian Association for Community Living (CACL), is the national federation working to advance the full inclusion and human rights of people with an intellectual disability and their families. Inclusion Canada leads the way in building an inclusive Canada by strengthening families, defending rights, and transforming communities into places where everyone belongs.

<https://inclusioncanada.ca/>

### 6. Pain BC

Online Support Groups for people of all ages living in chronic pain. Groups are free to access and meet online twice a month. We also offer a Coaching for Health telephone program which teaches people living with pain self management skills as well as ways to regain function and improve wellbeing. The website has resources for people living in pain and their loved ones.

<https://painbc.ca/>

### Crisis Lines:

#### 1. Pain BC support line

1-844-880

We know your pain is real. The Pain Support Line offers free information, emotional support and resource assistance to empower people living with pain and their loved ones to improve well-being and advocate for themselves. Connect one-on-one with a trained staff member by email or phone. Pain Support Line staff return calls Monday through Friday from 9:00AM-4:00PM, excluding statutory holidays.

<https://painbc.ca/find-help/pain-support-line>

# UVic Specific Resources and Crisis Lines

## UVic Resources:

1. **UVic Support Connect:** 1-844-733-1427 (calls from North America), 1-250-999-7621 (International collect calls). Online <https://studentlife.mylifeexpert.com/login/victoria> Available by phone and online 24/7. SupportConnect is a free, confidential mental health support service for UVic students, Ge connected with qualified counselors, consultants and life coaches anytime anywhere. Offer video and in person counseling options.
2. **UVic Campus Security Services** (on campus emergencies only) at 250-721-7599
3. **Guard.me:** For International students with Guard.me insurance you can access Guard.me's mobileDoctor by text, video or audio chat as part of your benefits at <https://guard.me/uvic/mobileDOCTOR>
4. **Wellness Centre:** Counseling and Health Clinic. Offering doctors, nurses, and clinical counseling appointments. Counseling and Health links  
<https://www.uvic.ca/student-wellness/wellness-resources/mental-health/index.php#ipn-mental-health>  
<https://www.uvic.ca/student-wellness/>
5. **SSD**  
The Society for Students with a Disability (SSD) is an advocacy group at the University of Victoria's Student Society (UVSS). We foster community for all disabled students on and off campus through our various events, programming, and services. Check out our Instagram page for what's new, or email our Office Coordinator at [uvicssd@uvic.ca](mailto:uvicssd@uvic.ca)"
6. **GEM**  
<https://genderempowermentcentre.ca/>  
The Gender Empowerment Centre is an inclusive space, focused on the needs of self-identified women, non-binary, trans and gender non-conforming folks to organize, network, access resources, attend workshops and events, study, and relax. Our space is open to both University of Victoria students and community members.  
  
The Gender Empowerment Centre provides a safe and supportive space to build an anti-oppression community through sharing, learning, and teaching. We value all experiences and offer the resources necessary to advocate for yourself and others. As a centre we are committed to constantly re-assessing and adapting in order to better host an anti-oppressive space. We commit to consistently re-evaluating our practices and welcome critical feedback so that we may better practice being an intersectional feminist, queer positive, trans positive, decolonizing, anti-racist space. It is vital that the community recognize it as such and feel welcome.

The Gender Empowerment Centre is governed by a feminist collective that uses a consensus-based decision making model and is driven by volunteer participation.

### 7. Pride

The UVSS Pride Collective (formerly known as UVic Pride), has been an advocacy group operating within the Student Union Building for two decades. The Collective is committed to practicing decolonization, deinstitutionalization and radical acceptance. Integrating gender affirming care into mental health related conversations is crucial. The Collective has a selection of chest binders that are free to take for any community members who cannot obtain a binder safely, cannot afford one, or simply want access. The binders are kept in our private, single-stall, gender-neutral washroom within the Pride Collective Lounge (SUB B010). Students are not required to provide a medical referral prior to usage. Programs that provide gender affirming care are a key component to successful suicide prevention; on campus and beyond. We believe that prioritizing the needs of Trans and 2 spirit people is necessary in order to tangibly challenge mental health related stigma. For more information about our vision and available resources, please visit our Instagram (@uvicpridecollective) or contact the Pride Coordinator (pride@uvic.ca).

### 8. SOCC

Students of colour at UVic: we are here for YOU! We are a Collective of self-identified people of colour at the University of Victoria. Anyone identifying as BIPOC (Black, Indigenous and Person of Colour) is welcome to use our lounge and access our resources. SOCC exists to create space that fosters community building, and facilitates networking and gatherings for self-identified BIPOC folks. Our work centres on art, awareness, education, action, advocacy, and support. Every student of colour is welcome to get in touch and find out how to get involved.

We believe that in order to create an environment that is truly inclusive, anti-racist, and decolonized, each of us have a role to play. If you are interested in becoming an active ally, co-conspirator, or accomplice of the BIPOC community, get in touch and find out how.

<https://soccollective.com/>

### 9. NSU

The Native Students Union Council and members acknowledge with respect that the University of Victoria resides on the territories of the Lekwungen and WSÁNEĆ people.

## UVic Specific Resources and Crisis Lines



O SIÁM NE SĆÁLEĆE . We raise our hands to the Elders and Chiefs of these territories where we are guests, and thank our host nations of the Greater Victoria area.

The Native Students Union is pleased to welcome you to UVic. The NSU Council and all members look forward to meeting you. <https://www.uvicnsu.ca/>

### 10. UVic IACE

IACE's primary responsibility is supporting Indigenous students, but the office has also taken on many other roles, such as:

- Managing the First Peoples House
- Building and supporting Indigenous partnerships
- Ensuring that Indigenous content and ways of knowing are included in UVic curriculum and events
- Support Indigenous student success

<https://www.uvic.ca/services/indigenous/index.php>

### 11. Campus Community Gardens

The UVic Campus Community Garden is a affiliate group of the **UVic Students Society** that manages an urban agriculture space on campus, with practical support from Facilities Management and UVic **Campus Planning and Sustainability**. The garden is located off of Mckenzie Avenue across from the athletic fields. There are 90 plots at the garden, including individual allotment plots, communal “giving gardens” for volunteers and food bank donations, and garden plots used by advocacy groups and classes. Due to the high demand for plots, rentals are restricted to current UVic students, faculty and staff, though volunteers from outside the UVic community are welcome to use our designated communal plots open to all.

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

### 12. UVic Multifaith Centre

At the Multifaith Centre, we take your spiritual health seriously. We provide one-on-one spiritual care as well as culturally diverse free weekly activities, events and programs.

<https://www.uvic.ca/campus/multifaith-centre/index.php>

### 13. Uvic Bounce

With a compassionate, loving, and community-based approach to supporting students' well-being, UVic Bounce is an initiative through which faculty and alumni share their experiences as students, thus welcoming and championing the diverse stories of our community as we build a more connected, supportive, and inclusive campus community. Through videos and podcasts, UVic Bounce shares profoundly human stories of loss, relationship difficulties, mental health, grief, academic struggles, transitions, and much

## UVic Specific Resources and Crisis Lines



more to de-stigmatize discussions around challenge and difficulty and to create room for a wider range of experiences and perspectives in our community. By sharing these stories, we hope that our listeners will feel less alone in their journeys and more able to reach out for support, knowing that they are a part of a compassionate community who understands the challenges that students experience at university.

<https://www.instagram.com/uvicbounce/>

## Post Secondary Specific Resources and Crisis Lines



1. **Here2Talk**: 1-877-857-3397 (a 24-hour phone and chat counseling support for B.C post-secondary students) <https://here2talk.ca/main>

## Broader Canada/BC Resources and Crisis Lines



### 1. Wellness Together Canada

Services available:

A Government of Canada resource that offers free online resources, tools, apps and connections to trained volunteers and qualified mental health professionals when needed. Complete the online intake to access supports.

Website: <https://ca.portal.gs/>

### 2. Better Help Counseling

[https://www.betterhelp.com/get-started/?go=true&utm\\_source=AdWords&utm\\_medium=Search\\_PPC\\_c&utm\\_term=PerformanceMax&utm\\_content=&network=x&placement=&target=&matchtype=&utm\\_campaign=17990185911&ad\\_type=responsive\\_pmax&adposition=&kwd\\_id=&gclid=Cj0KCQjwoK2mBhDzARIsADGbjepDBS9I2BIkUtrCUDqqpcnk7Q8KYHEqjrErEq5ng6rZnZkkimo0U3UaAis6EALw\\_wcB&not\\_found=1&gor=start](https://www.betterhelp.com/get-started/?go=true&utm_source=AdWords&utm_medium=Search_PPC_c&utm_term=PerformanceMax&utm_content=&network=x&placement=&target=&matchtype=&utm_campaign=17990185911&ad_type=responsive_pmax&adposition=&kwd_id=&gclid=Cj0KCQjwoK2mBhDzARIsADGbjepDBS9I2BIkUtrCUDqqpcnk7Q8KYHEqjrErEq5ng6rZnZkkimo0U3UaAis6EALw_wcB&not_found=1&gor=start)

Services available: Online counseling. Take a quiz and get matched to a counselor. Cost ranges from \$80-110 per week billed every 4 weeks.

### 3. Anxiety Canada

Free online, self-help, and evidence based resources on anxiety and anxiety disorders.

<https://anxietycanada.com/>

### 4. Looking Glass BC

This information is on our website, we offer peer support programs which may be a helpful resource for the future. While not a form of clinical support, they are an opportunity to connect with others experiencing **Eating Disorders** and who understand and can empathize with what you may be going through. Below I've included more information as well as the links to sign up:

- **Online Peer Support (OPS):** A free online support program for ages 14+ in the form of regular group chats. These anonymous group support chats are moderated by trained volunteers to ensure they stay safe and recovery-focused, but participants are free to explore and share their struggles as long as they avoid using triggering or overly specific language (like numbers, ED behaviors, dieting, etc.). There are 10 chats per week as well as a **Binge Eating-focused OPS chat** every 1<sup>st</sup> and 3<sup>rd</sup> Wednesday. Here is a link to read more about the program: [www.lookingglassbc.com/online-peer-support/](http://www.lookingglassbc.com/online-peer-support/)
- **Personal Recovery Space (PRS):** Another free online support program for ages 14+ that is recovery focused. In PRS, all the support takes place in a secure, anonymous forum setting. We refer to this support as a journal that speaks back to you. Each participant is given their own private forum where they can safely share their struggles, goals, hopes, and triggers with a team of trained, compassionate LGF volunteer mentors. Participants can access their forum space 24/7, and their posts will

## Broader Canada/BC Resources and Crisis Lines

receive an encouraging, supportive message from one or more volunteers within 48 hours. Here is a link to read more about the program:

[www.lookingglassbc.com/personal-recovery-space/](http://www.lookingglassbc.com/personal-recovery-space/)

- **Hand in Hand:** This is a free, community-based peer support program for ages 16+ where we match individuals with a trained volunteer mentor who meets with them on a weekly basis for compassionate, judgment-free support and listening. It is not intended to be therapy, but rather a place to seek guidance and support for recovery, goal-setting and day-to-day struggles. The weekly meetups happen in-person or virtually via video call. Please note there is currently a **waitlist** for this program. Here is a link to find out more: [www.lookingglassbc.com/hand-in-hand/](http://www.lookingglassbc.com/hand-in-hand/)
- I would also like to mention our **Bridge the Gap** program which offers affordable therapeutic support to individuals in B.C. aged 19+ and is delivered by counselling practicum students. We do currently have a waitlist, but you can read more about the program here: <https://www.lookingglassbc.com/bridge-the-gap>

### 5. Bounce Back BC

Want to learn skills to manage low mood, stress, or worry?

BounceBack is a free skill-building program designed to help adults and youth 13+ learn strategies to support their mental health. Working with a trained coach to help guide you, you'll get access to tools that will support you on your mental health journey. Join thousands of people in BC who have used BounceBack! Learn more and register today at [BounceBackBC.ca](http://BounceBackBC.ca)



### 6. HealthLink BC

Contact a health navigator to access help with mental and physical health questions or concerns. 24/7. 8-1-1 Video Relay Service: visit the website to register before calling.

604-215-5101. Teletypewriter 7-1-1 <https://www.healthlinkbc.ca>

## Broader Canada/BC Resources and Crisis Lines



### 7. Here to Help

Browse Strategies to help you take care of your mental health.

<https://www.heretohelp.bc.ca/get-help>

### 8. MindHealth BC

Take a quick online assessment on your mental health and get resources for a variety of concerns. <http://www.mindhealthbc.ca/>

### 9. BC 211

Offers resources like housing and emergency relief. Visit the site for a full list of services offered or Call or Text: 211 (24/7) <http://bc.211.ca>

### 10. Cognito

Online Platform offering therapy, primary care, medication shipping at no cost, and various mental health and wellbeing courses. <https://www.getcognito.ca/locations/victoria>

### 11. BC COVID-19 Mental Health Network

Access free, phone-based, short term support with a counsellor. Email [bccovidtherapists@gmail.com](mailto:bccovidtherapists@gmail.com) to receive an appointment time

### 12. Foundry Virtual

Access province-wide virtual services with counselling, peer support, family support, groups and workshops for young people 12 to 24 and their caregivers. All services are free and confidential, and may be accessed through the Foundry BC app, chat, phone (1 833 308-6379) or video calls

### 13. HeadsUpGuys

An online resource that supports men in their fight against depression by providing tips, tools, information about professional services, and stories of success.

### 14. eMental Health

Looking for info about mental health and where to find help? eMentalHealth provides anonymous, confidential and trustworthy info, 24 hrs a day 365 days a year

<https://www.ementalhealth.ca/Vancouver-Island/Home/>

### 15. Gambling outreach support and information

Concerned about gambling? Free, confidential gambling support and information is available via phone, text or video conferencing. This program is available to everyone impacted by gambling harms. To talk to someone, submit an online request.

## Broader Canada/BC Resources and Crisis Lines



Call the Gambling Support Line at 1-888-795-6111 for confidential and available in multiple languages, 24 hours a day, 7 days a week.

### **16. Living Life to the Full: helping you to help yourself**

Free access to Living Life to the Full courses for coping with stress, problem solving and boosting mood. These 8-week courses are led by trained facilitators, provide peer support and teach practical skills.

### **17. Lumara**

Education, support and counseling services for children, youth, adults and families who are grieving the death of a loved one or coping with a life-threatening illness. Services offered by Lumara include: grief counseling, grief support groups, grief education, family grief camps, music therapy, art therapy, Indigenous Wellness, and more.

### **18. MindShift CBT**

Help manage anxiety using scientifically proven strategies based on Cognitive Behavioural Therapy (CBT). The MindShift™ CBT app helps you learn to be mindful, develop effective ways of thinking, and use active steps to take charge of your anxiety

### **19. Mindfit Toolkit: Mental Wellness for Men**

MindFit Toolkit: Mental Wellness for Men Mental health tools and resources for men and their families.

### **20. BC Association for Clinical Counsellors:**

Link to finding a counsellor in the community (with lots of great filtering option - like queer folks) via the BC Association for Clinical Counsellors (BCACC):

<https://bcacc.ca/counsellors/>

### **21. The Lifeline Canada Foundation:**

Do you or someone you care about struggle with thought of suicide or other mental health issues? We're here to help. Mental health and suicide related Guides, tools and resources on their website, as well as a list of crisis lines in Canada and BC and a list of e-counselling resources. <https://thelifelinecanada.ca/ecounselling/> 7 Cups

Connect with caring people for online therapy and counseling. Free anonymous and confidential 24/7 online text chat with trained listeners, online therapists and counselors. Also offer self guides and growth paths that provide tips and advice on how to feel better

## Broader Canada/BC Resources and Crisis Lines

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as well as confidential online therapy and counseling with licensed therapists for \$150 per month. <https://www.7cups.com/>

### **22. Wellin5:**

BC-based online counseling platform which provides affordable, accessible video counseling via our Canada-wide counseling network. Helping Canadians connect with highly qualified, masters level counseling. <https://wellin5.ca/>

### **23. Access CBT:**

Provides Cognitive Behavioural Therapy (CBT) and Eye movement desensitization reprocessing (EMDR) online from anywhere in the world. <https://accesscbt.co.uk/>

### **24. The Counseling Group:**

Online counseling provided by Registered Social Workers and Psychotherapists that have specialized training to provide online counseling using a secure and confidential email platform designed for online counseling.

<https://thecounsellinggroup.com/services/individual-counselling/>

### **25. Breaking Free**

Confidential wellness and recovery support program for alcohol and drugs  
<https://www.breakingfreeonline.ca/>

### **26. DBT Path**

Online DBT skills real time classes online. <https://emotionallysensitive.com/>

### **27. Focus Mental Wellness**

Online Therapy for Canadians. Offer text therapy, video therapy and phone therapy. One hour video or phone session \$120-\$150 and text therapy starts at \$39 per week. Most employee benefit and private insurance plans cover our services. <https://focusmw.com/>

### **28. Learn to Live**

Online Programs in Social Anxiety, Depression, Anxiety/Stress/Worry, Insomnia, Substance Use, Panic, Resilience. <https://www.learntolive.com/>

## Onlines Counseling Resources Based in Other Areas of BC

### 1. **Wellmind Trauma Counselors:** Based in Kamloops, but offer online.

WellMind Counselling is an anti-oppressive trauma counselling agency. This means we work to understand how trauma, power and oppression are impacting your current struggles. We actively work to be a safe space for all people, including all genders, sexualities and lifestyle choices. Our goal is that you always have the power in the counselling room.

All of our counselling services focus on creating deep and lasting change. We're not about quick fixes; we know that real healing takes time. We also know that the deep healing has the most impact on your life and how you feel. This often means that we end up treating underlying traumas and big wounds that you may have been carrying around for a long time. As such, everyone at WellMind has trauma training so that we can help with whatever comes up.



The screenshot shows the WellMind Counselling website. At the top, there is a logo featuring a geometric diamond shape with internal lines forming a cube-like structure, set against a background of green leaves. Below the logo, the text 'WELLMIND COUNSELLING' is visible. A dark green horizontal bar contains the text 'Our Services'. Below this, a white text box contains the agency's mission statement. Another text box below it describes their approach to healing. The website is organized into sections for 'Individual Counselling', 'Practicum Counselling', and 'Couples & Relationship Counselling', each with its own fee information and a brief description. At the bottom of the page, the website address 'www.wellmind.ca' is listed.

WellMind Counselling is an anti-oppressive trauma counselling agency. This means we work to understand how trauma, power and oppression are impacting your current struggles. We actively work to be a safe space for all people, including all genders, sexualities and lifestyle choices. Our goal is that you always have the power in the counselling room.

All of our counselling services focus on creating deep and lasting change. We're not about quick fixes; we know that real healing takes time. We also know that the deep healing has the most impact on your life and how you feel. This often means that we end up treating underlying traumas and big wounds that you may have been carrying around for a long time. As such, everyone at WellMind has trauma training so that we can help with whatever comes up.

**Individual Counselling** fee investment: \$120-\$175+gst

Offered both online and in-person, individual counselling is a chance to meet 1:1 with a Master's level counsellors who will work with you to really understand what brought you to counselling. The two of you will work collaboratively to create a plan for healing that looks at your concerns from a systemic, anti-oppressive and trauma-informed lens.

**Practicum Counselling** fee investment: \$55+gst

We recognize that counselling is very expensive. As such, we offer individual counselling sessions with our practicum counsellors to make it somewhat more accessible. Practicum counsellors are in the final stages of their Masters degree and meet with clients under the supervision of a trained Supervisor. Meeting with practicum counsellors is a great way to stretch your money while still receiving exceptional care.

**Couples & Relationship Counselling** fee investment: \$120-\$175+gst

Whether you are in a non-monogamous, poly, queer or kink-friendly relationship, relational counselling is here to support you in having the healthiest relationship possible, in a way that is inclusive, non-judgemental and recognizes that everyone is always trying the best they can!

www.wellmind.ca

### 2. **Waypoint Counseling Network:** Counselors in Greater Victoria, Vancouver and Kelowna, online and in person. <https://waypointcounselling.ca/our-counselors/>

## Onlines Counseling Resources Based in Other Areas of BC



3. **Open Door Counseling:** Based in Vancouver but offered online. Email [opendoorcommunitycounselling@gmail.com](mailto:opendoorcommunitycounselling@gmail.com) website <https://www.open-door.ca/where-we-are>
4. **Avery Therapy Center:** Based in Vancouver but offered online. Various counselors to choose from. Book online via the website <https://www.averytherapy.com/our-team> or call (778)-623-2014. Can also email [ADMIN@AVERTHERAPY.COM](mailto:ADMIN@AVERTHERAPY.COM)

# Food Security Programs in Victoria and Surrounding Areas

## 1. **UVIC Foodbank and Free Store**

<https://uvss.ca/foodbank/> UVic's Free Store and Food Bank is located in the basement of the SUB Building (Room B007). The Free Store and Food Bank is run by a team of dedicated staff and volunteers, and offers all UVic campus members access to food essentials and free household items. The initiative provides some financial relief for UVic's community members while encouraging further diversion of functional items from going to the landfill. The store is open to students, faculty and staff, and gladly accepts donations during regular hours. Not everything is accepted at the Free Store, so make sure to check their website for details.

Contact: [foodbank@uvss.ca](mailto:foodbank@uvss.ca) or 250-472-4999

## 2. **Community Fridge Project**

Located at 2725 Rock Bay Ave at the corner of David St facing the Centennial United Church. Take what you need, leave what you can

## 3. **Living Edge Free Market**

All week FREE fresh groceries to anyone who needs them - students, working families, single parents, elderly - all are welcome with no ID or registration required.

*Greater Victoria Markets:*

1. Mondays (UVic) 2:30pm-3:45pm
  - a. **2375 Lam Circle** hosted by UVic Family Centre
2. Mondays (Downtown) 5pm-6pm
  - a. **833 Pandora Ave** hosted by Central Baptist Church
3. Tuesdays (Broadmead) 4:30pm-6pm
  - a. **898 Royal Oak Ave** hosted by the Gateway Church
4. Thursdays (Quadra) 11am-12pm
  - a. **901 Kings Rd** hosted by Quadra Village Community Centre
5. Thursdays (Central Saanich) 5:30pm-6:30pm
  - a. **7577 Wallace Dr** hosted by Saanich Baptist Church, Table Peninsula, Saanichton Bible Fellowship, Friendship Community Church, Lambrick Park Association
6. Fridays (Langford) 12pm-1pm
  - a. **679 Goldstream Ave** hosted by the Open Gate Church
7. Saturdays (Esquimalt) 11am-12pm
  - a. **511 Constance Ave** hosted by Harbourview Church

## 5. **Oaklands Pantry**

Free open market to take perishable and non-perishable foods that you need/want  
Located at 1 - 2127 Belmont Ave (Oaklands Community Association)

# Food Security Programs in Victoria and Surrounding Areas



Open Saturdays 12pm-1pm

## **6. Shelbourne Community Kitchen**

Programs & website

Located at 3787 Cedar Hill Rd

## **7. Quadra Village Community Centre**

Anybody can drop in Tuesday-Thursday from 9am-4pm for Cobs Bread

Arranged pick-ups for food distribution via call-list to distribute food equally to community members throughout the week

Call 250-388-7696 or email [frontdesk@quadrvillagecc.com](mailto:frontdesk@quadrvillagecc.com) to be added to the list

## **8. Rainbow Kitchen**

Programs & website

Monday-Friday 8am-1pm

Located at 500 Admirals Rd entrance off Lyall St

## **9. Saint Vincent de Paul Social Concern Office**

Cool Aid Society Website states the Food Bank is open for twice-monthly grocery gift cards and daily hamper pick-up: fruit, bread, vegetables

## **10. Mustard Seed**

Office: 625 Queens Ave.

P: 250-953-1575

Hours: Mon- Fri. 9:00am - 1:30pm (appointment or walk-in)

ID: yourself and all family members

Availability: once a month

## **11. St. John the Divine Emergency Food**

Service: 1611 Quadra St.

P: 250-383-7169

Hours: Tues and Fri. 10:00am-12:00pm. Closed Fri & Tues after Income Assistance cheques issued; open Friday the following week

ID: No

Availability: once a month

## **12. Goldstream Food Bank**

761 Station Ave.

P: 250-474-4443

Hours: Tues and Wed. 10:00am-2:30pm. Open first 3 weeks of the calendar month

ID: yourself and all family members and mail, utility bill

Availability: Once per month

## Food Security Programs in Victoria and Surrounding Areas



### **13. Sidney Lions Food Bank**

9586 Fifth St.

P: 250-655-0679

Hours: Mon, Wed, Fri. 9:00am-12:00pm. Closed the last week of the month.

ID: yourself and all family members and mail, utility bill

Availability: Once per month

### **14. VNFA Food Hamper**

231 Regina Avenue, Victoria, BC, V8Z 1J6

Internal Referrals only

Provides 220 hampers on a weekly basis to families, those sheltering in hotels, individuals, and tenants residing at Siem Lelum and Fernwood house. Provides fresh produce, Cobbs bread, Farm and Field meat, Zambris pasta sauce, and non-perishable food items. Provide nutritious food and snacks

## Suggestions and Feedback



### **Google Form for suggestions and feedback:**

Is there an organization or service that our list is missing? Let us know via this form! Or use this form to provide general feedback.

[https://docs.google.com/forms/d/e/1FAIpQLSfdIcescDSaDXKPRbmsjmv6wa340GsNCIDh\\_gbYkU0cUdpmjg/viewform](https://docs.google.com/forms/d/e/1FAIpQLSfdIcescDSaDXKPRbmsjmv6wa340GsNCIDh_gbYkU0cUdpmjg/viewform)