Counselling

Agencies and organizations which help people with emotional difficulties. Listed by subject heading. For Counsellors in private practice please look under Counsellors in the yellow pages of the TELUS Phone Directory.

Information and Referrals

BC Association of Clinical Counsellors  250-595-4448
1-800-909-6303
204 - 780 Tolmie Avenue
Victoria, BC  V8X 3W4
Regulates the practice of clinical counsellors working at a Master’s level. Provides referrals to counsellors.
www.bc-counsellors.org

Abuse

Battered Women Support Services (BWSS) Crisis Line  1-855-687-1868
Provides emotional support and information on resources to assess women in their coping strategies, to highlight their strengths and to help create a safety plan for women who are dealing with violence and/or the effects of abuse.
www.bwss.org

Men’s Trauma Centre  250-381-6367
102-1022 Pandora Avenue
Victoria, BC V8V 3P5
Provides support, counselling (individual and group) and education for all men who have experienced childhood abuse, adult assault or any other trauma. Initial intake session is free.
www.menstrauma.com

Pacific Centre Family Services Association  250-478-8357
345 Wale Road
Victoria, BC V9B 6X2
Individual counselling for women who experienced violence in their adult relationship or who were sexually abused.
www.westshore.bc.ca

Sooke Transition House Society  250-642-2544
PO Box 527
Sooke, BC V9Z 1H5
Emergency shelter for women and their children who are in crisis resulting from family violence. Provides advocacy, counselling, education and prevention.
www.sooketransitionhousesociety.com

Victoria Sexual Assault Centre
Service Access Line  250-383-3232
Business Line  250-383-5545
201-3060 Cedar Hill Road
Victoria, BC V8T 3J5
Provides individual and group counselling for survivors of sexual assault and historical sexual abuse.
www.vsac.ca

Victoria Women’s Transition House
Crisis Line  250-385-6611
Community Office  250-592-2927
100-3060 Cedar Hill Road
Victoria, BC V8T 3J5
A temporary shelter for women with or without children who are experiencing abuse in their intimate relationships. Wheelchair accessible.
www.transitionhouse.net
Addictions

Al-Anon Family Groups  250-383-4020
2-2020 Douglas Street
Victoria, BC V8T 4L1
Support for families and friends of alcoholics. Open Monday, Wednesday and Friday, 10 a.m. to 2 p.m.
www.bcyukon-al-anon.org

Alcoholics Anonymous  250-383-0415
24 hour Help Line  250-383-7744
8-2020 Douglas Street
Victoria, BC V8T 4L1
12 step program to help people to learn how to live without alcohol.
www.aavictoria.ca

Island Health (South)
Addiction Outpatient Treatment
Mental Health and Substance Use Services  250-519-3544
1250 Quadra Street, 2nd floor
Victoria, BC V8W 2K7
Provides addictions treatment both group and individual, counselling and education for individuals 19 years and older, and who are experiencing difficulties with alcohol or other drugs, or who are affected by someone else’s substance abuse. Self-referral accepted in person through Substance Use Intake at 1119 Pembroke, or 1125 Pembroke Street.
www.islandhealth.ca

Narcotics Anonymous  250-383-3553
A self-help organization offering a supportive recovery environment for persons suffering from addiction.
www.svina.ca

Counselling

Pacific Centre Family Services Association  250-478-8357
345 Wale Road
Victoria, BC V9B 6X2
Offers counselling and support for individuals dealing with alcohol and other drug problems.
www.pacificcentrefamilyservices.org

Problem Gambling
Helpline  1-888-795-6111
Offers telephone advice and referral to counselling.

Salt Spring Island Community Services  250-537-9971
268 Fulford Ganges Road
Salt Spring Island, BC V8K 2K6
Offers counselling.
www.saltspringcommunityservices.ca

Bereavement

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

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

Compassionate Friends of Canada Victoria Chapter  250-478-9270
Offers friendship and support for bereaved parents who have had a child die at any age from any cause. Monthly meetings and quarterly newsletter.
www.tcfcanada.net
Counselling

Salt Spring Hospice  250-537-2770
129 Hereford Avenue
Salt Spring Island, BC V8K 2T3
Offers counselling services for chronically and terminally ill persons and their families. Volunteers provide one-to-one visits at home or at the hospital. Respite care and bereavement support. Loans educational materials.
www.saltspringhospice.org

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

Victoria Hospice Society  250-370-8868
Royal Jubilee Hospital
3rd Floor, Richmond Pavilion
1952 Bay Street
Victoria, BC V8R 1J8
A team of support staff, volunteers and counsellors provides information, individual and group support and counselling. Evening counselling sessions are available.
www.victoriahospice.org

Crisis Intervention

Vancouver Island Crisis Line  1-888-494-3888
24/7 confidential phone support provided by trained Crisis Line workers: provides non-judgmental emotional support, crisis intervention, and suicide prevention and assessment, public access for mental health crisis response teams, information on community resources, online emotional support via crisis chat services daily from 6 p.m. to 10 p.m. The Crisis Text Program is available daily from 6 p.m. to 10 p.m. by texting 250-800-3806. If you have unlimited coverage for SMS text messages with your mobile service provider, the texting service will be free of charge.
www.vicrisis.ca

Family Counselling

Beacon Community Services  250-656-0134
9860 Third Street
Sidney, BC V8L 4R2
Counselling for families, youth, adults and seniors.
www.beaconcs.ca

Citizens Counselling Centre  250-384-9934
941 Kings Road
Victoria, BC V8T 1W7
Individual counselling, couples counselling, and group counselling. Groups run three times each year (Fall, Winter and Spring) and include self-esteem groups, anger management groups, mindfulness groups, and groups with a focus on stress, anxiety and depression.
www.citizenscounsellingcentre.com

Family Services of Greater Victoria  250-386-4331
or 1-877-386-4333
1004 North Park Street
Victoria, BC V8T 1C6
Provides professional counselling, mediation, group programs, legal information and more for family relationship issues.
www.fsgv.org

Pacific Centre Family Services Association  250-478-8357
345 Wale Road
Victoria, BC V9B 6X2
Individual counselling for women who experienced violence in their adult relationship or who were sexually abused.
www.pacificcentrefamilyservices.org
Salt Spring Island Community Services  250-537-9971
268 Fulford Ganges Road
Salt Spring Island, BC V8K 2K6
Provides counselling for adults, families and youths.
www.saltspringcommunityservices.ca

The Salvation Army Stan Hagen Centre For Families  250-386-8521
2695 Quadra Street
Victoria, BC V8T 4E3
Provides professional counselling to individuals and families who face immediate crisis as well as those requiring short term therapy, by donation.
www.sashcf.com

Sooke Family Resource Society  250-642-5152
100-6672 Wadams Way
Sooke, BC V9Z 0H3
Offers income-based counselling to individuals, couples, and families.
www.sfrs.ca

South Island Centre for Counselling and Training  250-472-2851
3821-A Cedar Hill X Road
Victoria, BC V8P 2M6
Offers training and affordable counselling.
www.southislandcentre.ca

Mental Health

Geriatric Speciality Services
Mental Health and Substance Use
Provides outreach services, assessment, and treatment for seniors with complex mental health issues (including dementia) and/or addiction issues. The team is also involved in investigations of abuse and neglect. For further information and to determine eligibility call Seniors Health Intake at 250-388-2273.