

Community Services Inventory

2019/2020

The following is a compilation of health and social services available across Sooke, West Shore and the Greater Victoria area.

This list will be updated annually so additions are welcome and should be directed to:

wssookeschoolteam@viha.ca

Special thanks to SD61 and Island Health for collaboration on this summary and to all involved in providing these important services.

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Organization	Age Range	Type of Service	How to Access	Contact Info
BC Cancer Service	All ages	<ul style="list-style-type: none"> • Victoria’s cancer centre focuses on adult patients and families • Support talking about cancer with children 	<ul style="list-style-type: none"> • Visit us in person – access our 3rd floor library • Talk to an Information and Resource Volunteer about supportive services • BC Cancer website – www.bccancer.bc.ca • Appointments in person or by phone for families when treatment is in Victoria 	<p>BC Cancer Patient and Family Support Centre (3rd floor) 2410 Lee Avenue Victoria, BC V8R 6V5</p> <p>Patient and Family Counselling Ph: 250.519.5525</p> <p>Medical Librarian Ph: 250.519.5517 Email: library_vic@bccancer.bc.ca</p> <p>Information and Resource Volunteer Ph: 250.519.5413</p>
BC Responsible Gaming Program	Varies	<ul style="list-style-type: none"> • Free outreach and counselling to individuals, couples and families who struggle with video gaming and gambling • Free support also available for those impacted by the individual’s gaming/gambling • Prevention – talking to preschools, schools and the community about ways to prevent or treat the impact of screen time, social media, video gaming and gambling on today’s families 	Self-referral	<p>24 hour helpline: 1.888.795.6111</p> <p>Shannon Husk Email: shannon.husk@telus.net Ph: 250.588.3861</p>

Organization	Age Range	Type of Service	How to Access	Contact Info
Big Brothers Big Sisters of Victoria and Area	7-18 yrs	<p>Our programs provide children and youth with a screened and trained mentor who can be a role model/friend to them – someone who shares their interests, helps them grow, and ignites their potential.</p> <p>One-to-One mentoring programs:</p> <ul style="list-style-type: none"> • In-school mentoring serves students at partner elementary schools. Match activities take place during the school day <p>Community mentoring serves children/youth:</p> <ul style="list-style-type: none"> • Match activities take place on weekends and/or in the evenings. Some parent/guardian involvement is required <p>Group mentoring programs:</p> <ul style="list-style-type: none"> • Go Girls! serves female identifying youth at partner middle schools. Over a 10-week period, the girls and their mentors explore activities that encourage physical activity, balanced eating and positive self-image. • Game On! serves male identifying youth at partner middle schools. Over a 10-week period, the boys and their mentors explore non-traditional physical activities and emotional health discussions that encourage healthy lifestyles. 	<p>For children/youth enrolled at partner schools: student’s teacher, counsellor or school liaison refers them to the appropriate in-school program</p> <p>For children/youth who cannot access an in-school or group program: parent/guardian contacts</p> <p>BBBS directly through our website (https://victoria.bigbrothersbigsisters.ca/enrol-a-young-person/), email or phone, and they will be sent an application package and invited to a family orientation session.</p>	<p>Email: main.victoria@bigbrothersbigsisters.ca</p> <p>Ph: 250.475.1117 ext. 40</p>

Organization	Age Range	Type of Service	How to Access	Contact Info
Boys & Girls Club of Greater Victoria	5-12 yrs 13-18 yrs and parents	Boys & Girls Club work towards providing a safe, supportive place where children, youth, and families can experience new opportunities, overcome barriers, build positive relationships, and develop confidence and skills for life. Programs include: <ul style="list-style-type: none"> • Camps for kids and teens • Licensed before and after school care • Outdoor adventure programs • Environmental programs • Youth drop-in • Youth groups • Youth justice services • Parenting programs 	Contact Main Office	301-1195 Esquimalt Road Ph: 250.384.9133 Website: https://bgcvc.org/
Canadian Mental Health Association – Employment Program Confident Parents: Thriving Kids	16+ yrs 3-12	<ul style="list-style-type: none"> • Supporting process of discovery and employment • Job coaching • Support available for up to one year <p>Available at no cost to BC families, with children 3-12 years of age who experience mild to moderate anxiety. This program is web-based and supported by 4-8 telephone coaching sessions. The program is delivered to parents and caregivers, building skills and strategies they can use with their children to effectively reduce anxiety. For more on the program see www.confidentparentsbc.ca</p>	Referral process – contact Wendy Schulz directly to fill in a short form	Wendy Schulz Employment Case Manager – Job Developer Ph: 250.216.4228 Cell: 250.464.0519 Website: www.victoria.cmha.bc.ca For anxiety related program contact: kate.longpre@cmha.bc.ca

Organization	Age Range	Type of Service	How to Access	Contact Info
Child and Youth Mental Health (CYMH) – Victoria and Saanich	18 yrs and under	<p>These programs are designed to support children and youth who experience significant difficulties related to their thoughts, feelings and behaviours. A range of assessment and treatment options for children, youth and their families are available.</p> <ul style="list-style-type: none"> • Intake and referral • Various assessments • Treatment (individual, family, or group) • Parenting programs • Educational events • Community planning <p>Specialized services:</p> <ul style="list-style-type: none"> • High Risk Services • Eating Disorders Program • Multi-Cultural Outreach 	<p>Walk-in clinics are available weekly:</p> <ul style="list-style-type: none"> • Tues 9:00 a.m. to noon • Thurs noon to 3:00 p.m. 	<p>Saanich CYMH Ph: 250.952.5073</p> <p>Victoria CYMH Ph: 250.356.1123</p>

Organization	Age Range	Type of Service	How to Access	Contact Info
Child and Youth Special Needs (CYSN)	0-19 yrs	<p>CYSN services are run through the Ministry of Children and Family Development with the goal of:</p> <ul style="list-style-type: none"> • Promoting children’s healthy development and transition planning • Maximizing quality of life • Assisting families in their role as primary caregivers <p>Services include:</p> <ul style="list-style-type: none"> • Respite • Homemaker service • At home program to assist with medical costs • Autism funding • Behavioural support 	<p>A child must meet one of the following criteria to access services:</p> <ul style="list-style-type: none"> • Documented Developmental Disability – IQ of around 70 (this must be assessed by a Registered Psychologist according to the DSM5 or DMSIV diagnostic criteria) • Screened eligible for the At Home Program • Autism Spectrum Disorder <p>Call the CYSN office directly to speak with the CYSN Social Worker and provide relevant documentation</p>	140-4460 Chatterton Way Ph: 778.698.1224

Organization	Age Range	Type of Service	How to Access	Contact Info
Community Living Victoria Youth Autism Services	All ages	<p>Connect people with community resources.</p> <p>Provide advocacy to access supports and services.</p> <p>Work alongside families/individuals by providing support in meetings, planning, paperwork/forms, navigating systems and transition planning for youth.</p> <p>We help families to manage and designate their funds, navigate the system, plan for success and coordinate with contractors to provide direct services like behaviour intervention, social skills groups, day camps and family support. We draw from a variety of behaviour intervention models to create a customized plan for each child.</p>	<p>Self-referral or community/professional referrals</p> <p>Self-referral, must have ASD diagnosis – phone or email</p>	<p>Lara Foster Ph: 250.477.7231 ext. 236 Email: lfoster@clvic.ca</p> <p>Justine Dooley Ph: 250.477.7231 ext. 250 Email: jdooley@clvic.ca Website: www.clvic.ca</p> <p>Rachel Knoop Ph: 250.477.7231 ext. 237 Email: rknoop@clvic.ca</p>
Construction Foundation	16+	<p>Supports available for all participants:</p> <ul style="list-style-type: none"> • Safety gear, tools, job placement, mentorship, nutrition on course days, individual learning plans <p>Other supports available on a needs basis (assessed at intake)</p>		<p>Email: watt@wjets.ca Ph: 250.940.3246 or 250.532.3759</p>

Organization	Age Range	Type of Service	How to Access	Contact Info
Discovery Youth and Family Substance Use Services	13-19 yrs	<ul style="list-style-type: none"> Individual, family and group counselling 	<p>Criteria – youth that have substance use issues or are affected by a parent or family member’s substance use. Parent-who has a youth within the age range of 13-19 years that have substance use issues.</p> <p>Parents and youth can self-refer, or be referred by a community professional.</p> <p>Call and ask to speak to the intake counsellor.</p>	Ph: 250.519.5313
Family Services of Greater Victoria (FSGV)	All ages	<p>FSGV is an agency for all family members facing change and challenges in their relationships. A wide range of caring, timely, and effective services are available:</p> <ul style="list-style-type: none"> Separation resource services Parenting after separation Mediation for couples Support for grandparents Facilitated parent-child connections Counselling/therapy services Group programs New ways for families 	Call directly for appointments or inquiries.	1004 North Park Street Ph: 250.386.4331 Toll Free: 1.877.386.4333

Organization	Age Range	Type of Service	How to Access	Contact Info
Family Smart	0-19 yrs	<ul style="list-style-type: none"> • Parent/caregiver support navigating the mental health system • By phone/in-person • Support with finding community and/or online resources • 2 parent meetings a month focusing on Mental Health topics • Meeting #1 runs 3rd Thursday 7-9 p.m. at Pearkes Recreation Centre • Meeting #2 runs 3rd or 4th week of each month at The Military Family Resource Centre in the West Shore 	Victoria area email: lisa.tate@familysmart.ca Phone: 250.818.4810 Website: http://mediasite.phsa.ca/Mediasite/Showcase/itk	Email: lisa.tate@familysmart.ca Ph: 250.818.4810 Website: www.FamilySmart.ca
Family Support Institute	Any age can access support	Free support available to any family who identifies with a loved one with a diversity (be it mental health, physical diversity, or cognitive diversity, with or without a diagnoses). We do not turn any family away, nor the service provider/community partner(s) who may be asking on behalf of a family. <ul style="list-style-type: none"> • Mentorship • Peer-to-peer • Workshops • Training • Networking opportunities • Family support 	Call directly: 1.800.441.5403	Email: rskidmore@fsibc.com Ph: 604.540.8374 ext.523 Toll free: 1.800.441.5403 Fax: 604.540.9374 Website: www.familysupportbc.com

Organization	Age Range	Type of Service	How to Access	Contact Info
Foundry Victoria	12-24 yrs	Wellness services for youth, including physical and mental health care, substance use supports, social services and peer support. Examples include: <ul style="list-style-type: none"> • Health Care • Sexual Health • Peer Support • Mental Health Support and Counselling • Substance Abuse Support and Counselling • Outreach • Harm Reduction • Trans Care • Income Assistance Support • Navigation Support • Parent Support • Youth Action Committee 	Walk-ins welcome Call or email directly	818 Douglas Street Victoria, BC V8W 2B6 Ph: 250.383.3552 Email: office@foundryvictoria.ca Website: https://foundrybc.ca/victoria/
Greater Victoria Public Library	All ages	Library services, including (but not limited to) print material, digital resources, one-on-one digital help; culture and recreation centre passes.	In person: Langford Heritage Branch (102-1314 Lakepoint Way); Goudy Branch (119-755 Goldstream Avenue); Juan de Fuca Branch 1759 Island Highway	Ph: 250.940.4875 Website: www.gvpl.ca

Organization	Age Range	Type of Service	How to Access	Contact Info
Indigenous Child and Youth Mental Health (CYMH)	0-18 yrs	Service teams provide a range of assessment for children, youth and their families experiencing significant difficulties related to thoughts, feelings and/or behaviours.	We ask that Indigenous families, children or youth contact us directly using the number on the pamphlet, because we do not do clinics like the other teams OR Contact clinician/intake contacts directly Important: consent is required when making a referral parental consent, or youth (12-18 years)	Daniel Casey: Ph: 250.588.3154 Email: daniel.casey@gov.bc.ca
Inter-Cultural Association (ICA)	All ages	SWIS and Youth programs for school-aged youth, includes: <ul style="list-style-type: none"> • Support newcomer students and families in understanding the school system and culture • Connect newcomer students and families with resources • Organize group information sessions to help students and families integrate into schools and society • Facilitate culturally sensitive communication between school staff and families: <ul style="list-style-type: none"> • Settlement services • Employment services • Youth and family services • Language Instruction for Newcomers (LINC) • Arts and Outreach programs 	Clients can do an intake on a drop-in basis to get more information on how to proceed to the next service	Ph: 250.388.2728 Website: http://www.icavictoria.org/

Organization	Age Range	Type of Service	How to Access	Contact Info
Island Health – Early Psychosis Intervention (EPI)	Youth: 13-16 yrs Adult: 17+ yrs	EPI operates in collaboration with other agencies to support the person experiencing early psychotic symptoms. The service also offers psychosis education to GPs, schools, colleges and universities and other agencies where youth may attend. Treatment modalities offered include: <ul style="list-style-type: none"> • Low dose medication • Family and caregiver work • Addressing issues around education and employment (meaningful activity) • Education around psychosis and recovery • Tools and resources for ongoing support 	Anyone can call the program directly to make a referral by calling the intake clinician at Queen Alexandra Centre.	Ph: 250.519.6720

Organization	Age Range	Type of Service	How to Access	Contact Info
Island Health – Healthy Schools Program	School Age	<p>A team of Public Health Nurses and a Dietitian assisting schools and the school district to support student learning in relation to health and wellness of students, families, school staff, and overall healthy school environments.</p> <ul style="list-style-type: none"> • Identify health priorities or topics such as mental health, school connectedness, nutrition, etc. • Support connections with community resources, services and partners • Share and interpret health information • Find resources and grants to support healthy school projects • Support youth engagement activities • Participate in school health events and activities • Answer health-related questions and provide appropriate referral or resources 	No referral necessary. Contact Healthy Schools program directly through your local Health Unit or by calling/emailing the coordinator.	Email: wsookehealthyschools@vih.a.ca Ph: 250.519.3490

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Island Health IMCRT/Pediatric Services through VGH/RJH/QA	6-16 yrs 17+ yrs	<ul style="list-style-type: none"> • VGH: Youth under the age of 16 are serviced through Victoria General Hospital • RJH: Youth aged 17+ are serviced at the Royal Jubilee Hospital • IMCRT – available 1:00 p.m. to midnight • Ledger House services children 6-12 years of age and youth 12-16 years; they also have a special care unit with 3 beds 	<p>VGH: GP, family or self-refer RJH: GP, family or self-refer</p> <p>IMCRT: call crisis line directly after 1:00 p.m.</p> <p>Ledger House: referral occurs through Psychiatrist or CYMH</p>	Vancouver Island Crisis Line for IMCRT: 1.888.494.3888 Pediatric Nurses Ph: 250.727.4020
Island Metis Family and Community Services Society	0-99 yrs	<ul style="list-style-type: none"> • Family Support • Early Childhood Development • Youth Transition • Family Finding and Cultural Support • FASD Keyworker Support • LifeSkills 	MCFD Referral Self-referral	Email: virginia@metis.ca Ph: 250.391.9924 Website: http://metis.ca

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Island Sexual Health	9+ yrs	<p>Clinical Services</p> <ul style="list-style-type: none"> • Pap, pelvic, and genital exams • Gender Affirming Care (Hormone Assessment/Access) Services • STI testing, treatment, prevention (including PrEP), vaccinations • Lower cost birth control and specialized IUD clinics • Nexplanon removals • Pregnancy testing and pro-choice options and support • Free condoms and lube and bleed control products <p>Community Education</p> <p>Our comprehensive education program <i>Beyond the Talk</i> includes:</p> <ul style="list-style-type: none"> • Customized sexuality education workshops for grades 4-adult • Youth ambassador training • Parent education sessions • Man Made healthy masculinity workshops • Conference workshops • Breaking Down Barriers: Workshops for those that face barriers to sexual health education • Events attendance and tabling 	<p>Visit our website www.islandsexualhealth.org or phone main clinic line directly for appointment bookings and further information.</p> <p>For grade 4 to grade 7 workshops contact Abbey Eurchuk maturity@islandsexualhealth.org ph: 250.592.3479 ext. 205</p> <p>For Man Made workshops contact Nick Sandor email: manmade@islandsexualhealth.org ph: 250.882.0604</p> <p>For grade 8-12 workshops and all other education inquires contact Jennifer Gibson Coordinator of Education at Island Sexual Health email: educator@islandsexualhealth.org Ph: 250.592.3479 ext. 204</p>	<p>#101-3960 Quadra Street Victoria, BC V8X 4A3 Ph: 250.592.3479</p> <p>Website: www.islandsexualhealth.org</p>
John Howard Society of Victoria (KidStart Program)	6-18 yrs	At-Risk Youth, one-on-one volunteer mentorship program	Professional agencies make referrals for youth to be matched with a volunteer.	Ph: 250.386.3428 Email: krysta.gmitroski@jhsvic.ca

Organization	Age Range	Type of Service	How to Access	Contact Info
Learning Through Loss	All ages	Grief and loss education and supportive programs for youth and families.	Self-referral or through others	Ph: 250.413.3114 Email: info@learningthroughloss.org Website: www.learningthroughloss.org
Military Family Resource Centre (MFRC)	5+ yrs to adult	Staff offers support to military families as they deal with the unique circumstances of the military lifestyle. Programs include: <ul style="list-style-type: none"> • Preparing for deployment, support during deployment and homecoming (for children and adults) • Assistance with relocation due to postings • Childcare, preschool and out of school care programs • Parent and child activities • Homework club • Short term counselling support (ages 5 to adult) • Various wellness groups and workshops 	Self-referrals welcome. Access services by calling the MFRC directly. Visit website for more information.	Ph: 250.363.2640 Website: https://esquimaltmfrc.com
Mobile Youth Service Team (MYST)	Youth	MYST addresses the issue of Sexually Exploited Youth in the CRD. The MYST team is made up of a counsellor and a local police officer. MYST focuses on exploitation, youth at risk, gangs, etc.	Call directly for intake and referrals	Ph: 250.940.4373 Email: pacificcentre@pcfsa.org Website: www.pacificcentrefamilyservices.org

Organization	Age Range	Type of Service	How to Access	Contact Info
NEEDS2/ Youthspace	30 yrs and younger	<ul style="list-style-type: none"> • Trained volunteers provide emotional support through active listening • Youthspace chat line available between 6 p.m. and midnight • Referrals to appropriate resources (e.g. IMCRT, PCFSA, etc.) 	Website www.youthspace.ca Live text chat: 778.783.0177	Ph: 250.386.6328 Email: support@youthspace.ca admin@need2.ca

Organization	Age Range	Type of Service	How to Access	Contact Info
Neighbourhood Houses (NH)	All ages	<p>There are 8 NHs making up the coalition, 6 of which are in Victoria. Programs include:</p> <ul style="list-style-type: none"> • Drop-ins for parents and young kids, food access, parent education, counselling • Cool Cues (social skills) for 8-12 year olds through James Bay NH • Youth Self-Sufficiency to support youth becoming independent • Housing outreach • YFC Counselling • Food Program for youth (cooking skills) • Youth outreach 	<p>Drop-ins are welcome Self-referral Call directly if you would like an appointment</p>	<p>Saanich Neighbourhood Place 3100 Tillicum Road Ph: 250.360.1148</p> <p>Burnside Gorge Community Association 484 Cecilia Road Ph: 250.388.5251</p> <p>Quadra Village Community Centre 901 Kings Road Ph: 250.388.7696</p> <p>Esquimalt Neighbourhood House 511 Constance Avenue Ph: 250.385.2635</p> <p>Fernwood Community Centre 1240 Gladstone Avenue Ph: 250.381.1552</p> <p>James Bay Community Project 547 Michigan Street Ph: 250.388.7844</p>

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New Foundations Program	Adults	Financial program for newcomers to Canada who are single parents with children under 19 yrs, unemployed/ underemployed or living on a low income. <ul style="list-style-type: none"> • Financial literacy • Establishing savings goals • Support opening up bank accounts or investing money for short term goals • Employment skill development 	Program runs from late September until early June. Workshops are held bi-weekly, one day a week for 2 hours. Childcare is available. Contact coordinator directly to apply.	Michelle Hardy, Coordinator Ph: 250.532.0157 Email: newfoundationsvictoria@gmail.com
NILTU,O Child and Family Services Society	All ages for on reserve child, youth and adults	First Nations social services for children, youth and families living on reserve. Programs include guardianship of children in continuing to custody, support services to families, voluntary care and special needs agreements and resources for children in care.	Self-referral	Ph: 250.544.1400 Email: reception@niltuo.ca Website: www.niltuo.ca

Organization	Age Range	Type of Service	How to Access	Contact Info
Pacific Centre Family Services Association (PCFSA)	4-99	<p>PCFSA's Centre for Wellbeing offers:</p> <ul style="list-style-type: none"> • A trauma-informed design for service excellence, creating a warm, safe, inclusive and welcoming space for any individual and families struggling to cope with mental health and day to day life challenges. We offer professional counselling and creative programs that support children, youth, adults, couples, groups and families. <p>PCFSA Programs Include:</p> <ul style="list-style-type: none"> • Youth Services – Parent Teen Mediation and Counselling for Youth • Community Outreach Prevention and Education (COPE) – Counselling for Children and Youth ages 5-18 • Youthtalk • Crime Reduction + Exploitation Diversion (CRED) • Sexual Abuse Intervention Program (SAIP) • Substance Use • Stopping the Violence • Safer Families – Family Violence Program • Clinical Counselling • Internship Counselling Program • Better at Home • Employment Counselling 	<p>To access counselling at PCFSA, all individuals are required to make an appointment with our Intake and Referrals Counsellor: 250.940.4373. Our office is open Monday to Friday.</p> <p>Once an Intake session is complete, the individual will be assigned to a program specific to the complexity of the needs.</p>	<p>Suite 200-324 Goldstream Avenue Victoria, BC V9B 2W3 Ph: 250.478.8357 Fax: 250 478.3699 Toll Free: 1.866.478.8357 Email: pacificcentre@pcfsa.org</p> <p>Website: https://www.pacificcentrefamilyservices.org/</p>

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Phoenix Human Resources Association (Youth Services)	12-19 yrs	Phoenix offers a variety of child, youth and family programs dedicated to four main service areas that include Family Preservation/Reunification, Youth Services, Support to Children and Youth with Special Needs and Child and Youth Mental Health.	Referral basis from MCFD or Community Living BC	Ph: 250.383.4821 Email: admin@phoenixhumanservices.org
PISE (Pacific Institute for Sport Excellence)	All ages and abilities	Development and education on physical literacy, quality physical activity, play and adapting games and activities for people of all abilities. Available through embedded professional learning, workshop formats or specific programs.	Facility located at 4371 Interurban Road, Victoria, BC V9E 2C5 Most programs and services occur at location of the client or community- based facilities.	Chris Wright Email: cwright@pise.ca Website: www.pise.ca
RCMP	All ages	The detachment provides policing services to four other municipalities - Colwood, Highlands, Langford, Metchosin - and two aboriginal communities - the Songhees and Esquimalt First Nations. In addition to the regular policing services the detachment oversees programming and volunteers for Community Safety Watch, Keep in Touch, Restorative Justice, Speed Watch, Victim Services, Auxiliary Constable program, Block Parent and Nights Alive.	For information on Community Policing call: 250.391.3327	698 Atkins Avenue Langford, BC Non-emergencies: Ph: 250.474.2264 Emergencies: 9-1-1

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SEAPARC Leisure Complex	All ages	SEAPARC Leisure Complex provides diverse and accessible recreational and sport opportunities that offer excellent experiences for healthy active lifestyles in programs such as arts, recreation, sports, fitness and health. Some programs include: <ul style="list-style-type: none"> • Camps and Pro D • Skating • Swimming • Fitness/Rehabilitation • ...and more 	Hours are M-F: 6 a.m. to 9 p.m.; Saturday: 8 a.m. to 8 p.m. and Sunday 9 a.m. to 8 p.m. Hours may change during special events, statutory holidays and long weekends	2168 Phillips Road Sooke, BC V9Z 1H4 Ph: 250.642.8000 Website: https://www.crd.bc.ca/seaparc
Sooke Family Resource Society	All ages	Offers a wide array of programs including: <ul style="list-style-type: none"> • Early Years (0-6) programming (https://sfrs.ca/programs/early-years-services/) • Youth outreach navigator (see program description) https://sfrs.ca/programs/youth-services/ • Counselling for children, youth, adults with disabilities (https://sfrs.ca/programs/counselling-and-outreach/) 	Self-referral in most cases with physician referral in some cases	Ph: 250.642.5152 Email: info@sfrs.ca Website: https://sfrs.ca
Surrounded by Cedar Child and Family Services	All ages	<ul style="list-style-type: none"> • Guardianship, resources and family development services • Mental health services for Aboriginal children and youth in custody • High-risk youth outreach service and programming 	Referrals through MCFD	Ph: 250.383.2990 Toll Free: 1.855.383.2990 Website: https://www.surroundedbycedar.com

Organization	Age Range	Type of Service	How to Access	Contact Info
Threshold Housing Society	16-23 yrs	<ul style="list-style-type: none"> • Semi-independent transitional housing and supported independent program for youth ages 16-22 who are at risk of homelessness • Life skills programming and transition planning to connect youth with community resources 	Self- and agency referral	Ph: 250.383.8830 Email: assist@thresholdhousing.ca Website: https://www.thresholdhousing.ca
Vancouver Island Crisis Society	All ages	<ul style="list-style-type: none"> • 24-hour emotional support via the telephone • Chat/Text support from 6-10 p.m. 7 days a week • Public access to the mental health crisis response teams in each community • Island-wide resource database online • Crisis and suicide prevention, intervention and postvention services and training • School education programs for students grade 5-12 	24/7 access through the Vancouver Island Crisis Line: 1.888.494.3888 Training/business inquiries through: 250.753.2495	Phone: 250.753.2495 Email: info@vicrisis.ca Website: www.vicrisis.ca Emily Post, Community Awareness Coordinator Email: emilyp@vicrisis.ca 24/7 Crisis Line: 1.888.494.3888 Website: www.vicrisis.ca
Vancouver Island Regional Library	All ages	<ul style="list-style-type: none"> • Use in-branch computers and wifi • Search online databases (magazines, newspapers, journals) • Request items (online or in-person) • Access ebooks and audiobooks • Stream movies and TV series • Get expert and personal service from Library staff • Free programs, including: books clubs, author visits, storytime, skill and community-building activities, games, and more! 	In person/online	Ph: 250.642.3022 Email: sooke@virl.bc.ca Website: www.virl.bc.ca

Organization	Age Range	Type of Service	How to Access	Contact Info
Victoria Child Abuse Prevention and Counselling Centre (formerly Mary Manning Centre)	3-18 yrs	<p>Intake, victim service, individual and group counselling through our programs:</p> <ul style="list-style-type: none"> • Sexual Abuse Intervention • Other Forms of Trauma Counselling – funding dependent • Victim Services • Child and Youth Advocacy Centre 	Referrals come from community organizations and systems (police, MCFD, schools) or individuals may self-refer	<p>Ph: 250.385.6111</p> <p>Website: www.vcapcc.com</p>
Victoria Immigrant and Refugee Centre Society	<p>Enable Program for Children and Youth: ages 6-20</p> <p>BC Settlement and Integration Services: All ages</p>	<ul style="list-style-type: none"> • Academic, emotional, and social support for newcomer children and youth • Personalized support for economic and social integration for those with temporary immigration status • Personalized support for settlement and integration for those with permanent residence or refugee status 	<p>Contact Brooke Shaughnessy, Program Coordinator</p> <p>Schedule an intake appointment with Nasim, Program Manager</p> <p>Schedule an intake appointment with Haixia, Intake Coordinator</p>	<p>Email: brooke@vircs.bc.ca Ph: 250.361.9433 ext. 243</p> <p>Email: nasim@vircs.bc.ca Ph: 250.361.9433 ext. 218</p> <p>Email: haixia@vircs.bc.ca Ph: 250.361.9433 ext. 241</p>
Victoria Literacy Connection	All ages	<p>Free 1:1 literacy tutoring: Trained and screened volunteer tutors support with reading, writing, math and basic computer skills. Sessions take place in public spaces such as libraries.</p> <p>Fee: Free Also offers fee for service for literacy assessment and tutoring</p>	Self-referral or referral through school	<p>Age 18 and under: Email: childco@victorialiteracyconnection.ca Ph: 236.464.1575</p> <p>19+: Email: adultco@victorialiteracyconnection.ca Ph: 250.385.0014</p>

Organization	Age Range	Type of Service	How to Access	Contact Info
Victoria Native Friendship Centre	12-24 yrs	<ul style="list-style-type: none"> • Aboriginal childhood intervention services • Support for at-risk youth and families • Career, education and employment resources • Opportunities to connect with Elders • Family and Health services • Parenting programs • Youth services and drop-in • Cultural support 	Intake is available between 1:00 p.m. and 4:00 p.m. Monday to Friday in person or by phone. Visit website for more information.	231 Regina Avenue Ph: 250.384.3211 Website: http://www.vnfc.ca/
Victoria Sexual Assault Centre (VSAC)	13+ yrs Women, trans, two-spirit and gender non-conforming folks 13+	<ul style="list-style-type: none"> • Crisis Response and Information • Medical and Forensics Exams Support • Information options for reporting to police Counselling • Victim Services resources 	<p>Service Access Line</p> <ul style="list-style-type: none"> • Counselling • Victim services • Information <p>Sexual Assault Response Team</p> <ul style="list-style-type: none"> • Medical services relate to sexual assault • Crisis response and information 	Ph: 250.383.3232 Email: access@vsac.ca Vancouver Island Crisis Line: 1.888.494.3888

Organization	Age Range	Type of Service	How to Access	Contact Info
West Shore and Sooke Child and Youth Mental Health (CYMH)	0-18 yrs	Community-based CYMH services provide a range of specialized mental health services, e.g. prevention to early intervention, treatment and support services. These voluntary services are provided by professional clinicians. Working collaboratively with children and youth and/or their families/ caregivers, CYMH practitioners provide clinical services and supports including intake, screening and referral, assessment and planning, treatment, case management, and consultation. The West Shore/Sooke offices also provide limited psychiatry services.	Parents and youth access community mental health assessments, supports and services at the West Shore and Sooke MCFD offices in CYMH walk-in intake clinics for same-day initial assessments and support and service plans by clinicians in a confidential environment.	Ministry of Children and Family Development 345 Wale Road, 2 nd Floor Colwood, BC Ph: 250.391.2223 Fax: 250.391.2222 Website: http://www.gov.bc.ca/mcf
West Shore Parks & Recreation	All ages and abilities	West Shore Parks & Recreation is dedicated to providing diverse and accessible recreational and sport opportunities that offer excellent experiences for healthy active lifestyles. Some programs include: <ul style="list-style-type: none"> • Afterschool care • Camps • Swimming • Fitness/Rehabilitation • Youth drop-in • Skating • Leadership programs • Preschool • Sports 	Can contact reception for how to access each program. Some programs require registration, some are drop-in. Register and get more information online.	Reception: 250.478.8384 Email: reception@westshorerecreation.ca Juan de Fuca Recreation Centre 1767 Island Highway Victoria, BC V9B 1J1 Centennial Centre 2805 Carlow Road Victoria, BC V9B 5V9 Website: http://www.westshorerecreation.ca/

Organization	Age Range	Type of Service	How to Access	Contact Info
WorkLink Employment Society		WorkLink provide government sponsored employment services to residents of the West Shore, Sooke, Jordan River and Port Renfrew; provides aboriginal outreach services to the First Nations Communities of Becher Bay, T'Souke and Pacheedaht.		WorkBC Centre Langford 3179 Jacklin Road Colwood, BC V9B 3Y7 Ph: 250.478.9525 WorkBC Centre Sooke Unit D, 6625 Sooke Road Sooke, BC V9Z 0A3 Ph: 250.642.3685
YMCA-YWCA of Vancouver Island	13-30 yrs	<p>Free low-barrier Mental Wellness Programs:</p> <p>Youth Mindfulness Groups – 7 week closed group anxiety support (mild to moderate) program for 18-30 year olds, offered at the Westhills and Downtown Y.</p> <p>Mind Fit – 8 week closed support and physical activity program aimed at helping teens 13-19 with mild to moderate anxiety and/or depression gain tools to help with mental health and physical wellness. Offered at the Westhills Y in partnership with SD62.</p> <p>Both programs come with a free 8 week fitness membership at the Y.</p>	<p>Interested participants must register for and attend an information and intake session in order to be accepted into the program.</p> <p>Programs are targeted towards those experiencing mental health challenge in the mild to moderate range.</p> <p>No referrals required.</p>	Fiona Hough, Mental Wellness Programs Manager Ph: 250.386.7511 ext. 413 Email: mindfulness@vancouverislandy.ca Email: mindfit@vancouverislandy.ca

Organization	Age Range	Type of Service	How to Access	Contact Info
Youth Empowerment Society (YES)	12-24 (though ranges based on programs /services)	YES is an agency which provides prevention, intervention, treatment and education for youth, their families/caregivers and the broader community. Services offered include: <ul style="list-style-type: none"> • Youth and family counselling • Community outreach • Assessments • Specialized interventions • Missing youth system • Assistance with health issues • Advocacy • Meeting basic needs (shelter, food, clothing, hygiene, etc.) • Emergency crisis response (including emergency/crisis shelter services) • Community development • Life skills training • Independent living support • Transition planning 	Varies by program – see website for detailed information	Ph: 250.383.3514 Website: http://www.vyes.ca/