

Adult Counselling Referral Guide

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Please note: The information in this resource list is provided to the best of our knowledge at the time of compilation. Service availability, eligibility criteria, costs, wait times, and delivery methods may change without notice. Inclusion in this list does not guarantee access to services.

Clients are encouraged to contact service providers directly to confirm current information, eligibility, availability, and how to access services. This list is provided for information purposes only and does not constitute a recommendation or endorsement of any specific service or provider.

EMERGENCY & CRISIS SUPPORT:

- **BC 24/7 Crisis Line:** 1-800-SUICIDE (1-800-784-2433) **Website:** crisiscentre.bc.ca
- **KUU-US Crisis Line** (Support for Indigenous Peoples) 24/7 phone line: 1-800-588-8717
Website: kuu-uscisisline.com
- **Suicide Crisis Helpline:** 24/7 call or text: 9-8-8 **Website:** 988.ca

FOR ADDITIONAL COUNSELLING RESOURCES: <https://victoria-southisland.pathwaysbc.ca/>

IN-PERSON COUNSELLING (WESTSHORE/VICTORIA)

Adult Mental Health & Substance Use Services – Island Health Hub

Free adult mental health and substance use services for individuals who are living in the Western Communities including View Royal, Colwood, Metchosin, Highlands, Sooke and Port Renfrew.

Services provided:

- Same day, single-session counselling appointment
- Screening and assessment
- Referrals to the most appropriate service, team or community resource
- Connection to services such as counselling, case management, psychiatry, substance use supports and withdrawal management (detox)

How to access services:

Phone 250-370-5799 to book or drop-in appointments available between:

- Monday to Friday from 9:00 AM – 11:15 AM and 1:00 PM – 2:15 PM (Wednesdays only available from 9:00 AM – 11:15 AM)

Phone: 250-370-5799

Website: www.islandhealth.ca

Location: 681 Allandale Road, Victoria, British Columbia, V9C 0S2

Esquimalt Neighbourhood House Society

Provides counselling services for adults, youth and families.

Services provided:

- Free supportive counselling for adults living in the Greater Victoria Area
- Free supportive counselling, intervention, mediation, parent education, system navigation, outreach and referral for youth (13 to 18 years) and their families living in the Greater Victoria Area.

How to access services:

Phone: 250-385-2635 or email: info@enh.bc.ca

Website: <https://www.enh.bc.ca/counselling>

Location: 511 Constance Avenue, Victoria, British Columbia, V9A 6N5

Family Services of Greater Victoria

Low-cost counselling for adults, youth, and children in the Greater Victoria Area.

Services provided:

- In person or virtual counselling for adults, youth and children aged 4 years and up.
- Cost: Sliding scale fees starting at \$30

How to access services:

Call: 250-386-4331

Website: <https://www.fsgvic.org/counselling>

Location: 1004 N Park Street, Victoria, British Columbia, V8T 1C6

Greater Victoria Citizens' Counselling Centre

Provides low-cost counselling services for individuals, couples, and groups in the Greater Victoria Area.

Services provided:

- Affordable counselling for adult individuals experiencing a range of life challenges
- Counselling support for couples
- Facilitated counselling groups addressing shared concerns and experiences.
- Cost: Sliding fee scale from \$10 to \$70 per session

How to access services:

Phone: 250-384-9934 **Email:** connect@citizenscounselling.com

Website: <https://citizenscounselling.com>

Location: 941 Kings Road, Victoria, British Columbia, V8T 1W7

Sooke Family Resource Society

Provides accessible counselling services for individuals, couples, and families in Sooke.

Services provided:

- Reduced-rate counselling (\$25-\$40) provided by Master's Levels practicum students
- Single Session Walk-In Service (SSWIS): Free, same-day, single-session counselling for adults aged 19+ provides connection to other community resources, including short-

term counselling. SSWIS Service hours: Monday, Tuesday, and Thursday 10:00 AM – 3:00 PM

How to access services:

Call: 250-642-5152

Website: www.sfrs.ca/programs/counselling

Location: 100-6672 Wadams Way, Sooke, BC V9Z 0H3

Sea to Tree Health Wellness

Low-cost counselling and coaching services in Sooke and Colwood

Services provided:

- Low cost counselling and coaching services in person or online with a practicum student or intern student ranging from \$25-\$50

How to access services:

Call: 778-352-3115 **Email:** info@seatotree.ca

Website: <https://seatotree.ca/counselling/>

Locations:

- Sooke Office 6653 Sooke Road, Sooke, BC, V9Z 0A2
- Colwood Office: 2220 Sooke Rd, Colwood, BC V9B 0G9

Men's Therapy Centre

The Men's Therapy Centre provides support and/or counseling services to masculine identified persons and their family members each year.

Services provided:

- Victim services
- One-to-one counselling
- Group therapy
- Community education & training

How to access services:

- **Phone:** 250-381-6367
- **Website:** <https://menstherapycentre.ca/MTC/>
- **Email:** info@menstherapycentre.ca

Location: 3491 Saanich Road, Suite 301 Victoria BC V8W 1R9

South Island Counselling

We are a team of Registered Clinical Counsellors and Master-level Counselling Interns who bring a wide range of experience and perspectives to the work we do. Our counsellors use a blend of approaches to meet your unique needs, offering guidance, tools, and strategies to help you navigate life's challenges. Low cost/affordable counselling is available.

Services provided:

- Individual counselling
- Couples counselling
- Workshops & courses

How to access services:

- **Phone:** 250-472-2851
- **Website:** <https://www.southislandcounselling.org/>
- **Email:** info@southislandcounselling.org

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

VIRTUAL COUNSELLING SERVICES (PROVINCE WIDE)

Free Counselling Society Canada

Provides free virtual counselling services to individuals, couples, and families across Canada.

Services provided:

- Free individual, couple, and family counselling for 12 or more free counselling sessions delivered by phone or video, provided by volunteer counsellors or supervised student counsellors.

How to access services:

Phone/Text: 647-490-2992 or 778-200-7823

Email: TeamLead@FreeCounsellingCANADA.ca

Website: <https://www.freecounsellingcanada.ca/>

Island Clinical Counselling

Provides virtual low-cost counselling services for children, youth, adults, couples, and families through a Pay What You Can program across British Columbia.

Services provided:

- Virtual counselling delivered by supervised interns offering reduced-rate support for a wide range of concerns,
- The Pay What You Can program is available to anyone, regardless of financial situation. Clients are not required to provide personal financial information. Requests for this program should be made at the time of booking.

How to access services:

Phone: 778-762-3750

Email: info@islandclinicalcounselling.ca

Website: <https://islandclinicalcounselling.ca/>

Help Clinic Canada

Provides accessible, low-cost therapy services for individuals, couples, and families.

Services provided:

- Online counselling services delivered by graduate-level student therapists
- Fees: \$25 per session, one-time administration fee: \$25

How to access services:

Applications for low-cost counselling must be completed through the Help Clinic Canada website. The application process can take up to 8 weeks; however, the clinic aims for 1–2 weeks from application to first session.

Phone: 604-283-6550/**Toll-free:** 1-833-283-6550

Email: inquiries@helpclinic.ca

Website: <https://helpclinic.ca/low-cost-therapy/>

Here2Talk

Free, confidential mental health support for post-secondary students across British Columbia.

Services provided:

- Free counselling and community referral services for all students (domestic and international) who are currently registered at a B.C. post-secondary institution available 24/7 via app, phone, and web.

How to access services:

Website: <https://www.here2talk.ca>

Canada-wide toll-free: 1-877-857-3397

Canada-wide direct: 604-642-5212

Outside Canada: +1-604-642-5212 (international calling charges may apply)

Hope for Wellness

Provides free, confidential, and non-judgmental emotional support for Indigenous peoples, available 24 hours a day, seven days a week.

Services provided:

- 24/7 Telephone and online chat support by trained counsellors are available in English and French.
- Telephone support is also available upon request in Cree, Ojibway (Anishinaabemowin), and Inuktitut. Language-specific services in Cree, Ojibway, and Inuktitut are not available 24/7; callers may need to phone to confirm availability
- Languages offered: Cree, English, French, Inuktitut, Ojibway

How to access services:

Toll-free phone: 1-855-242-3310

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

FUNDED COUNSELLING OPTIONS (CVAP & FIRST NATIONS HEALTH AUTHORITY)

Crime Victims Assistance Program (CVAP)

CVAP is a provincial program that provides financial benefits to victims of crime, immediate family members, and some witnesses. One of the benefits that may be approved through CVAP is counselling. CVAP does not provide counselling directly. Instead, approved clients can access counselling from private counsellors who are registered with CVAP and bill CVAP directly.

How to access CVAP counselling:

- Apply to CVAP through the Province of British Columbia
- Once approved, CVAP will outline the number and type of counselling sessions covered
- Clients can then choose a counsellor who is registered with CVAP
- The counsellor bills CVAP directly; clients are not required to pay up front for approved sessions
- CVAP applications can be submitted online or by mail. Victim service workers, police-based victim services, or community agencies can assist with applications.

More information and applications are available through the Province of BC CVAP website.

<https://www2.gov.bc.ca/gov/content/justice/criminal-justice/bcs-criminal-justice-system/if-you-are-a-victim-of-a-crime/victim-of-crime/financial-assistance-benefits>

First Nations Health Authority (FNHA)

FNHA provides coverage for mental health and wellness counselling for eligible First Nations individuals living in British Columbia. Coverage may include sessions with Registered Clinical Counsellors, Psychologists, Social Workers, and other approved mental health professionals.

How to access FNHA-funded counselling:

- Individuals can self-refer to counsellors who accept FNHA funding
- Counsellors must be registered providers with FNHA
- Coverage amounts and session limits depend on the individual's eligibility and the specific FNHA program accessed
- Some counsellors bill FNHA directly, while others may require clients to submit receipts for reimbursement
- FNHA-funded counselling can include short-term and longer-term support, depending on need and program eligibility.
- Individuals can contact FNHA directly or speak with their Nation's health centre or wellness coordinator for support navigating services and confirming coverage.

Website: <https://www.fnha.ca/benefits/mental-health>

ACCESSING PRIVATE COUNSELLING

Finding a Private Counsellor – BC Association of Clinical Counsellors

BCACC maintains an online directory of Registered Clinical Counsellors (RCCs) who meet professional and ethical standards set by the association across British Columbia. This tool is useful for individuals seeking private counselling, including counsellors who may accept CVAP, FNHA, or offer sliding-scale fees.

How to use the BCACC Find a Counsellor tool:

- Visit the BCACC website and select “Find a Counsellor”
- Search by location (city, region, or postal code)
- Filter by areas of practice (e.g., trauma, anxiety, depression, substance use, parenting and by funding they might accept.
- Review counsellor profiles to check credentials, approaches, fees, and whether they accept third-party funding (such as CVAP or FNHA)
- Contact counsellors directly to ask about availability, fees, and funding acceptance

Website: <https://bcacc.ca/counsellors/f/aop-Stress>

Finding a Private Counsellor – Psychology Today

Psychology Today hosts an online directory of mental health professionals, including counsellors, psychologists, social workers, and psychiatrists. It can be used to search for both in-person and virtual counselling options.

Psychology Today includes both regulated and unregulated providers. Clients are encouraged to check credentials and ask about registration, funding acceptance (CVAP, FNHA), and fees before booking.

How to use Psychology Today:

- Visit the Psychology Today website and select “Find a Therapist”
- Enter a city, postal code, or region
- Filter by issues (e.g., trauma, anxiety, grief, substance use), therapy types, and client populations
- Use filters to look for counsellors who accept specific funding types or offer sliding-scale fees
- Read profiles to understand a counsellor’s approach, training, availability, and costs
- Contact counsellors directly through the platform or using the contact details provided

Website: <https://www.psychologytoday.com/ca/therapists/bc/victoria>