

Youth 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.

YOUTH 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
- **Kids Help Phone:** Text: CONNECT to 686868, 24/7 phone Line: 1-800-784-2433 9-8-8
Website: kidshelpphone.ca
- **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)

Discovery Youth & Family Substance Use Services

Provides counselling to you aged 13 - 19; experiencing difficulties related to their own or another person's substance use and counselling to families, caregivers, and support persons worried about a youth's use of alcohol or other drugs.

Services provided:

- Individual and family counselling

- Outreach services
- Individualized planning
- Substance use education and information
- Withdrawal management
- Supported residential services.

How to access services:

- **Phone:** 1-250-519-5313
- **Email:** discovery.southisland@islandhealth.ca
- **Website:** <https://www.islandhealth.ca/our-services/youth-family-substance-use-services/youth-family-substance-use-services/discovery-youth-family-substance-use-services>

Location: 530 Fraser Street, Victoria, BC V9A 6H7

Foundry Victoria

Foundry Victoria offers a variety of free services designed to support the health and wellness needs of both youth and caregivers.

Services provided:

- In person and drop in counselling for youth or caregivers
- Youth peer support
- Family/caregiver peer support
- Groups and workshops
- Physical health care from a nurse

How to access services:

- **Phone:** 250-383-3552 ext. 1
- **Website:** <https://foundrybc.ca/centre/victoria/>

Location: 546 Yates St, Victoria, BC V8W 1K8

Child & Youth Mental Health (CYMH)

The Ministry of Children and Family Development's CYMH teams provide free mental health assessment and treatment options for children and youth (0-18 years of age).

Services Provided:

- Referral and Intake Services
- Initial Services: Brief, time-limited early interventions following the intake process
- Assessment Services: Comprehensive and holistic mental health and other specialized assessments through clinical diagnostic interview, and diagnosis
- Therapy & Intervention: Treatment plan, individual, family or group psychotherapeutic interventions
- Consultation Services: Providing mental health information and advice to other service providers and families/caregivers to build capacity and support problem-solving

How to Access Services:

- Phone and Location:
 - **CYMH Indigenous South Vancouver Island:** 250-952-4073
2nd Floor – 1195 Esquimalt Road
Victoria V9A 3N6
 - **CYMH West Shore:** 250-391-2223
2nd Floor – 345 Wale Road
Victoria V9B 6X2
 - **CYMH Victoria:** 250-356-1123
302-2955 Jutland Road
Victoria V8W 9S3
- **Website:** <https://gov.bc.ca/ChildYouthMentalHealthIntakeClinics>

Child & Youth Mental Health (CYMH) High Risk Team

The Ministry of Children and Family Development's High-Risk Services/Project Alive for teens struggling with suicidal thoughts

Services Provided:

- Risk assessment
- Short-term treatment and follow-up
- Community connection

How to Access Services:

- Phone and Location:
 - **CYMH High Risk Team:** 250-952-5073
201-4478 West Saanich Road, Victoria V8W 9S3 * Short term service for youth experiencing suicidal ideation.
Call the office to confirm intake hours.

Thrive Social Services Society

Thrive offers a broad range of child, youth, and family services and a host of services for persons with developmental disabilities.

Services Provided:

- family preservation and supervised access
- parenting support
- mental health outreach
- Individual and group supports for children and youth with support needs
- Services to youth in and out of government care

How to access services:

- **Phone:** 250-383-4821
- **Website:** www.thrivevictoria.org/family-services/

Address: 4th Floor-1095 McKenzie Avenue Victoria, BC, V8P 2L5

Anscomb Program

This program provides specialized services for children and youth up to and including age 18, who are having significant challenges in their daily functioning due to severe, complex and persistent mood, anxiety and/or behavioural conditions related to major psychiatric disorders. These may or may not be associated with co-morbid neuro developmental conditions.

Note: Referrals to for all programs are only accepted from Mental Health Clinicians through the Ministry of Child & Family Development - Child & Youth Mental Health Clinics.

Services provided:

- Comprehensive and coordinated assessment, evaluation, treatment, and follow-up.
- Liaising with schools, the referral agency, and other service providers to provide consultation, support and education.

How to access services:

- **Phone:** 250-519-3558
- **Brochure:** <https://www.islandhealth.ca/sites/default/files/children-youth-family/cyf-mhsu/documents/anscomb-program.pdf>

Location: 2400 Arbutus Rd, Victoria, BC V8N 1V7

The Adolescent Intensive Day Treatment Program

This program serves youth in the Greater Victoria Area aged 14 to 18. It provides a 5 month intensive trauma-informed and attachment focused service with a multi-disciplinary team.

Note: Referrals to for all programs are only accepted from Mental Health Clinicians through the Ministry of Child & Family Development - Child & Youth Mental Health Clinics.

Services provided:

- Individual and group therapy Family therapy
- Caregiver groups Education onsite in a therapeutic classroom
- Life skills and school supports
- Recreational programing
- Outdoor therapeutic opportunities
- Mental Health assessment and treatment
- Community outreach and service coordination
- Support with transition to community

How to access services:

- **Phone:** 250-519-3041
- **Brochure:** <https://www.islandhealth.ca/sites/default/files/children-youth-family/cyf-mhsu/documents/adolescent-intensive-day-treatment.pdf>

Location: 2400 Arbutus Rd, Victoria, BC V8N 1V7

The Youth Dialectical Behaviour Therapy Program (Youth DBT)

This program serves 15 to 18 year old youth in the Greater Victoria Area who are struggling with chronic suicidality (risk of suicide) and/or self-injury and difficulty controlling emotions. It provides 6 months of specialized treatment for youth and their families.

Note: Referrals to for all programs are only accepted from Mental Health Clinicians through the Ministry of Child & Family Development - Child & Youth Mental Health Clinics.

Services provided:

- Individual therapy
- Skills group for the youth and their caregiver(s)
- Phone coaching

How to access services:

- **Phone:** 250-519-3041
- **Brochure:** <https://www.islandhealth.ca/sites/default/files/children-youth-family/cyf-mhsu/documents/youth-dialectical-behaviour-therapy.pdf>

Location: 2400 Arbutus Rd, Victoria, BC V8N 1V7

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:

- **Phone:** 250-386-4331
- **Website:** <https://www.fsgvic.org/counselling>

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

Esquimalt Neighbourhood House Society

Provides community and counselling services for parents & youth

Services provided:

- Youth and Family Mental Health Support and Education
- Supportive counselling, intervention, mediation, parent education, system navigation, outreach, and referral.
- 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

Surrounded by Cedar

Surrounded by Cedar is a Ministry of Children and Family Development (MCFD) delegated Indigenous agency that supports the well-being of Indigenous children, youth, and families, especially those who are vulnerable.

Services available:

- Children and youth counselling
- Intensive youth support
- Youth agreements
- Services for Young Adults

How to access services:

- **Email:** info@sccfs.com
- **Phone:** 250-383-2990
- **Website:** <https://surroundedbycedar.com/>

VIRTUAL COUNSELLING SERVICES (PROVINCE WIDE)

Foundry Virtual BC

Offers same day and scheduled video, audio and chat counselling for **young people ages 12-24 and their caregivers** related to mental and physical health, substances use and general life support.

Services Provided

- Booked appointments available Monday-Friday, 10:00am-9:00pm, and Saturday-Sunday, 10:00am-6:00pm (book up to 3 days in advance).
- For same day access: download the Foundry BC app, register for an account, and book in with one of the counsellors.

How to Access Services:

Phone: 1-833-308-6379

Email: online@foundrybc.ca

Free Counselling Society Canada

Free counselling services for all demographic groups including children and youth. Services are offered by phone or video call; in person services are only available in North Vancouver, BC and Toronto, ON.

Services Provided:

- Up to 12 free sessions with a qualified volunteer counsellor. Every volunteer is a Registered Psychotherapist (or Qualifying), a Practicum Student Intern, a Registered Clinical Counsellor, a Canadian Certified Counsellor, or a Registered Social Worker.

How to access services:

- **Email:** TeamLead@FreeCounsellingCanada.ca
- **Website:** <https://www.freecounsellingcanada.ca/kid-teen-counselling>

Hope for Wellness

The Hope for Wellness Helpline is available to all Indigenous people across Canada. Experienced and culturally competent counsellors are reachable by telephone and online 'chat' 24 hours a day, 7 days a week

Services provided:

- Both telephone and online chat services are available in English and French. Telephone support is also available upon request in: Cree, Ojibway (Anishinaabemowin), and Inuktitut (may only be available at certain times)

How to access services:

- Phone: 1-855-242-3310
- Website: <https://www.hopeforwellness.ca/>

Family Smart

Offers free support to parents and caregivers of children and youth facing mental health and/or substance use challenges. Services help families feel seen, heard, and supported by offering connection, support, and practical tools when they need it most. Call anytime to connect for support.

Services Provided:

- **Community Support:** Family Peer Support Workers provide in person, over the phone, and virtual peer support in some BC communities. **Free. No referral needed.**
- **Province-Wide Support:** Supports any parent or caregiver in BC, no matter where you live.

How to access services:

- **General line:** (604) 878-3400
- **Website:** <https://familysmart.ca/>
- **Email:** info@familysmart.ca

Direct line: For families in Victoria, Westshore and Sooke:

- **Lisa:** (250) 940-6105
- **Email:** lisa.tate@familysmart.ca

Youth Talk E-Counselling through Pacific Centre Family Services

Provides a private and safe space for anyone up to the age of 30 to receive support for any concerns including: relationships, family conflict, school and work challenges, addictions and substance abuse, violence and abuse, and mental, physical, and sexual health.

Services Provided

- Connects young people to resources within their community if they need it. A professional Youth and Family counsellor will respond to emails on a regular basis (they normally reply within 3-5 business days).
- The service is free and there's no limit to the number of emails youth can send.
- Emails are confidential and counsellors won't share information with others except for the following reasons: if there is concern you intended to harm yourself, someone else was at risk of harm, a child was being neglected or abused or if the courts requested information.

How to access services:

- Website: <https://pacificcentrefamilyservices.org/counselling/youth-talk/>
- Email: youthtalk2@pcfsa.org

BounceBack for Youth – Depression or Anxiety

Bounce Back teaches effective skills to help youth ages 13-18 overcome symptoms of mild to moderate depression or anxiety and improve their mental health.

Services Provided:

- **Coaching:** Over a series of 4-6 scheduled telephone sessions with a coach, the patient will choose relevant and customized workbooks to work through. **A referral from a primary care provider is required to access this service*
- **Videos:** Access to these videos provides practical tips for managing mood, building confidence, and more. No referral required.
- **Online:** An independent, self-guided online program with access to 20 modules that include workbooks, interactive worksheets and videos. No referral is required.

How to access services:

- **Toll Free Phone:** 1-866-639-0522
- **Email:** bounceback@cmha.bc.ca
- **Website:** <https://bouncebackbc.ca/what-is-bounceback-youth>

CHILD/YOUTH GROUPS AND PROGRAMS

Y Mind Teens

A free seven-week program delivered across BC. This program supports teens **ages 13 to 18** who are experiencing symptoms of anxiety to learn and practice evidence-based strategies to cope with stress and anxiety.

How to access services:

- Self-register
- Various locations and dates

- **Website:** <https://www.gv.ymca.ca/y-mind-teen>

Y-STAR Teams Work

Improves the mental health and social functioning of youth aged 12-24 by supporting substance use treatment, distributing harm reduction resources and providing navigation access to other resources and care for youth and their families/caregivers across Vancouver Island.

Services Include:

- Outreach
- Harm reduction
- Transition support
- Connections to services
- Crisis assessment and response
- Substance use treatment support
- Resource and referral coordination
- Overdose prevention and follow-up

How to Access Y-STAR

- Youth must reside in the Island Health region
- Referral is required

How to access services:

- **Phone:** 250-519-5274
- **Website:**

<https://www.islandhealth.ca/news/stories/island-health-bolsters-youth-outreach-and-support-across-vancouver-island>

Big Brothers Big Sisters

Various programs available from this organization including in-school mentoring program for elementary school students, female-identifying mentoring group ages 9 to 15, and all identities welcome community mentoring program ages 7 to 18.

How to access services:

- **Phone:** 250-475-1117
- **Email:** [main.victoria@bigbrothersbigsisters.c](mailto:main.victoria@bigbrothersbigsisters.ca)
- **Website:** <https://victoria.bigbrothersbigsisters.ca/our-programs/>

FUNDED COUNSELLING OPTIONS

Crime Victims Assistance Program (CVAP)

CVAP is a provincial program that provides financial benefits to victims of crime, immediate family members, and 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 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>

FOR ADDITIONAL YOUTH COUNSELLING RESOURCES:

Pathways Directory for youth specific services: <https://victoria-southisland.pathwaysbc.ca/>

FOR ADDITIONAL COUNSELLING RESOURCES AND SUPPORT:

Kelty Mental Health Resource Centre: <https://keltymentalhealth.ca>