



Greater Victoria Area Resource & Navigation Guide

Prepared by Family Mediators:

Bobbi Poushinsky
C.Med. / Child Interviewer
Retired

Amy Robertson
BCom, C.Med., FMC Cert. CFM
250 882 8111
amy@victoriamediation.com

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Introduction

This guide was created by mediator Amy Robertson and retired mediator Bobbi Poushinsky to help people navigate through one of the more complex and stressful times of their lives. We hope this guide makes it easier to locate the services or information you need as you work through your separation, divorce process or other transition. Please note that this guide is not intended as an endorsement of any particular service.

This guide lists resources with consideration to your legal, financial and emotional needs during a separation and divorce.

In an effort to improve the current civil and family justice system in BC, a network of people and organizations are working together on an initiative known as Access to Justice BC (A2JBC). Access to Justice (A2J) is about helping people avoid, manage and resolve legal problems and disputes and we hope this guide supports increasing A2J in our community. This guide was developed to be consistent with the cornerstones of A2J values – helping people access justice services in a user-centered, expedient and cost effective way.



About:

Amy Robertson Mediation Services is private mediation practice located in Victoria, BC that focuses on Family Mediation and Workplace Mediation. I have conducted over 500 mediations helping families develop and determine child focused parenting plans, fair asset and debt division and support responsibilities. This often translates into reduced stress and costs, as well as the ability to move forward with a plan unique to each family's situation.

As a mediator, my goal is for people to have an enduring and timely agreement. To do this, I offer my clients a flexible approach, including full service online mediation. [Click here to learn more about online mediation.](#)

I provide my clients the opportunity to work together to explore creative options for mutual satisfaction in a safe environment. Throughout my consulting and mediation careers I have had the benefit of working with people from many different cultures and diverse backgrounds.

To learn more visit VictoriaMediation.com

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Supports for Families in Transition

Your family may be experiencing a tremendous amount of change right now. In this section you can find resources to support your family through this transition. This includes family mediation resources, online and in-person courses and programs and organizations that can help families experiencing challenging times or circumstances.

Families Change
Mediation Information
Collaborative Family Law
Courses and Programs for Parents & Their Children

Travelling with Your Children
Family Violence and Abuse Resources
Hear the Child / Section 211 Reports
Parenting Coordination

Families Change

Families Change

This website provides age appropriate information about separation and divorce for parents, teens and kids. It has information on how you can take care of yourself and your children, discusses how to tell your children you are separating, as well as some online courses.

bc.familieschange.ca

Mediation Information

Mediate BC

Manages the Civil, Family and Child Protection Rosters which provide contact information for private mediators qualified in these areas for the province. They also educate the public by raising awareness of mediation and other dispute resolution processes.

www.mediatebc.com

ADRBC

Manages BC's mediation rosters which provide contact information for private mediators qualified to mediate in the province. They also provide training and national designations for their members. A mediator with a chartered designation has more experience than a mediator with a qualified designation.

www.adrbc.com

Family Mediation Canada

If you are considering using mediation to resolve a conflict they have contact information for certified mediators in each province.

www.fmc.ca

MyLawBC – Family Resolution Centre

Provides the opportunity to work online with a free professional mediator to make a parenting plan if one or both of you live in BC.

www.mylawbc.com/mediation

Victoria Justice Access Centre

They offer free mediation services to assist families undergoing separation or divorce with issues related to parenting arrangements.

225-850 Burdett Ave | 250-356-7012

Gov.bc.ca/justiceaccesscentres

Collaborative Family Law

Professionals work as a team with both you and your spouse to help you resolve parenting and financial issues in a respectful process. The team of professionals can include child specialists, divorce coaches, financial advisors and lawyers.

250-704-2600

info@collaborativefamilylawgroup.com

www.collaborativefamilylawgroup.com

Courses and Programs for Parents and their Children

Parenting after Separation

A free three-hour online course that helps families to adjust to the challenges following family separation. This course also helps parents make informed decisions about their separation, putting the children's needs first.

bc.familieschange.ca

Parenting after Separation for Indigenous Families

This free online course is designed for parents or guardians who identify as Indigenous or have children who identify as Indigenous. The purpose of this course is to provide information on how to make positive choices in caring for children following a separation or divorce.

parenting-after-separation-indigenous.jibc.ca/

Parenting after Separation: Finances

Designed to complement the Parenting after Separation program, you can now take a free three-hour online course that assists separating and divorcing families with their finances.

pas-finances.familieschange.ca

Caught in the Middle

A program for children and parents who are separated or divorced. Parents and children participate in separate peer support groups led by professionally-trained facilitators. This eight week program is for parents and children that are 6 to 12 years. Fees for this program are based on a sliding scale, based on your income and your ability to pay.

250-386-4331

www.fsgv.org

Parenting with a New Partner

A program that offers emotional and practical support to help parents successfully navigate the unique challenges and complexities that often arise when parenting with a new partner. Fees for this eight week program are based on a sliding scale, based on your income and your ability to pay.

250-386-4331

www.fsgv.org

Travelling with your Children

Family Law in BC provides a checklist of what you need to travel outside of Canada with your children when you are traveling without the other parent or you are the only parent.

familylaw.lss.bc.ca

Family Violence and Abuse Resources

Victoria Sexual Assault Centre

Provides crisis intervention, justice related support services and counselling programs for those affected by sexual assault or childhood sexual abuse.

Crisis Line: 250-383-3232 | 250-383-5545

www.vsac.ca

Victoria Women's Transition House

Provides emergency shelter, information, support and counselling for abused women with or without their children and a 24 hour crisis line.

Crisis Line: 250-385-6611 | 250-592-2927

www.transitionhouse.net

The Cridge Transition House for Women

Provides a safe place for women with or without children who are escaping violence or abuse in their homes. Abuse can be emotional, psychological or physical.

250-479-3963 (call anytime day or night)

www.cridge.org

Victoria Child Abuse Prevention and Counselling Centre (VCAPCC)

(Formally the Mary Manning Centre) responds to children, youth and families affected by sexual abuse and other trauma, by providing victim services, counselling, prevention and education with the Greater Victoria community.

250-385-6111

www.vcapcc.com

Ending Violence Association of BC

Provides community based programs, support, information, referrals, justice system support and liaison services for survivors of sexual assault, violence in relationships and violence against children and youth.

604-633-2506

www.endingviolence.org

Men's Trauma Centre

Provides treatment and support services to adult and late adolescent males who are survivors of physical, emotional or sexual trauma, as well as, support for their partners.

250-381-6367

www.menstrauma.com

Domestic Violence Helpline and Victim Link BC

This domestic violence helpline is free, confidential, available 24 hours a day, seven days a week and in multiple languages.

1-800-563-0808

www.domesticviolencebc.ca

Pacific Centre Family Services Association

Provides counselling programs for men who use violence, as well as, assessment and counselling for men who have abused their female partners and want to stop. There is also a women's program for partners of men in the men's program.

250-478-8357

www.pacificcentrefamilyservices.org

Family Services of Greater Victoria

Provides pre-separation consultation and individual counselling for people of all ages affected by divorce or separation. They also provide professional counselling for adults, children, youth, and families, legal support services, and workshops.

1004 North Park St. | 250-386-4331

www.fsgv.org

Cascadia Counselling Clinic

Supports individuals, couples, families and organizations through complex clinical situations. Therapists at Cascadia are specialized in addressing spousal assault and domestic violence issues, mental health, child protection risk factors, addictions, trauma informed practice and complex family dynamics such as high conflict separation or divorce. They can provide service through extended benefits packages, some Employee Assistance Programs, First Nations Health Authority and Crime Victim Assistance Program funding.

300-755 Queens Ave. | 250-590-7050

www.cascadiaconsultation.com

Victoria Native Friendship Centre

Provides education, employment, social, health and community outreach services and programs for indigenous people.

250-384-3211

www.vnfc.ca

Seniors First BC (Formerly the BC Centre For Elder Advocacy & Support)

Has several programs which focus on helping older adults access the justice system or understand their legal rights.

1-866-437-1940

seniorsfirstbc.ca/

Hear the Child Reports

Hear the Child Society provides a roster of qualified neutral professionals who listen to children and provide written reports of their views to decision-makers and others involved in family law cases where the child's best interests are being determined.

www.hearthechild.ca

Section 211 Reports

These reports are written by a professional such as a psychologist, counsellor or a social worker with respect to your children. These professionals examine family dynamics, the children and the parents' relationships with the children and make recommendations when parents cannot agree.

www.ylaw.ca

Parenting Coordination

Parenting Coordination is a child-focused dispute resolution process for separated families who find themselves in constant conflict. It is a process that gives parents access to a neutral decision maker who can resolve day to day parenting conflicts as they arise with the goal of minimizing further conflict and additional appearances in court.

www.bcparentingcoordinators.com



Legal Information

Trying to figure out what you need to know or what to do during a separation or divorce can be confusing and overwhelming. This section includes online and in-person legal resources so that you can access legal information or contact information for someone that can help you.

[Legal Resources](#)
[Free Legal Services & Clinics](#)

Legal Resources

Family Law in BC

This comprehensive website should be your first stop and was developed by the Legal Services Society. Find complete information about BC family law, a range of self-help guides, publications and resources, including a tool to help you create a draft separation agreement.

familylaw.lss.bc.ca

MyLawBC

This website provides a guided pathway for separation and divorce. It enables users to learn more about the separation process and answer questions in order to produce a parenting plan. There is also a pathway to create a safety plan if you are concerned about abuse and family violence.

www.mylawbc.com

Victoria Justice Access Centre

Is the place to go if you need help with family and civil law issues that affect your everyday life, such as separation, income security, employment, housing or debt. They offer a range of information and services both in person and virtually.

225-850 Burdett Ave | 250-356-7012

Gov.bc.ca/justiceaccesscentres

Click Law

This is a website that provides equitable access to quality legal information, education and help for British Columbians. The family law section includes almost 300 resources and the HelpMap provides contact information for family law service providers.

www.clicklaw.bc.ca

JP Boyd on Family Law

This online resource provides practical, in-depth information on family law and divorce law in British Columbia.

www.clicklaw.bc.ca/resource/2273

Five Minute Family Law with JP Boyd

These plain language family law videos are intended to supplement Courthouse Libraries BC's print and internet publication JP Boyd on Family Law.

https://www.youtube.com/channel/UCzCWEyKKny_W3qDfyrSM-6Q

Unbundled Legal Services

Some family law lawyers provide a menu of services that you can select from a-la-carte. These are called unbundled legal services or limited scope retainer services. These lawyers do some of the work for you, but you are still responsible for your case and how your separation or divorce moves forward. This is a great resource for mediation clients.

unbundlinglaw.peopleslawschool.ca

Legal Coaching

Alinea Legal Coaching works with clients who are working to resolve their family matter on their own. They assist clients to create and carry through on legal strategies to resolve family matters, draft agreements, and provide legal advice and support through negotiation, mediation and court.

#512-620 View Street | 778-977-6551

info@legalcoach.ca

www.legalcoach.ca

Online Divorce Assistant

This BC Government tool makes filing for a joint divorce manageable by helping to guide you through the details, paperwork and procedures.

justice.gov.bc.ca/divorce

LawCoach BC

This is a family law service offered by the Justice Education Society and was created to support the growing number of British Columbians who have chosen not to retain a family law lawyer.

Lawcoachbc.ca

Rise Women's Legal Centre

Provides accessible legal services that are unique to the needs of self-identifying women. Rise clients are often caught in the gap between being ineligible for legal services yet unable to afford legal representation. They offer unbundled legal services in the area of family law and also assist with some immigration matters.

info@womenslegalcentre.ca

womenslegalcentre.ca

How To Separate

This video-based website provides step-by-step assistance for individuals in BC going through separation or divorce. The first section focuses on working it out and the second section focuses on going to court.

www.howtoseparate.ca

BC Provincial Court

This court website provides a range of information about cases to be heard in family court. There are resources for self-represented litigants, including links to legislation and court forms, plus a list of terms to include for court orders.

www.provincialcourt.bc.ca

Family Justice BC

This website provides general information about family law in British Columbia, as well as links to a range of services to support families in BC. It has information for people considering changes in their family relationships such as separation and divorce, and may be of interest to people thinking of marrying or living with someone in a marriage-like relationship.

www.justicebc.ca

Department of Justice

On this Government of Canada website there is access to information on family law and Child Support information.

www.family.justice.gc.ca

Supreme Court BC On-line Help Guide

This website provides information for matters that involve divorce, adoptions or the division of family property.

www.supremecourtbc.ca

BC Family Law Act

This website provides the legislation and regulations for the BC Family Law Act.

www.bclaws.ca

Free Legal Services and Clinics

Legal Aid BC

Is a non-profit organization created by the Legal Services Society Act to provide legal information, advice and representation services. Priority is given to people with low incomes but many services are available to all British Columbians.

www.legalaid.bc.ca

Aboriginal Legal Aid BC

Find out about your rights as an aboriginal person in BC, and connect with the people that can help you.

aboriginal.legalaid.bc.ca

Parents Legal Centre

Provides a free lawyer and an advocate to help parents address the social worker's concerns about their children's safety when a child protection concern has been raised. This service is available to parents any time after they're first contacted by the ministry or a delegated Aboriginal agency.

familylaw.lss.bc.ca

Family LawLINE

A service provided by the Legal Services Society for people with low income experiencing a family law issue. You may be eligible for free legal advice over the telephone from a family lawyer.

1-866-577-2525

www.lss.bc.ca

Family Advice Lawyers

If you're a parent with a low income and going through a separation or divorce, you may be eligible for up to three hours of free legal advice from a family advice lawyer.

legalaid.bc.ca

Family Duty Counsel Lawyers

These services are intended to assist people with lower incomes who are representing themselves in court. There is a maximum amount of time that these lawyers can spend assisting you.

legalaid.bc.ca

Lawyer Referral Service

This service, offered by Access Pro Bono, helps connect members of the public with a lawyer who will provide a free consultation for up to 30 minutes. Learn more online or call during office hours on weekdays: 1-800-663-1919.

www.accessprobono.ca

Access Pro Bono Legal Clinics

Free legal clinics are available throughout BC. Clients who meet the income qualification can attend a family law session in their region.

www.accessprobono.ca

Ask JES Legal Help

This free service provides information and referrals on a range of legal issues, including separation and divorce. Call or chat live weekdays from 11am to 3pm. During offline hours, leave your email address or a phone number to receive a response. Most questions are answered within 1 business day.

1-855-875-8867

www.justiceeducation.ca

The Law Centre

Provides advice, assistance and representation to clients who cannot afford a lawyer. This service is provided by the University of Victoria Faculty of Law.

225-850 Burdett Avenue | 250-385-1221

www.thelawcentre.ca

Dial-A-Law

Free information on the law in British Columbia in 130 topic areas. The information is reviewed by lawyers and updated regularly.

1-800-565-5297

dialalaw.peopleslawschool.ca/

Pro Bono Collaborative Family Law Project

This project helps families create a unique action plan for their most pressing family law concerns such as parenting arrangements, division of family property or support responsibilities for just a small administrative fee. Professionals donate their time.

www.bccollaborativerostersociety.com



Financial Resources

Understanding how family finances are affected during a separation or divorce is important. In this section you will find a list of financial tools and resources. This includes credit counselling, spousal and child support calculators and how to access subsidized housing.

Child and Spousal Support
Debt Solutions
Subsidized Housing

Child and Spousal Support

My Support Calculator

This online resource calculates child support and spousal support based on the Federal Guidelines. In general, the amounts calculated are similar to how the courts would assign support, but they may vary and do not include the tax implications for spousal support calculations.

www.mysupportcalculator.ca

Department of Justice

On this Government of Canada website there is access to information on family law and Child Support information.

www.family.justice.gc.ca

Family Maintenance Enforcement Program

BC Family Justice Services Division provides this service to separated parents to send and receive support payments, as well as take action if payments are in arrears.

www.fmep.gov.bc.ca

Debt Solutions

Consumer Debt Advice

This website provides information on a variety of ways that you can get help with your debt and ultimately pay less than owe (e.g., consumer proposals, debt consolidation, credit counselling, debt settlement and bankruptcy).

www.consumerdebtadvice.ca

Credit Counseling Society Victoria

Provides free credit counselling, low cost debt solutions and financial education.

1-888-527-8999

www.nomoredebts.org

Consumer Credit Counselling

Consumer Credit Counselling helps Canadians reduce their debt, improve their financial situation and lower or eliminate all interest on their unsecured debt to become debt free.

1-800-565-4595

www.debtfreecanada.ca

Credit Solutions

Helps Canadians with free credit counselling, debt consolidation options and debt relief programs.

1-877-588-9491

www.creditsolutions.ca

Licensed Insolvency Trustee (LITs)

LITs are federally regulated professionals who provide advice and services to individuals and businesses with debt problems. For a list of active licensed insolvency trustees in Canada click the following link or do a google search.

www.ic.gc.ca

Office of the Superintendent of Bankruptcy (OSB)

The OSB is responsible for administration of the Bankruptcy and Insolvency Act (BIA), as well as certain duties under the Companies' Creditors Arrangement Act (CCAA). This website provides information to help you evaluate your financial situation and make a plan to improve it.

strategis.ic.gc.ca

Subsidized Housing

BC Housing

Develops, manages and administers a wide range of subsidized housing options across the province. They partner with public and private housing providers, other levels of government and community agencies to create the best system of housing and supports for those in greatest need.

250-475-7550

www.bchousing.org

The Cridge Centre for the Family

Prevents homelessness by caring for vulnerable families and individuals.

1307 Hillside Avenue | 250-384-8058

www.cridge.org

Island Health

Provides publicly subsidized assisted living for seniors and people with physical disabilities who need a safe environment to live and help with daily tasks.

www.islandhealth.ca

Pacifica Housing

A non-profit charitable organization that provides affordable housing for low income families, persons with a disability and adults who are homeless or at risk of becoming homeless.

827 Fisgard Street | 250-385-2131

www.pacificahousing.ca

Greater Victoria Housing Society

Helps people by providing affordable rental housing.

2326 Government Street | 250-384-3434

Email: info@greatervichousing.org

www.greatervichousing.org

Cool Aid

Provides comprehensive housing, healthcare and support services in Greater Victoria. They are focused on creating new affordable rental homes in Victoria.

250-383-1977

coolaid.org

Capital Region Housing Corporation (CRHS)

Develops and manages affordable housing within the capital region for low income households.

<https://www.crd.bc.ca/crhc>



Personal Wellness & Recovery

Taking care of yourself and your children is a critical step towards a successful family transition and this section includes a list of resources to help. You might be surprised by the number of community counselling resources available.

Youth and Adult Mental Health Services
Help Lines
Drug and Alcohol Services
Community Counselling Resources

Youth and Adult Mental Health Services

Canadian Mental Health Association

Promotes the mental health of British Columbians and support the resilience and recovery of people experiencing mental illness.

1-800-555-8222

www.cmha.bc.ca

Island Community Mental Health

(Formerly Capital Mental Health Association) Offer a range of services from short-term crisis intervention to inpatient assessment and treatment planning.

Crisis Line: 1-888-494-3888 | 250-389-1211

www.icmha.ca

Children's Health Foundation of Vancouver Island

They help families access multiple services, therapies and specialists to address the complex needs of their children from birth into young adulthood.

250-940-4950

345 Wale Rd.

info@islandkidsfirst.com

www.islandkidsfirst.com

Foundry Victoria

This youth mental health hub offers young people (age 12 to 24) free access to mental health and substance use support, primary care, peer support and social services.

250-383-3552

818 Douglas St.

office@foundryvictoria.ca

www.foundrybc.ca

Child and Youth Mental Health

The Ministry of Children and Family Development's Child and Youth Mental Health (CYMH) teams are located across BC and provide a range of mental health assessment and treatment options for children and youth (0-18 years of age) and their families at no cost. Their clinics are staffed by mental health clinicians, psychologists, and psychiatrists.

www2.gov.bc.ca

BC Mental Health and Substance Use Services

Provide health care services to people with complex needs including severe and persistent mental health and substance use issues across the province.

www.bcmhsus.ca

Victoria Mental Health Centre (Island Health)

Provides mental health and substance use services that require a referral from your family physician.

www.islandhealth.ca

Mental Health Recovery Partners

Provides free counselling for people with a family member with a mental illness.

236-638-1972 or 250-384-9466

familycounsellor@mhrp.ca

www.mhrp.ca

Help Lines

BC Alcohol and Drug Information and Referral Service

Available to people across BC needing help with any kind of substance abuse issues 24 hours a day. It provides information and referral to education, prevention and treatment services and regulatory agencies.

1-800-663-1441

HealthLink BC

Helps you learn about health topics, check your symptoms and find the health services and resources that you need for healthy living. Call to consult with a nurse, pharmacist or dietitian or visit their website for easy access to help you find the health services you need, closest to where you live.

Dial: 8-1-1

www.healthlinkbc.ca

BC 2-1-1

Provides information and referrals regarding community, government and social services in BC. Their help line services include 2-1-1, the Alcohol and Drug Information and Referral Service (ADIRS), the Gambling Support Line BC, the Shelter and Street Help Line, VictimLink BC, and the Youth Against Violence Line.

Dial: 2-1-1 | Available 24/7

OR Chat with an Information & Referral Specialist from anywhere in BC. This service is free, confidential, and available 7 days a week between the hours of 8 AM PST and 11 PM PST chat.bc211.ca

Main site: [Bc211.ca](https://bc211.ca)

COVID-19 BC Helpline

This hotline is dedicated to answering non-medical questions about COVID-19 (e.g., travel recommendations, social distancing and what kinds of support, resources and assistance are available from the provincial and federal governments). Daily 7:30am to 8pm.

1-888-COVID-19

1-888-268-4319

VictimLinkBC

This is a toll-free, confidential, multilingual telephone service available across BC 24 hours a day, 7 days a week or sending an email to VictimLinkBC@bc211.ca. It 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.

1-800-563-0808

Problem Gambling Help Line

Provides 24-hour information and referral service for anyone who is adversely affected by their own, or another's gambling habit.

1-888-795-6111

Crisis Line Association of BC Mental Health Information Line

Answered 24/7/365 and provides empowering emotional support, information on appropriate referral options and a wide range of support relating to mental health concerns.

310-6789 (no area code needed)

Vancouver Island Crisis Line

Provides 24-Hour Crisis Line Support and Resources for Vancouver Island and BC.

Tel: 1-888-494-3888

www.vicrisis.ca

Drug and Alcohol Services

Government Funded Services:

Island Health Addictions Intake Line

Will help you answer questions and help you find treatment options.
250-519-3485

Umbrella Society

An organization that provides support to individuals and their loved ones struggling with substance use issues.
250-380-0595

Rapid Access Addiction Clinic

This Island Health clinic provides fast access to opioid addiction treatment.
250-519-3485

Island Health Addictions Outpatient Treatment

Provides free, confidential service and group programs.
250-519-3485

Sobering and Assessment Centre

Has 20 beds available with laundry and snacks for people addicted to alcohol or drugs, as well as, referrals to other programs.
1125 Pembroke Street
250-213-4441

Medical Detox

24 hour care when withdrawing from alcohol and other drugs.
Royal Jubilee Hospital Eric Martin Pavilion

Pembroke Place Stabilization Unit

For high risk patients that need 24 hour care. Access to this service requires a fax referral from an addictions counsellor or hospital emergency social worker.
Downtown Victoria
Fax: 250-213-4445

Supportive Recovery

Community living for people already detoxed for several weeks. Holly Place and Lilac Place provide beds for women and The Grove provides beds for men. Access to this resource requires a referral from an addictions counsellor.

Private Resources:

Cedars at Cobble Hill

A full service treatment and recovery program beginning with assessment and medically supervised detox, inpatient care, continuing care and monitored recovery if required (typically \$15,000 to \$20,000 per stay).
1-866-716-2006
www.cedarscobblehill.com

Edgewood

A private residential facility specializing in addiction treatments and substance abuse therapy.

1-800-683-0111

www.edgewood.ca

Edgewood Victoria

Edgewood also runs an outpatient centre in Victoria.

250-590-3168

TSOW-TUN LE LUM SOCIETY

A Substance Abuse and Trauma Treatment Centre offering programs and services that address the issues of addictions and substance abuse, and that support the survivors of trauma and residential schools.

250-390-3123

info@tsowtunlelum.org

www.tsowtunlelum.org

Community Counselling Resources

Cascadia Counselling Clinic

Supports individuals, couples, families and organizations through complex clinical situations. Therapists at Cascadia are specialized in addressing spousal assault and domestic violence issues, mental health, child protection risk factors, addictions, trauma informed practice and complex family dynamics such as high conflict separation or divorce. They can provide service through extended benefits packages, some Employee Assistance Programs, First Nations Health Authority and Crime Victim Assistance Program funding.

300-755 Queens Ave. | 250-590-7050

www.cascadiaconsultation.com

Wellness Integrated Services for Health (WISH)

WISH is a new company associated with Cascadia Counselling Clinic that has developed a program following best practices, utilizing statistically valid and reliable assessment tools, as well as medical doctor and psychologist interviews, to accurately assess complex situations with multiple presenting issues. A Personal Health Care Plan is created that provides clients with specific steps toward resolving the presenting concerns. Once the treatment plan has been rolled out, reassessment occurs to produce outcome measures that illustrate the clinical improvement of the client.

130-10030 Resthaven Drive | 778-351-4571

<http://www.wishclinics.ca/>

Citizens' Counselling

Offers affordable, accessible counselling to adult residents of Greater Victoria. All counselling is offered by volunteer counsellors trained and supervised by the Centre. They have a sliding fee scale based on family income.

941 Kings Road | 250-384-9934

E-mail: info@citizenscounselling.com

www.citizenscounselling.com

Family Services of Greater Victoria

Provides pre-separation consultation and individual counselling for people of all ages affected by divorce or separation. They also provide professional counselling for adults, children, youth, and families, legal support services, and workshops.

1004 North Park St. | 250-386-4331

www.fsgv.org

Pacific Centre Family Services Association

Provides counselling programs for men who use violence, as well as, a stop the violence program for women. They also offer a range of vital services for people dealing with substance use, mental health issues and day to day life challenges.

250-478-8357 | 1-866-478-8357

Email: pacificcentre@pcfsa.org

www.pacificcentrefamilyservices.org

Sooke Co-operative Association of Service Agencies (CASA)

Provides comprehensive and inclusive services for children, youth and families in the Western Communities, Sooke and Port Renfrew.

250-642-6364 ext.230

www.bcca.coop

Sooke Family Resource Society

Provides individual, couple and family counselling (up to 12 free sessions) and a range of other supports.

100-6672 Wadams Way | 250-642-5152

sfrs.ca

1Up, Victoria Single Parent Resource Centre

Provides practical support and free services for single parents to meet counselling needs, clothing and goods, mentoring and education.

602 Gorge Rd. E | 250-385-1114

Email: info@1-up.ca

www.singleparentvictoria.ca

Together Against Poverty (TAPS)

Provides free, face-to-face legal advocacy for people with income assistance, disability benefits, tenancy issues, help with taxes and employment standards complaints.

250-361-3521

www.tapsbc.ca

Burnside Gorge Community Association

Provide family resource programs and services that respond to the needs of families in the area such as family outreach, parent and child programs, childcare, a youth centre and special events.

471 Cecelia Road | 250-388-5251

Email: info@burnsidegorge.ca

www.burnsidegorge.ca

South Island Centre of Counselling and Training

Provides affordable counselling to individuals, families and couples. Registered and volunteer counsellors help clients around a variety of issues such as depression, trauma, abuse, grief and loss, elder care, life transitions and more. The fee structure follows a sliding scale based on a families combined annual gross income.

3821A Cedar Hill Cross Rd. | 250-472-2851

Email: info@southislandcentre.ca

www.southislandcentre.ca

Arbour Counselling Centre

Provide counselling for individual, couples, families, teens and children on a sliding scale.

4277 Quadra St. | 250-479-9912

Email: admin@arbourcounselling.ca

www.arbourcounselling.ca

Beacon Community Services

Provide counselling for adult, youth, children and seniors and youth and family services on a sliding scale.

9860 Third St. | 250-656-0134

beaconcs.ca

Esquimalt Neighborhood House Society

Provides free counselling for adults, couples, youth (13 to 18) and families.

511 Constance Ave. | 250-360-0644 or 250-385-2635

Email: info@enh.bc.ca

www.enh.bc.ca

Hulitan Family & Community Social Services Society

Provides free culturally sensitive and aware programming and counselling for Indigenous children and families.

104-731 Station Ave. | 250-384-9466

www.hulitan.ca

Dialogue & Resolution Services (DRS)

The DRS Society provides counselling and conflict coaching services for people on a flexible fee structure.

250-383-4412

Email: office@dialogueandresolutionservices.ca



Cultural & Immigration Resources

If you have recently immigrated to Canada this section has information on organizations that provide a range of services to help you access supports, programs, translators and more.

Cultural and Immigration Resources

Cultural and Immigration Resources

Victoria Immigration & Refugee Centre Society

The centre helps immigrants, refugees, new Canadian citizens, and visible minorities settle and adapt into new lives in Greater Victoria.

1004 North Park St. | 250-361-9433

info@vircs.bc.ca

www.vircs.bc.ca

Vancouver Island Counselling Centre for Immigrants & Refugees

Committed to providing counselling services and community support for immigrants and refugees and trains translators to work with informed counsellors.

#100 – 850 Blanshard St. | 778-404-1777

info@viccir.org

www.viccir.org

Intercultural Association of Greater Victoria

Provides services for immigrants including: settlement work, ESL classes, support groups, interpreters and more.

930 Balmoral Rd.

250-388-4728

www.icavictoria.org

Immigration

Family Law issues are more complex if either or both spouses are new to Canada or if you got married in another country. The link below provides information and resources to help you.

familylaw.lss.bc.ca



AMY ROBERTSON
MEDIATION SERVICES

I hope you find this resource and navigation guide helpful. While separation and divorce oftentimes feels and is overwhelming, working with an experienced mediator can help you through the process. Please contact me if I can help.

If you are curious about mediation, my client shares her experience of family mediation in this [short film](#).

amy@victoriamediation.com
#201-1842 Oak Bay Ave, Victoria BC
250 882 8111
VictoriaMediation.com

