



# Greater Victoria Area Resource Guide

Prepared by Family Mediators:

**Bobbi Poushinsky**

C.Med. / Child Interviewer  
250 889 6330  
bobbiadr@telus.net

**Amy Robertson**

BCom, Cert. FamMed., FMC Cert. CFM  
250 882 8111  
amy@victoriamediation.com

Updated May, 2017

Legal Resources	3
Free Legal Services and Clinics	4
Mediation Information	5
Collaborative Family Law	6
Hear the Child Reports	6
Child and Spousal Support	6
Trauma / EMDR Therapy	7
Equine Assisted Psychotherapy (EAP)	7
Courses and Programs for Parents and their Children	8
Family Violence and Abuse Resources	9
Mental Health Services	10
Help Lines	11
Drug and Alcohol Services	12
Community Counselling Resources	14
Cultural and Immigration Resources	17
Subsidized Housing	18
Amy Robertson Mediation Services	19

# Legal Resources

## Justice BC

This website provides general information about family law in British Columbia. 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/en/fam/index.html](http://www.justicebc.ca/en/fam/index.html)

## 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](http://www.supremecourtbc.ca)

## JP Boyd on Family Law

Provides practical, in-depth coverage of family law and divorce law in British Columbia.

[www.clicklaw.bc.ca/resource/2273](http://www.clicklaw.bc.ca/resource/2273)

## BC Family Law Act

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

[www.bclaws.ca/EPLibraries/bclaws\\_new/document/ID/freeside/00\\_11025\\_01](http://www.bclaws.ca/EPLibraries/bclaws_new/document/ID/freeside/00_11025_01)

## Click Law

This is a website that provides equitable access to quality legal information, education and help for British Columbians.

[www.clicklaw.bc.ca](http://www.clicklaw.bc.ca)

## My Law BC

Helps you find solutions to your legal problems.

[www.mylawbc.com](http://www.mylawbc.com)

## Victoria Justice Access Centre (Family Justice Centre)

Can help you get the information you need to prepare your family or civil case. Justice Access Centres only provide information in person. You can just drop in or call beforehand to make an appointment.

850 Burdett Avenue

Tel: 250-356-7012

[www.familylaw.lss.bc.ca/help/jacSelfHelpAndInfoServices.php](http://www.familylaw.lss.bc.ca/help/jacSelfHelpAndInfoServices.php)

## **BC Family Unbundling Roster**

Provides a “one stop” resource for people looking for a lawyer to perform certain tasks versus full scope legal representation. This is a great resource for mediation clients.

[www.sites.google.com/view/bfur](http://www.sites.google.com/view/bfur)

# Free Legal Services and Clinics

## **Legal Services Society**

The organization that provides legal aid in BC. If you have a legal problem and cannot afford a lawyer, they can help.

[www.lss.bc.ca](http://www.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/legal\\_aid/FamilyLawLINE.php](http://www.lss.bc.ca/legal_aid/FamilyLawLINE.php)

## **Duty Counsel Lawyers**

Provided by the Legal Services Society and this is a drop-in service. People are helped on a first come, first served basis and there are forms that need to be completed first which can be accessed from their website.

850 Burdett Avenue | 250-356-6634 (Thursday 9am to 4pm)

[www.legalaid.bc.ca/legal\\_aid](http://www.legalaid.bc.ca/legal_aid)

## **Access Pro Bono Society of BC**

Promotes access to justice in BC by providing and fostering quality pro bono legal services for people and non-profit organizations of limited means.

[www.accessprobono.ca](http://www.accessprobono.ca)

## **Canadian Bar Association**

A professional, voluntary organization that provides low cost and free legal services.

Tel: 1-800-663-1919

[www.cbabc.org/For-the-Public/Dial-A-Law/Scripts/Lawyers-Legal-Services-and-Courts/430](http://www.cbabc.org/For-the-Public/Dial-A-Law/Scripts/Lawyers-Legal-Services-and-Courts/430)

## **Canadian Bar Association Lawyer Referral Service**

Enables members of the public to consult with a lawyer for up to 30 minutes for a fee of \$25. After the consultation, the fees to be charged are strictly between the lawyer and the client. The lawyer is not obliged to accept the applicant's case and the applicant is under no obligation to retain the lawyer. CBA and non-CBA members are welcome to participate.

[www.cba.org/bc/Initiatives/main/lawyer\\_referral.aspx](http://www.cba.org/bc/Initiatives/main/lawyer_referral.aspx)

## **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 | Tel: 250-385-1221

[www.thelawcentre.ca](http://www.thelawcentre.ca)

# Mediation Information

## **Mediate BC**

Offers mediation information, services and programs for individuals, families and organizations.

[www.mediatebc.com](http://www.mediatebc.com)

## **Child Protection Mediation**

A collaborative way for parents and caregivers involved with the Ministry of Children and Family Development to reach agreement with the social worker on the best plan for a child's safety with the help of a specially trained, impartial person called a mediator.

[www.ag.gov.bc.ca/child-protection-mediation/index.htm](http://www.ag.gov.bc.ca/child-protection-mediation/index.htm)

## **Ministry of Justice**

Provides a Guide to Mediation in BC.

[www.legalaid.bc.ca/legal\\_aid](http://www.legalaid.bc.ca/legal_aid)

## **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](http://www.fmc.ca)

## **Victoria Justice Access Centre (Family Justice Centre)**

A free service to assist families undergoing separation or divorce with issues related to parenting arrangements.

225 – 850 Burdett Ave | 250-356-7012

## Collaborative Family Law

Collaborative Family Law where 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](mailto:info@collaborativefamilylawgroup.com)

[www.collaborativefamilylawgroup.com](http://www.collaborativefamilylawgroup.com)

## 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 (except adoption cases).

[www.hearthechild.ca](http://www.hearthechild.ca)

## Child and Spousal Support

### **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](http://www.family.justice.gc.ca)

### **My Support Calculator**

This website provides information on child support and spousal support, as well as, help to calculate child support or spousal support payments.

[www.mysupportcalculator.ca](http://www.mysupportcalculator.ca)

## **Family Maintenance Enforcement Program**

Monitors and enforces maintenance orders and agreements (for either child support or spousal support). Many maintenance payments are paid on time and in full, but some people like having a third party (FMEP) involved to track the payments.

[www.fmep.gov.bc.ca](http://www.fmep.gov.bc.ca)

## Trauma / EMDR Therapy

### **Craig Holm**

Offers this World Health Organization endorsed therapy for Post Traumatic Stress Disorder and other traumas. Craig is also continuing to work with Jane Taylor Lee (see below).

8-1140 Fort Street

250-893-2686

[craig@craigholm.ca](mailto:craig@craigholm.ca)

[www.craigholm.ca](http://www.craigholm.ca)

## Equine Assisted Psychotherapy (EAP)

### **Jane Taylor Lee**

A child specialist now focusing on EAP by using horses as co-therapists in her practice. EAP has proven to be effective in assisting clients with ADD, ADHD, anxiety, autism, depression, trauma, communication challenges and more.

Braes Mhor Farm 6476 Oldfield Road and 8-1140 Fort Street

250-818-8884

[jtaylorlee@shaw.ca](mailto:jtaylorlee@shaw.ca)

[www.braesmhorfarm.com](http://www.braesmhorfarm.com)

# Courses and Programs for Parents and their Children

## Parenting after Separation

A free three-hour information session to help families to adjust to the challenges following family separation and is led by facilitators who are experienced in helping families resolve conflicts.

250-386-4331

[www.fsgv.org/parenting-after-separation.html](http://www.fsgv.org/parenting-after-separation.html)

## Parenting after Separation: Finances

Designed to complement the Parenting after Separation program, you are invited to attend another free three-hour workshop that assists separating and divorcing families with their finances. Call to find out when the next session is scheduled.

250-386-4331

## 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/caught-in-the-middle.html](http://www.fsgv.org/caught-in-the-middle.html)

## 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/parenting-with-a-new-partner.html](http://www.fsgv.org/parenting-with-a-new-partner.html)

## Dr. Alison Rees

Offers a range of parenting programs and educational services.

Tel: 250-595-2649

[www.lifeseminars.com](http://www.lifeseminars.com)

[allisonrees@shaw.ca](mailto:allisonrees@shaw.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](http://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](http://www.transitionhouse.net)

## **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.

Tel: 250-381-6367

[www.menstrauma.com](http://www.menstrauma.com)

## **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](http://www.pacificcentrefamilyservices.org)

## **Family Services of Greater Victoria**

(Formally BC Families in Transition) 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.

Moving September 2017 to 1004 North Park St. | 250-386-4331

[www.fsgv.org](http://www.fsgv.org)

## **Cascadia**

Has counsellors that will assist individuals, couples and families to manage life transitions, negotiate through crises and learn skills to meet adversity in healthy ways.

Tel: 250-590-7050

[www.cascadiaconsultation.com](http://www.cascadiaconsultation.com)

## **Victoria Native Friendship Centre**

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

250-384-3211

[www.vnfc.ca](http://www.vnfc.ca)

## **BC Coalition to Eliminate Abuse of Seniors**

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

1-866-437-1940

[www.bcceas.ca](http://www.bcceas.ca)

## **The Cridge Transition House for Women**

(Formally called Hill House) provides emergency shelter, information, support and counselling for abused women with or without their children and a 24 hour crisis line.

250-479-3963

[www.cridge.org](http://www.cridge.org)

# Mental Health Services

## **Victoria Cool Aid Society**

Has several shelters that all provide food, beds, hygiene services and additional supports such as mental health services, help in finding housing, community liaison, and crisis and life skills counselling. Each shelter is designed to meet unique, varying needs.

250-383-1977

[www.coolaid.org](http://www.coolaid.org)

## 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](http://www.cmha.bc.ca)

## Capital Mental Health Association

Offers services and programs to people with mental illness that empower them to live independent, healthy, and sustainable lives.

250-389-1211

[www.miravictoria.ca/programs.htm](http://www.miravictoria.ca/programs.htm)

## Child Youth and Family Mental Health Services

Offers a range of services from short-term crisis intervention to inpatient assessment and treatment planning.

Crisis Line: 1-888-494-3888 | 250-519-6794 or 250-519-6720

[www.viha.ca/cyf\\_mental\\_health](http://www.viha.ca/cyf_mental_health)

## BC Mental Health and Substance Use Clinics

Responsible for the supervision, monitoring and treatment of persons found Not Criminally Responsible on Account of Mental Disorder (NCRMD,) as well as, any persons found Unfit to Stand Trial, but granted a conditional discharge by the BC Review Board.

250-213-4500

[www.bcmhsus.ca/regional-clinics](http://www.bcmhsus.ca/regional-clinics)

# 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.

Tel: 811

[www.healthlinkbc.ca](http://www.healthlinkbc.ca)

### **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.

1-888-494-3888

[www.vicrisis.ca](http://www.vicrisis.ca)

## **Drug and Alcohol Services**

### **Government Funded Services:**

#### **Island Health Addictions Intake Line**

This will help you answer questions and help you find treatment options.

250-213-4441

#### **Umbrella Society**

An organization that will help guide clients and their families through their treatment options and assist with referrals.

901 Kings Road

250-380-0595

#### **Rapid Access Addiction Clinic**

This Island Health clinic is providing fast access to opioid addiction treatment and operates week day mornings (except Tuesdays).

1119 Pembroke Street

250-519-3485

## **Island Health Addictions Outpatient Treatment**

Provides free, confidential service and group programs.

1250 Quadra Street

250-213-4441

## **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](http://www.cedarscobblehill.com)

## **Edgewood Nanaimo**

A private residential facility specializing in addiction treatments and substance abuse therapy (typically \$350 a day).

1-800-683-0111

[www.edgewood.ca](http://www.edgewood.ca)

## **Edgewood Esquimalt**

Edgewood also runs an outpatient centre in Esquimalt. The first session is free and outpatient programs can be developed for \$1,000 to \$3,000.

102-1245 Esquimalt Road.

250-590-3168

## **TSOW-TUN LE LUM SOCIETY**

An Aboriginal Substance Abuse 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.

T: 250-390-3123 | F: 250-390-3119

[info@tsowtunlelum.org](mailto:info@tsowtunlelum.org)

[www.tsowtunlelum.org](http://www.tsowtunlelum.org)

# Community Counselling Resources

## **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

[info@citizenscounselling.com](mailto:info@citizenscounselling.com)

[www.citizenscounselling.com](http://www.citizenscounselling.com)

## **Family Services of Greater Victoria (Formerly BC Families in Transition)**

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.

Moving September 2017 to 1004 North Park St. | 250-386-4331

[www.fsgv.org](http://www.fsgv.org)

## **Pacific Centre Family Services**

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 | 1-866-478-8357

[pacificcentre@pcfsa.org](mailto:pacificcentre@pcfsa.org)

[www.pacificcentrefamilyservices.org](http://www.pacificcentrefamilyservices.org)

## **West Shore Child, Youth and Family Centre**

Home to seven child, youth and family serving agencies.

345 Wale Rd. | 250-391-4320

[www.westshorefamilyservices.ca](http://www.westshorefamilyservices.ca)

## **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.

2145 Townsend Rd. S. | 250-642-6364 ext.230

[www.bcca.coop/member/sooke-casa](http://www.bcca.coop/member/sooke-casa)

## **1Up, Victoria Single Parent Resource Centre**

Provides practical support, opportunities for growth and a sense of hope for one-parent families across Greater Victoria.

602 Gorge Rd. E | 250-385-1114

[info@1-up.ca](mailto:info@1-up.ca)

[www.singleparentvictoria.ca](http://www.singleparentvictoria.ca)

## **Together Against Poverty (TAPS)**

Provides free, face-to-face legal advocacy for people with income assistance, disability benefits and tenancy issues.

250-361-3521

[www.tapsbc.ca](http://www.tapsbc.ca)

## **Cascadia**

Cascadia has counsellors that will assist individuals, couples and families to manage life transitions, negotiate through crises and learn skills to meet adversity in healthy ways.

300-755 Queens Avenue | 250-590-7050

[info@cascadiaconsultation.com](mailto:info@cascadiaconsultation.com)

[www.cascadiaconsultation.com](http://www.cascadiaconsultation.com)

## **Burnside Gorge Community Association**

Provides 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

[info@burnsidegorge.ca](mailto:info@burnsidegorge.ca)

[www.burnsidegorge.ca](http://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

[info@southislandcentre.ca](mailto:info@southislandcentre.ca)

[www.southislandcentre.ca](http://www.southislandcentre.ca)

## **Vancouver Island Support Groups**

Offers a range of support groups for parents.

[www.fgta.ca/parent\\_support\\_groups.php?region=2](http://www.fgta.ca/parent_support_groups.php?region=2)



# Cultural and Immigration Resources

## **Victoria Immigrant & Refugee Centre Society**

Provides services for immigrants and refugees including: settlement, ESL classes, pre-employment programs and more.

Moving June(ish) 2017 1004 North Park St. | 250-361-9433

[info@vircs.bc.ca](mailto:info@vircs.bc.ca)

[www.vircs.bc.ca](http://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.

3939 St. Peter's Rd. | 250-999-8170

[info@ccfir.ca](mailto:info@ccfir.ca)

[www.ccfir.ca](http://www.ccfir.ca)

## **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

# 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.

201-440 Douglas Street | 250-475-7550

[www.bchousing.org](http://www.bchousing.org)

## **The Cridge Centre for the Family**

Provides seniors with assisted living arrangements.

1307 Hillside Avenue | 250-419-0575

## **Island Health**

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

[www.viha.ca/hcc/assisted](http://www.viha.ca/hcc/assisted)

## **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](http://www.pacificahousing.ca)

## **Greater Victoria Housing Society**

Helps people by providing affordable rental housing.

2326 Government Street | Tel: 250-384-3434

[info@greatervichousing.org](mailto:info@greatervichousing.org)

[www.greatervichousing.org](http://www.greatervichousing.org)

# Amy Robertson Mediation Services

**I have conducted hundreds of mediations and support people in making big and small decisions.**

I encourage my clients to consider the immediate and future impacts that these decisions could have. I am very passionate about mediation and I am proud to offer a child focused practice for my family clients and a solution focused process for my workplace clients.

If you find yourself in the middle of a conflict at home or in the workplace please give me a call or send an email.

[amy@VictoriaMediation.com](mailto:amy@VictoriaMediation.com)

250 882 8111

Moving soon to 1842 Oak Bay Ave, Victoria BC

[www.VictoriaMediation.com](http://www.VictoriaMediation.com)

