

Other Resources

In an Emergency or Crisis:

- **Call** the Vancouver Island Crisis Line at 1-888-494-3888 to access 24-hour crisis support
- **Text** the Vancouver Island Crisis line from 6:00 pm to 10:00 pm nightly at 250-800-3806
- **Online chat** crisis service from 6:00 pm to 10:00 pm nightly via www.vicrisis.ca
- **Dial** BC211 at 2-1-1 to reach an information specialist 24 hours a day, or visit www.bc211.ca
- **Dial** 911 or go to the nearest hospital emergency department
- **Call** 1-800-SUICIDE (1-800-784-2433) to get help right away
- **Call** KUU-US Crisis Line at 1-800-588-8717 to access 24-hour Indigenous specific crisis support

In a Non-Emergency:

- **Talk** to your family doctor as soon as possible to discuss treatment options and resources
- **Go** to a walk-in clinic if you don't have a regular family doctor
- **Call** the Vancouver Island Crisis Line (1-888-494-3888. You do not need to be in crisis to call for information or if you need someone to talk to.

Central Access & Rapid Engagement Services (CARES)

1119 Pembroke St.
250-519-3485



CARES provides a single point of access to Mental Health & Substance Use (MHSU) services for clients, family members, primary care providers and other service providers.

Outreach services may be available to help people connect to services who are unable to reach out themselves.

Central Access & Rapid Engagement Service (CARES)

Accessing support for mental health and/or substance use concerns in Victoria.

How to Access

In order to access CARES programs, please call 250-519-3485, or have your primary care provider or walk-in clinic doctor fax in a referral form.

Referral forms can be found online at www.islandhealth.ca/MHSU-access.

Completed forms can be faxed to 250-381-3222 or dropped off in person at 1119 Pembroke Street.

Eligibility will vary per program. If you have any questions about the access process please call 250-519-3485.



We acknowledge with respect the Coast Salish, Nuu-Chah-Nulth and Kwakwaka'wakw peoples on whose traditional territory Island Health occupies, and whose historical relationships with the land continue to this day.

Location & Hours

Monday -Friday:
8:30 am—4:00 pm (closed
on statutory holidays)

Phone: 250-519-3485
Fax: 250-381-3222
1119 Pembroke Street

***Hours can vary per service;**
please call reception to confirm



Services Offered

- **MHSU Intake** screens and assesses referrals to determine the most appropriate mental health and/or substance use services to meet your needs. Physician referral or call CARES.
- **Single Session Therapy** is a same day, goal-oriented counselling session that offers therapeutic support. Call CARES to book.
- **Indigenous Outreach Services** offers support to those who self-identify as Indigenous and are seeking help for mental health and/or substance use concerns. Physician referral or call CARES.
- **Enhanced Collaborative Care (ECC)** provides a one-time psychiatric assessment for diagnostic and treatment recommendations *Physician referral required.
- **Rapid Access Addiction Clinic (RAAC)** offers support for opiate use concerns and provides opiate replacement treatment options. To reach RAAC, call 250-519-3776.
- **Peer Support Workers** provide navigation and support by people with lived MHSU experience. Call CARES to book.