

Referrals & Location

Unless otherwise indicated all programs are located at **324 Goldstream Avenue**. All program referrals can be made by calling the intake counsellor at **250.940.4373**. Referrals are accepted from individuals, community members and professionals.

Accessibility

- Automatic doors and an elevator accommodate a variety of mobility aids
- Visitor parking

Confidentiality

Counsellors won't share information with others unless you consent in writing, except for the following reasons:

- Suspected child abuse
- Threat of harm to self or others
- Subpoena requiring us to testify or share records in court
- Investigations in cases where your counsellor is legally required to disclose

Compliments and Complaints

We value your feedback. Feedback forms and information on making a complaint are available through all staff, at reception and on our website.

Safety

Our staff will ensure that you are aware of the safety procedures wherever service is being provided. Please follow the signs posted in the buildings.

Commitment to Community

PCFSA responds to community need and we value community input. Please visit our website for more information at pacificcentrefamilyservices.org

* Please let us know if you need assistance with translation.

Mission Statement

By encouraging healthy patterns of living, Pacific Centre Family Services enhances and promotes the quality and dignity of life of individuals and families within our diverse community.

Hours of Operation

Mon., Thurs., Fri. 8:30am–4:20pm

Tues., Wed. 8:30am–7:00pm

With additional evening and some weekend services.

CONTACT

Reception **250.478.8357** Fax **250.478.3699**

Toll Free **866.478.8357**

pacificcentrefamilyservices.org

pacificcentre@pcfsa.org

Pacific Centre Family Services Association

324 Goldstream Ave., Victoria, BC V9B 2W3

Sooke Child, Youth and Family Centre

6672 Wadams Way, Sooke, BC V9Z 0H3



We acknowledge the L'Kwungen speaking people, the Scia'new Nation and T'Sou-ke Nation, on whose unceded traditional territories our work and activities take place.



Pacific Centre Family Services Association is a professional organization meeting high international standards.

Pacific Centre Family Services Association is a non-profit society registered since 1968 under the Societies Act of British Columbia, serving families and individuals across Greater Victoria and Canada. Charitable Registration #11907 5372 RR001



encourage
possibilities

PACIFIC CENTRE FAMILY SERVICES ASSOCIATION

PCFSA offers a variety of **counselling** and **support** programs for individuals, families, couples, children, groups and youth, most of which are free.

PCFSA Reception **250.478.8357**

Toll Free **866.478.8357**





CHILD & YOUTH SERVICES

Youth Services

The Youth Outreach Team provides free services to West Shore youth (5–18 yrs) who may be having difficulty in their home, school or community. Family mediation for youth (12–18 yrs) is also available.

Youthtalk (youthtalk2@pcfsa.org) is a free, easy to access on-line email counselling service for youth in the Capital Regional District (CRD). Funded by the Ministry of Children and Family Development, West Shore municipalities and other grants and donations.

Skookum Skillz

Skookum Skillz is a free 12-week employment skills and training program for youth ages 16–22 living in the CRD. Youth participate in the operation of Skookum Food and Coffee Bistro which is open to the community and offers fresh, quality food and beverages. Located at 345 Wale Road. Open Mon., Tues., Wed. and Thurs. 9am–2pm.

Sexual Abuse Intervention Program

Also known as the Expressive Therapies Program this service provides free counselling to children and youth (under 19 yrs) where sexual abuse is confirmed or suspected, and to children (under 12 yrs) who have sexualized behaviour. Funded by the Ministry of Children and Family Development the program serves the West Shore and Sooke to Port Renfrew. Services also offered at our Sooke location.

ADULT & COMMUNITY SERVICES

Substance Use Program

This free program provides assessment and counselling for adults seeking support or information regarding their alcohol and/or other substance use. (Also available to those affected by another's use). Primarily serves the West Shore and Sooke, and is funded by Island Health. Services also offered at our Sooke location.

Stopping the Violence (STV)

Specialized individual and group counselling for persons who have experienced abuse or violence in their intimate adult relationships, or who have experienced childhood sexual abuse. Counselling is informed by a feminist perspective. Individual counselling is available for persons living in the West Shore. Ongoing evening group is open to persons residing within Greater Victoria. Funded by the Ministry of Justice, Pacific Centre Family Services and private donations. Group services are also supported with funds from Island Health.

Safer Families– Family Violence Program

This CRD-wide program offers services to persons using abuse or violence in intimate partner relationships (participants in this program are usually not engaged in the criminal justice system). To increase safety, services are also available for affected partners. Funded by the Ministry for Children and Families and the Ministry of Justice. Fee for service referrals are also accepted.

Better at Home

Supports seniors to maintain their independence. Funded by the Government of BC and managed by United Way of the Lower Mainland. Volunteers offer friendly visits (no fee), transportation (no fee or by donation) and light housekeeping (fee, sliding scale) to seniors in the municipalities of Colwood and Langford. For information or to volunteer call **778.677.3540**

EARLY YEARS

Moms and Mentors

Moms and Mentors is a local society which offers a weekly, free, drop-in group. Moms attend with their children for activities, support and resources. We meet on Saturdays from 11:30–1pm. Volunteer mentors are experienced moms who support other moms through the challenges of parenting. Contact Maureen at **250.478.6658** www.momsandmentorsociety.ca

COMMUNITY COUNSELLING

Affordable Counselling Program

Offering counselling for a broad range of issues, this is a fee-for-service counselling program for youth, adults, and couples living in the CRD. Each one-hour session of counselling (with a Registered Clinical Counsellor) costs \$80. Reduced rates are available for working with Masters level clinical counselling interns.

Child and Youth Community Counselling Program (CYCC)

Child and Youth Community Counselling Program is a fee for service program offering counselling and therapy to children and youth in the CRD. Fees may be paid by the family, (including extended health benefits) and through other funding sources such as the Crime Victim Assistance Program.

Employment Services Program

Provides free counselling to WorkLink clients coping with unemployment challenges. Supports clients in developing skills related to achieving success in the workplace. Funded by the Government of Canada and the Province of British Columbia. For more information please call WorkLink at **250.478.9525**

