



## WELCOME TO PACIFIC CENTRE FAMILY SERVICES ASSOCIATION

### Where We Encourage Possibilities



We would like to extend a warm welcome to you and to recognize the courage it has taken to reach out to us and to ask for support; we know this is not an easy call to make. Pacific Centre Family Services is a non-profit counselling agency. In 2018 we will be celebrating 50 years of providing support to residence of the Greater Victoria area, primarily the Westshore and Sooke regions. 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. Our programs are offered in Colwood and Sooke. A full program listing may be found at [www.pacificcentrefamilyservices.org](http://www.pacificcentrefamilyservices.org).

### LOCATION of SERVICES

- In the Westshore you can find us at the Centre for Wellbeing at 324 Goldstream Ave.:  
<https://goo.gl/maps/5bqQkXNdFDN2>
- In Sooke you can find us at 6672 Wadams Way: <https://goo.gl/maps/C2BWM CZrCq52>

### PARKING AT OUR GOLDSTREAM LOCATION

Above ground visitor parking is located behind The Centre for Wellbeing on Goldstream Avenue. Please turn into the driveway on the west side of the building, next to the apartment buildings. You will find an entrance to the stairwell and elevator at this level, PCFSA is located on the 2<sup>nd</sup> floor.

### COMING BY BUS

- Bus #50 stops on Goldstream Avenue outside The Centre for Wellbeing.
- Bus #61 stops at Sooke Rd. near Townsend Rd. From there it is a 0.5km walk to 6672 Wadams Way.



## HOURS OF OPERATION

- Goldstream Avenue location – We are open 8.30 am - 4:20pm Monday, Thursday, Friday and until 7pm on Tuesdays and Wednesdays.
- Sooke location – This building is only one story and our counselling offices are located at the opposite end of the building from the main entrance. Once you have checked in at the main reception beside the main entrance, you can find seating at the far end of the building, near the back entrance/exit. Your counsellor will come out to find you and invite you into the counselling area for the time of your scheduled appointment.
- Please help us maintain a quiet, peaceful experience in our reception area by being mindful of using a soft tone of voice and attending to any personal phone calls outside of the reception area.

### SCENT FREE POLICY

Please be aware that with growing issues of allergy and sensitivity to scent, we have established a scent free policy. Staff, participants and visitors are encouraged to refrain from using scented products before or during their time with PCFSA.

### ILLNESS

PCFSA staff, participants and visitors are encouraged to look after themselves when experiencing illness. If you are experiencing flu, stomach virus or other contagious symptoms please re-schedule your appointment.

## IF YOU HAVE ANY QUESTIONS

Please do not hesitate to contact us at 250-478-8357 if you have further questions about attending Pacific Centre Family Services.

If you need some direction regarding where you might access support while you are waiting to be assigned to a counsellor we encourage you to contact our intake counsellor at 250 940 4373. Additionally, the Vancouver Island Crisis Line is a 24/7 resource that can offer emotional or crisis support, as well as direction with respect to community services; the Crisis Line number is 1-888-494-3888.

*From all of us at Pacific Centre Family Services, we look forward to your arrival and to learning how we might be able to support the change you are seeking in your life.*