

## Central Access and Rapid Engagement Services

~ CARES ~

1119 & 1125 Pembroke Street

**250-519-3485**

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

Outreach services may be available to facilitate connection for people in need of MHSU services who are unable to reach out themselves.

## Resources

### In an Emergency or Crisis:

- ◆ **Call the Vancouver Island Crisis Line**  
1-888-494-3888 to talk to a mental health counsellor for free, 24 hours a day.
- ◆ Crisis text service from 6:00 pm to 10:00 pm nightly **250-800-3806**
- ◆ Crisis chat service from 6:00 pm to 10:00 pm nightly via [www.vicrisis.ca](http://www.vicrisis.ca)
- ◆ **BC211** Dial 2-1-1 to reach a information specialist 24 hours a day or visit [www.bc211.ca](http://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, any time.

### In a Non-Emergency:

- ◆ Talk to your family doctor as soon as possible to discuss treatment options and other 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 don't have to be in crisis to call for information on local services or if you need someone to talk to.



## Central Access and Rapid Engagement Service (CARES) Victoria

*Information regarding  
beginning treatment for  
Mental Health or  
Substance Use concerns*

[viha.ca](http://viha.ca)



## How to access CARES?

In order to access CARES programs, please call 250.519.3485 or have your family doctor or walk-in clinic doctor fax in a referral form.

To access Substance Use services, complete a client questionnaire and then book an appointment or come to a walk-in interview.

Referral forms and client questionnaires can be found online: [www.viha.ca/MHSUAccess](http://www.viha.ca/MHSUAccess). Completed forms can be faxed to 250-381-3222 or dropped off in person at 1119/1125 Pembroke Street.

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



## Services offered at CARES

- **MHSU Intake** screens and assesses referrals to determine the most appropriate mental health and/or substance use services to meet client's needs.
- **Outreach Staff** provide support to individuals experiencing mental health and/or substance use issues and/or homelessness. Specialized services for aboriginal clients and hoarding are available.
- **Rapid Access Addiction Clinic** supports individuals with opioid use disorder by starting clients on opioid replacement medication.
- **Enhanced Collaborative Care** provides psychiatrist consultation for clients and/or primary care providers.
- **Single Session Therapy** is an action focused service assisting clients with stabilization, goal setting, connecting to resources and promoting self-care strategies.
- **Health Consultant** is a clinician working with primary care providers focusing on system navigation and care planning.

- **Groups:**
  - ◇ Recovery Addictions Support (RAS): is a daily psycho-educational, abstinence based group.
  - ◇ Connections: is an open group for people who are considering reducing or stopping substance use. Anyone is welcome to join anytime.

## When is CARES open and where is it located?

Reception hours are Monday to Friday (statutory holidays excluded)  
8:30 am—4:30 pm

Hours can vary per service please call reception to confirm.

Phone: 250-519-3485 Fax: 250-381-3222

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