

Central Access and Rapid Engagement Services (CARES) WestShore

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



Resources

In an Emergency or Crisis:

- ◆ **Call the Vancouver Island Crisis Line**
1-888-494-3888 to talk to a mental health support worker 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
- ◆ **Kuu'us Crisis Line** 1-800-588-8717
- ◆ **BC211** Dial 2-1-1 to reach a information specialist 24 hours a day or visit www.bc211.ca
- ◆ **Dial 911** or go to the nearest hospital.
- ◆ **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.
- ◆ You don't have to be in crisis to contact the Vancouver Island Crisis Line
1-888-494-3888 for information.



Central Access and Rapid Engagement Service

Westshore

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

viha.ca



How to access services?

In order to access CARES Westshore programs have your family doctor, nurse practitioner, or walk-in clinic doctor fax in a referral form.

MHSU Referral form can be found

online: www.viha.ca/MHSUAccess

Completed forms are to be faxed to:

250-370-5724

Services are matched according to your needs. If you have any questions about the process please call 250-370-5799.



Services offered at Westshore CARES

- ◆ Service is for people who live in the Westshore
- ◆ Provides single session treatment
- ◆ Brief group and individual therapy
- ◆ Assessment and referral for people requiring other mental health and/or substance use programs
- ◆ Links to Island Health and community supports as required
- ◆ Links with Primary Care Providers for consultation and problem solving for patients with complex care needs

Hours (referral only)

Monday: 10:00 am —6:00 pm

Tuesday: 10:00 am —6:00 pm

Wednesday: 10:00 am —6:00 pm

Thursday: 10:00 am —6:00 pm

Friday: 10:00 am —6:00 pm

Saturday: 10:00 am —6:00 pm

Phones are answered

Monday - Friday 10:00am —6:00 pm

Phone: 250-370-5799

Fax: 250-370-5724

Closed on stat holidays

**WestShore CARES Clinic is located at:
582 Goldstream Ave, Suite 206**

