

VANCOUVER COASTAL HEALTH PROGRAMS

PROGRAM	DESCRIPTION	TELEPHONE	FAX
ABORIGINAL PATIENT NAVIGATOR (APN) PROGRAM	The APN Program helps VCH staff to better support Aboriginal people to access and use health services across the various facilities.	1-877-875-1131	604-675-2552
ARTHRITIS OUTPATIENT PROGRAM (no spine)	Provides specialized assessment, treatment & education by a PT and/or OT for Arthritis, Spondyloarthritis, Lupus, connective tissue disorders.	604-984-5809	604-984-5744
ASTHMA/COPD RESPIRATORY EDUCATION, ADULT	Individual education sessions for self-management of Asthma & COPD.	604-988-3131 x4954	604-297-9681
ASTHMA CLINIC, PEDIATRIC	Individual education sessions for Pediatric Asthma.	604-984-5737	604-984-3818
BREATH PROGRAM	Pulmonary Rehab program provides education, exercise & support for clients with chronic lung disease.	604-988-3131 x4150	604-297-9681
CARDIAC HOME FOLLOW-UP	Post discharge home intervention program for cardiac patients (MI, NSTEMI, U/A, CABG, AVR, HF) in North and West Vancouver.	604-984-5933	604-904-3514
CARDIAC REHAB & CARDIO-METABOLIC PROGRAM	Offers 1:1 support to establish an exercise program, diet and lifestyle modifications for patients with cardiac risk factors or an established cardiac condition.	604-904-0810	604-904-0812
CHRONIC DISEASE MANAGEMENT NURSE COORDINATOR PROGRAM	Chronic Disease Nurse supports Primary Care Providers on the North Shore by coordinating care for clients with complex chronic conditions.	604-984-5752 x2	604-297-9681
DIABETES EDUCATION CENTRE	Education, assessment, and treatment for people of all ages, stages and types of diabetes with a focus on self-management.	604-984-5752 x2	604-297-9681
DIABETES FOOT CARE PROGRAM	Education, assessment & treatment with a focus on self-care & management for the prevention of wounds/foot ulcers. No open wounds.	604-984-5752 x2	604-297-9681
DIALYSIS UNIT, NORTH SHORE	Patients who are medically suitable for community hemodialysis are referred by the Renal Program at SPH or VGH.	604-984-5050	604-985-5051
EATING DISORDERS, ADULTS	Clinical consultation to assist health care providers working with eating disorders clients 19 years and older with clinical advice. Based in Vancouver but open to NS residents.	604-675-2531	604-675-3894
EATING DISORDERS, YOUTH	Support youth (12-18 years) with eating disorders; medical care, dietary & counselling offered at Foundry North Shore.	604-984-5060	604-984-5061
GERIATRIC ASSESSMENT CLINIC	Provides short-term health assessment & treatment for older adults (65+) who have gone through recent physical, social or mental changes that threatened their health or independence.	604-904-6200 x4112	604-904-6172
HEALTHCONNECTION CLINIC	Low barrier primary care for North Shore residents with mental health and substance use-related illness and/or poverty, and no current family doctor/nurse practitioner.	604-984-3777	604-297-9663
HOME & COMMUNITY CARE, CENTRAL INTAKE	A range of health care & support services for people who have acute, chronic, palliative or rehabilitative health care needs. Includes Ambulatory Clinic Nursing and Home Care Nursing.	604-983-6740	604-983-6886
JOINT REPLACEMENT CLINIC	Multidisciplinary assessment & treatment pre & post knee/hip surgery.	604-984-5981	604-984-3748
MEALS NS DINERS CLUB CONGREGATE MEALS	Affordable nutritious meals to seniors & other registered participants.	604-904-6483	604-984-6470
MENTAL HEALTH, ADULT CENTRAL INTAKE	Central point of referral for Adult Community Mental Health Services. Does not include Older Adult, Child & Youth, or acute emergency service access.	604-984-5000	604-983-6073
MENTAL HEALTH, CHILD & YOUTH – FOUNDRY NS	<i>Foundry North Shore</i> is for youth ages 12-24 years. Assessment & treatment services for clients & families by a multi-disciplinary team.	604-984-5060	604-984-5061
MENTAL HEALTH, iYOS (INTENSIVE YOUTH OUTREACH SERVICE)	iYOS is a service designed to provide youth (13-19 years) and their families with rapid access to clinical services that include assessment and crisis intervention, care planning and referral coordination, and intensive case management.	604-984-3884 (more urgent referrals)	604-984-3804
MENTAL HEALTH, OLDER ADULT	Outreach, assessment & treatment of older adults with complex mental illness, substance abuse & neglect.	604-982-5600	604-982-5601
MENTAL HEALTH, STEPPING STONES	Individual & group sessions for clients with substance misuse (including clients with concurrent mental health).	604-982-5616	604-982-5611
NEUROLOGICAL REHAB OUTPATIENT PROGRAM	Offers assessment, education & treatment for rehabilitation services. (Inpatient referrals)	604-984-5915	604-984-5744
NUTRITION COUNSELLING PROGRAM	Group & individual education & counselling for clients of all ages to manage chronic illness and promote health.	604-984-5752 x2	604-297-9681
OSTEOARTHRITIS SERV. INT. SYSTEM (OASIS)	Individual assessment & education for self-management of osteoarthritis.	604-904-6177	604-904-6170
OXYGEN - HOME PROGRAM	Serves all age groups & income levels for residents of the VCH area.	604-301-3814	604-301-3829
PALLIATIVE CARE UNIT	Pain & symptom control; supportive care consultation; palliative care planning; or registration. Call Palliative Physician on-call for urgent cases.	604-984-5738	604-984-3798
PALLIATIVE “EVERY DAY COUNTS” PROGRAM	Offers confidential individual and group counselling & music therapy, advocacy, resources, wellness and self-management skills to individuals living with a life-limiting physical illness and their family.	604-363-0961	n/a
PUBLIC HEALTH (On-Call Nurse)	Early years, child & youth, adult immunizations, harm reduction, communicable disease.	604-983-6700	604-983-6883
SMOKING CESSATION CLINIC	Assessment in tobacco dependence; ongoing education, monitoring & counselling support. Based at VGH but open to NS residents.	604-875-4800 x2	n/a
SPEECH & LANGUAGE SERVICES, PEDIATRIC	Education, assessment & treatment for children 0 - 5 years. (Auditory Testing is done through NS Children's Hearing Clinic)	604-983-6760 (0-5) 604-983-6704 (test)	604-983-6839

COMMUNITY PROGRAMS & SERVICES

PROGRAM	DESCRIPTION	TELEPHONE	FAX
ALZHEIMER'S - FIRSTLINK (Alzheimer's Society BC)	Early intervention service to connect individuals and families affected by Alzheimer's disease or another dementia with services and support as soon as possible after diagnosis.	604-984-8347/ 604-984-8348	604-984-8346
CHRONIC DISEASE - BC SELF-MANAGEMENT PROGRAMS	Workshops for self-management of chronic disease. <i>Arthritis, Cancer, Chronic Conditions, Diabetes, & Pain</i> - specific group programs offered. <i>Chronic Conditions</i> program also offered online.	604-940-1273/ 1-866-902-3767	n/a
CHRONIC DISEASE – BC SELF-MANAGEMENT HEALTH COACH PROGRAM	One-one telephone support program (3-6 months) provides extra support to people living with chronic health conditions to achieve their goals.	604-940-1273 1-866-902-3767	604-940-2099
NS DISABILITY RESOURCE CENTRE	Physical disability-specific info & referral services for people with disabilities.	604-985-5371	604-985-7594
FAMILY SERVICES OF THE NORTH SHORE	Education, programs, support & counselling to community members.	604-988-5281	604-988-3961
HOLLYBURN FAMILY SERVICES	Counselling & support services for clients experiencing difficulties coping with daily lives.	604-987-8211	604-987-8122
MEALS ON WHEELS	Provides a hot nutritious noon-day meal to people living on the North Shore	604-922-3414	604-922-3401
MENTAL HEALTH - BOUNCE BACK PROGRAM, CMHA	Free, skill-building program for individuals 15+ experiencing mild to moderate depression or anxiety. Bounce Back coaching and materials are available in several languages. Referral required.	604-874-7881 x1 1-866-639-0522	604-872-5934
MENTAL HEALTH – BRIEF COUNSELLING SERVICE, CMHA	Offers short-term, low-cost, confidential, one-to-one counselling (up to 12 sessions) to adults living on the North Shore. This service is for adults who do not have an open claim with ICBC, WCB or any other insurance carrier and who have a realistic potential to benefit from short-term counselling.	604-987-6959	604-980-0336
MENTAL HEALTH – KELTY DENNEHY MENTAL HEALTH RESOURCE CENTRE, CMHA	Supports family, friends and those affected by mental health challenges to find community resources that meet their needs; offers educational opportunities and on-the-ground support and problem solving. Located at LGH HOpe Centre.	604-984-5000, x5190	n/a
NS COMMUNITY RESOURCES	Multi-service agency providing info & referrals on programs serving those from birth to seniors, which includes the following:		
BETTER AT HOME	Supports the independence of local seniors by providing them with basic, non-medical services (e.g., light housekeeping, transportation, assisted grocery shopping).	604-985-7138	604-985-0645
CAREGIVERS SUPPORT	Offers individual support, education & network groups for caregivers.		
SENIORS ONE STOP	Provides comprehensive, one to one info about North Shore services, resources, transportation and activities for seniors (health, support services, education, housing, financial and benefits, meal and shopping)		
NS MULTICULTURAL SOCIETY	Provides specialized programs for immigrants & refugees to the North Shore	604-988-2931	604-988-2960
PAIN BC (www.painbc.ca)	Resources for those with chronic pain. Includes "Live Plan Be" a free online tool for self-management. "Connect For Health" volunteer service links clients with services/support beyond doctor's office.	604-730-0818 x1/ 1-844-430-0818	n/a
SENIORS - GOLDEN CIRCLE	Provides socialization for frail & isolated seniors. Contact Seniors Peer Support Worker @ John Braithwaite Community Centre for further details.	604-983-6496	n/a
SENIORS - PEER SUPPORT PROGRAM	One-to-one confidential emotional support & guidance to address life changes & health goals. Contact Seniors Peer Support Worker @ John Braithwaite Community Centre for details.	604-983-6490	n/a
STROKE RECOVERY	Support for stroke survivors, family/friends & caregivers on the North Shore.	778-340-5803	n/a

TELEPHONE & ONLINE INFORMATION SERVICES

Program	Description	Telephone
ALCOHOL & DRUG INFO & REFERRAL SERVICE	Confidential, multilingual, free & available 24/7 service for support & referral info for counselling & treatment options.	604-660-9382
QUITNOW BC	Free telephone support offered by Coaches to help support people who may wish to quit smoking or who have quit.	1-877-455-2233
BREATHWORKS COPD HELPLINE	Confidential COPD info service with COPD educators offers info & support for people with COPD, & their families.	1-866-717-2673
FOOD & NUTRITION RESOURCE DIRECTORY	Includes food & nutrition resources on the North Shore, including meal delivery, emergency food, low-cost meals, community garden info, etc.	www.tablematters.ca
HEALTHCONNECT WEBSITE	A free directory of VCH & community programs/services for clients with chronic conditions & health needs living on the North Shore.	www.healthconnectbc.ca
HEALTHLINK BC for access to: NURSE, DIETITIAN, EXERCISE SPECIALIST, PHARMACIST, &/OR SMOKING CESSATION	A free-of-charge provincial health info & advice line for BC residents. Health Service Navigators direct calls to health providers as appropriate & can provide info on health services & resources. Translation services on request in more than 130 languages,	8-1-1 www.healthlinkbc.ca/
YOUTH SERVICES DIRECTORY	A free online directory listing urgent & non-urgent services for North Shore youth.	nsyouth.ca
SENIORS ABUSE AND INFO LINE (SAIL)	Staffed 7 days a week (excl. stats), 8am to 8pm for older adults & those who care about them, to talk to someone about situations where they feel they are being abused or mistreated, or to receive info about elder abuse prevention.	604-437-1940
SENIORS ADVOCATE OFFICE	Info & referral specialists for seniors services & programs available Monday to Friday from 8:30-4:30 (closed statutory holidays).	1-877-952-3181
RACE – RAPID ACCESS TO CONSULTATIVE EXPERTISE	Provides opportunity for BC & Yukon family physicians/nurse practitioners to speak directly with specialists for timely guidance & advice. This will often render face-to-face consultation or referral to an emergency department unnecessary.	604-696-2131/ 1-877-696-2131