

## OUR SERVICES

Single phone number & fax number for all services.

Streamlined referral process for all services including Vancouver MHSU services.

Designated facility for MHA Extended Leave recall clients.

Located close to the VGH Emergency Department to support patient flow in and out of acute care.

Better access to acute services for clients who need the higher level care.

Supporting the client when they return to community with appropriate levels of support.

## OUR STAFF

Registered nurses, registered psychiatric nurses, psychiatrists and social workers.

Provide support, stabilization, crisis management and follow-up over the phone and in person to determine the best service for the client.

# AAC

604-675-3700

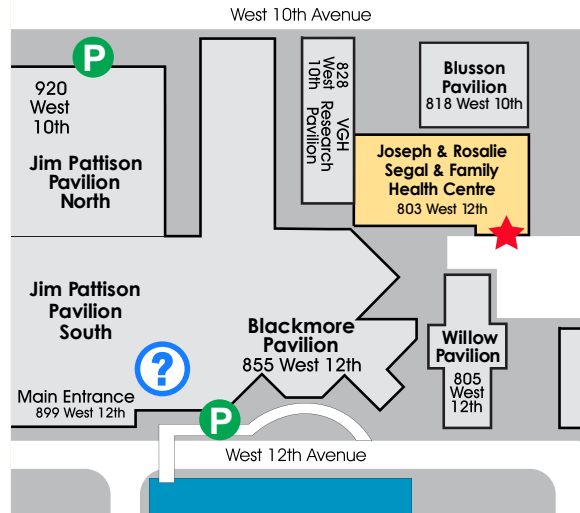
## AAC CONTACT INFORMATION

Hours: 7 days/week  
7:30 am to 11:00 pm  
365 days/year

Phone: 604-675-3700

Fax: 604-675-3705

Address: Joseph & Rosalie Segal & Family Health Centre  
803 West 12th Avenue  
Vancouver, BC V5Z 1M9



Making better decisions together with patients and families

For more copies, go online at <http://vch.eduhealth.ca> or email [phem@vch.ca](mailto:phem@vch.ca) and quote Catalogue No. **CD.140.V44**  
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# Mental Health & Substance Use

# VGH Access & Assessment Centre (AAC)

A service for Vancouver Adult (17+) Residents

604-675-3700

## THE ACCESS & ASSESSMENT CENTRE (AAC)



The Access & Assessment Centre (AAC) provides a range of Mental Health & Substance Use services for Vancouver residents (ages 17+) for non-urgent, urgent and non-emergent intervention. We welcome members of the LGBT2Q+ communities.

Persons who are experiencing/presenting with a need for urgent intervention can be seen at the AAC for assessment, provision and coordination of the most appropriate care - this may involve transfer to the Emergency Department or direct admission to a Psychiatric Inpatient Unit.

**OUR GOAL** is to match a person's need to services and connect people to the right resources at the right time.

We are the central point of access for all referrals for VCH Community MHSU Services in Vancouver.

We aim to provide optimal pathways for people and families to access services, including timely and client-centered access to services in the VGH Emergency Department.

## WHAT AAC OFFERS

### Referral Intake

- Phone and walk-in access
- Referrals can be self- or family-initiated, from GPs, community programs, hospital emergency departments, inpatient units, police, ambulance

### On-site assessment/treatment for

- Walk-in referrals
- Referrals from GPs
- Crisis intervention
- MHA Section 28 (non-violent) police apprehensions

### Telephone Services

- Clinical staff provide support, stabilization, crisis management and phone follow-up

### Mobile Response Services

- Short term treatment provided in the community with:
  - Clinical staff
  - Psychiatrists
  - Cars 87/88 (clinical staff and Vancouver Police partnership)
- Home Treatment for persons requiring ongoing supportive clinical intervention

**GO TO EMERGENCY** for a person experiencing acute or significant signs of:

- suicidal thinking
- self-harming behaviours
- acute intoxication
- psychosis
- possible medical issues
- aggressive / violent behaviour



**CALL 911** when you need immediate help.

## OTHER RESOURCES

Vancouver Coastal Distress Line  
**(24/7) at 604-872-3311**

1-800-SUICIDE  
**(1-800-784-2433)**

24/7 provincial access for anyone thinking of or affected by suicide, or concerned about others' safety

Mental Health Support Line  
**604-310-6789**

24/7 provincial access to emotional support, information and resources.

Online Crisis Support  
12pm-1am daily

For youth: [www.youthinbc.com](http://www.youthinbc.com)  
25 and older: [www.crisiscentrechat.ca](http://www.crisiscentrechat.ca)

ACCESS Central  
**1-866-658-1221**

A screening and referral line for different detox services

Daytox Program  
**604-675-2455**

Sisters Together Active in Recovery (STAR)  
**604-266-6124**

(All self-identified women)

Vancouver Addiction Matrix Program (VAMP)  
**604-331-8905**