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

Mental Health & Substance Use

VGH Access & Assessment Centre (AAC)

A service for Vancouver Adult (17+) Residents
604-675-3700

For more copies, go online at http://vch.eduhealth.ca or email phem@vch.ca and quote Catalogue No. CD.140.V44
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The information in this document is intended solely for the person to whom it was given by the health care team.
www.vch.ca
**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.

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**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

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**OTHER RESOURCES**

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

- **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 604-658-1278**
- **Sisters Together Active in Recovery (STAR) 604-266-6124**
  (All self-identified women)
- **Vancouver Addiction Matrix Program (VAMP) 604-331-8905**