

WP3/WP4 Assessment & Treatment Unit Information

3rd floor/4th Floor
805 West 12th Avenue
Vancouver BC V5Z1M9
WP3: 604-675-2446
WP4: 604-675-2447

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WP3/WP4 Assessment & Treatment: Unit Information

During your stay on the Assessment and Treatment Unit an interdisciplinary team will work with you to clarify your diagnosis, help you achieve stabilization with your mental and physical health, and create a recovery plan that will help you get back to life outside of the hospital. Assessment and Treatment is a secure unit with an average length of stay between three and six months.

Location

3rd/4th floor, 805 West 12th Ave, Vancouver BC, V5Z1M9
WP3: 604-675-2446
WP4: 604-675-2447

Programming

In addition to 1:1 meetings with members of your care team, a variety of groups will be available to you.

Community meetings happen once a week and provide people on the unit with an opportunity to discuss concerns and have input into how the unit is run. We value your voice and feedback and ask that you attend these meetings.

Healthy Living group happens after breakfast three mornings a week. The goal of this group is to help you learn strategies that support your recovery, including managing your time on the unit.

A wide variety of other therapeutic activities are available on site to support your recovery. Please see Page 4 of the guidebook for more information.

Visitors



We welcome family and friends to visit clients during their stay. Clients are encouraged to attend programming in the morning and early afternoon. For this reason, ideal visiting hours are late afternoon, evenings, and weekends.

Special arrangement can be made to have visits outside of these times if needed. You are encouraged to visit in the family room, lounge or dining room. If privacy is needed, please talk to staff for access to a private room.

Rooms

You will have a private room with your own bathroom containing a toilet and sink. Housekeeping staff will clean floors and bathrooms daily, you can help out by keeping your room tidy and organized (e.g. laundry and belongings put away). There are a number of showers and a bathtub available on the unit for client use.

Personal Belongings

Clients are responsible for any items they bring with them; including, electronics, dentures, glasses and hearing aids. Personal items must be kept in bedrooms or in small lockers available. We recommend storing valuables and important items at home or with trusted friends and family. Vancouver Coastal Health Care cannot be held responsible for any lost or stolen items.

What to bring

We recommend you bring the following items with you:

- Washable, easy to wear, comfortable clothes
- Indoor shoes, slippers and boots
- Warm coat, hat, scarf and gloves (as season suggests)
- Athletic wear and swimwear (optional)
- Identification
- Personal toiletries such as toothbrush, toothpaste, deodorant, hairbrush, feminine hygiene
- \$50 maximum (which will be kept in a secure area)
- 2 duffle bag maximum plus small electrical items such as alarm clock or laptop.



Money

Valuables such as large sums of money, credit cards or jewelry should be left at home. We recommend keeping only small amounts of cash on the unit (less than \$20).

If you need support with safe money management, an individualized plan will be developed with you.

Be aware that if you are receiving Ministry Assistance (i.e., PWD), your income may be reduced to a “comfort allowance” by the Ministry. Please speak with your social worker if you have questions about your benefits.

Smoking and Vaping

Smoking and vaping are not permitted anywhere on the premises. We have a wide range of options to assist you in not smoking including Nicotine Replacement Therapies (NRT's) to help manage any withdrawal symptoms.

Meals

Meals will be provided and may be individualized for personal health needs. Dietary needs and concerns can be discussed with a nurse or physician. Meal times on the unit:



Breakfast: 8:00 am
Lunch: 12:00 pm
Snack: 2:00 pm
Dinner 5:00 pm
Snack 8:00 pm

Small amount of personal food items may be stored in the fridge or client locker.

Laundry

Washers and dryers are available for your use. If needed, staff can support you to get your laundry done. Soap is provided.

Telephone

Phones are available for your use, including long distance calls to family. WP3: 604-675-2446. WP4: 604-675-2447. Calls will go to the care team base and staff will direct the calls. This is the number family and friends can reach you at.

Personal cell phones are generally allowed on the unit and may be used in your own room. Please respect others confidentiality and do not take any photos on the unit with your phone camera. There may be times that there are restrictions put on cell phone use based on your treatment needs. The team will discuss this with you if this is the case.

Internet

Computers with internet access are available for clients to use on the unit from 7:30am–9:30pm.

Mail

You can have mail delivered directly to the building. Please let your social worker know of any mail that needs to be redirected to the unit during your stay. You will need to provide your own stamps to send outgoing mail.

Spiritual Services

Vancouver Coastal Health offers you access to a variety of spiritual services. Spiritual Care supports people who are experiencing crises related to their health. Chaplains can put people in touch with spiritual or religious counselors appropriate to their religious or cultural background.

Aboriginal Patient Navigator Program

APNs provide a benefit to both the patient and to health care providers. The APN works directly with VCH staff and other health care service providers to make sure Aboriginal patients get the best care possible.

APNs can:

- Help staff create a personal plan when a patient leaves a hospital or care program.
- Help VCH health care teams understand and work with Aboriginal health practices and beliefs.
- Assist staff if a patient or family member requests access to an Elder or a traditional ceremony such as: smudging, cedar and eagle fan brushings, blanketing, medicine bundles, or talking circles.

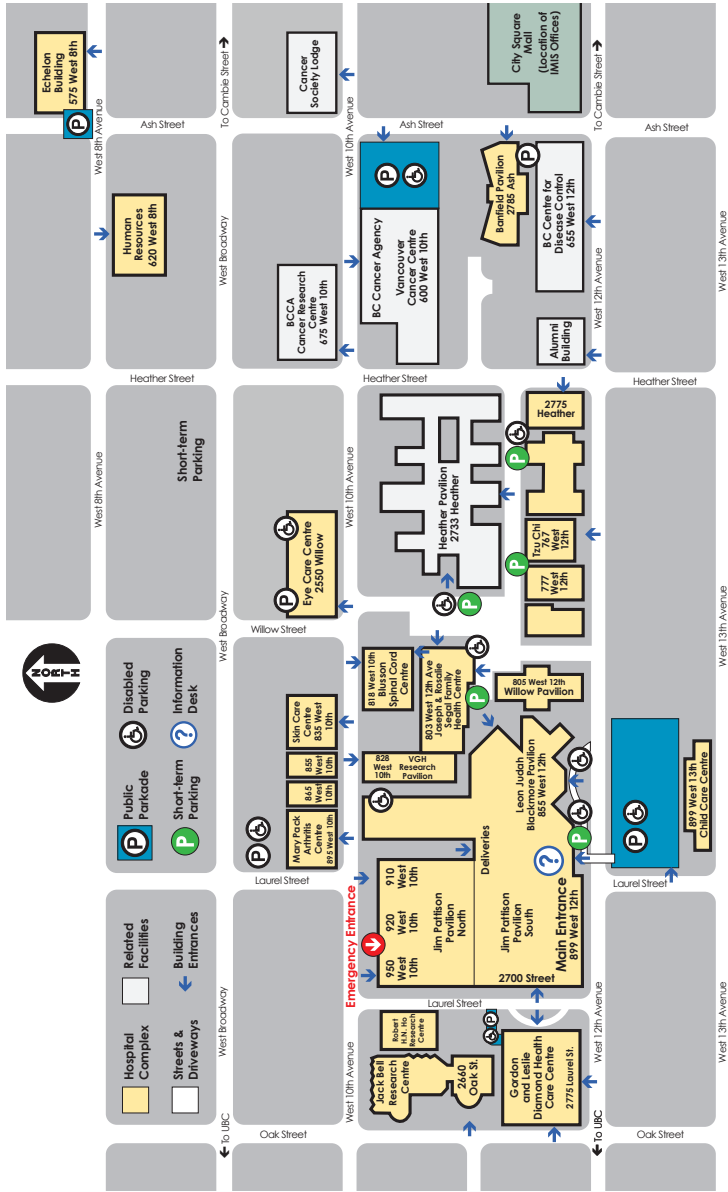
Contact the Aboriginal Patient Navigator program at 1-877-875-1131.

Parking

There are VGH parkades at the corner of 12th Avenue and Laurel Street and in the Gordon and Leslie Diamond Health Care Center at the corner of 12th Avenue and Oak Street. There are other parkades and street parking meters within two or three blocks of the hospital.

Bus transportation

TransLink buses 15, 17, 9 and 99B Line all stop on West Broadway close to VGH. The TransLink SkyTrain Canada Line station is located at Cambie and Broadway which is five blocks from Willow Pavilion.



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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.
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