

# Intensive Tertiary Rehabilitation (ITR)

## Unit Information

Joseph & Rosalie Segal &  
Family Health Centre  
4th Floor, 803 West 12th Avenue,  
Vancouver, BC V5Z 1M9  
**Unit tel: 604-675-3730**

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## Intensive Tertiary Rehabilitation (ITR): Unit Information

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During your stay on ITR, an interdisciplinary team will work with you to achieve stabilization with your mental and physical health and develop a recovery plan to help you reconnect with life outside of the hospital. ITR is a secure unit with an average length of stay between six months and two years.



### Location

Joseph & Rosalie Segal & Family Health Centre  
4th Floor, 803 West 12th Avenue, Vancouver, BC V5Z 1M9  
Unit phone number: 604-675-3730

### 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 a space for clients and staff to discuss how to best live and work together. Each person plays an important role in providing feedback and creating community on the unit and because of this everyone is asked to participate in this meeting. Meetings are co-facilitated by client volunteers and staff.

Healthy Living group happens after breakfast four 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 6 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 lounge or dining room. For privacy and safety reasons we ask that visitors do not go into client bedrooms. If privacy is needed, please talk to staff for access to a private room.

From time to time for safety reasons we may ask visitors to leave their bag with staff to be stored in a secure area in the team base. If you are bringing things to the unit for a client staff may ask about it.

## Rooms

You will have a private room with your own bathroom containing a toilet, sink and shower. 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 is a wheel chair accessible shower and 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, small lockers or given to staff to be stored in the valuables cupboard in the team base. Clients are encouraged to give personal identification (ID) to staff for storage in the valuables cupboard. 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. Your tobacco and vaping products will be stored for you and returned when you are discharged. 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 your nurse or physician. Meal times on the unit are:



Breakfast: 9:00 am  
Lunch: 1:00 pm  
Snack: 3:00 pm  
Dinner 6:00 pm  
Snack 8:00 pm

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

## Laundry

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

## Telephone

Client Line: 604-875-4111 ext 23527

The client line is available for your use, including long distance calls to family. This is the number family and friends can reach you at. They can also call the main unit phone number.

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

Free Wi-Fi is available for clients and visitors.

## 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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