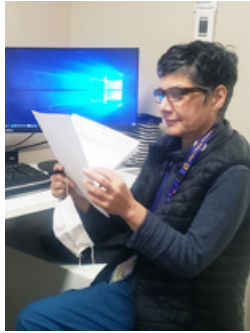


Our Staff

We are comprised of a multidisciplinary and diverse group of compassionate and trauma informed professionals. This includes Registered Nurses, Registered Psychiatric Nurses, Social Workers, MHSU Clinicians, Psychiatrists and Administrative staff. We strive to provide high quality care to achieve the best health outcomes for our clients.



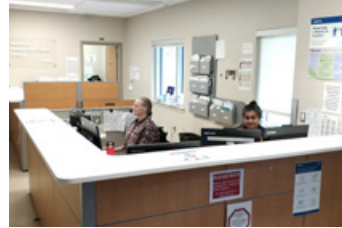
Our staff are able to provide assessment, support, stabilization, crisis management and follow-up over the phone and in person. We will work to determine the best services and interventions for our clients using a recovery oriented approach.

Message From Our Psychiatrists

We are honoured at the AAC to provide an accessible, integrated, interdisciplinary, and coordinated continuum of care as a single point of service access for adults in Vancouver. As psychiatrists, we conduct comprehensive assessments utilizing non-urgent, urgent, and emergency interventions to provide services and foster stability in the community for our clients. We are a group of experienced physicians with a keen desire to help others. This desire to help is complemented by our diverse backgrounds and areas of interest.

What to expect

The initiation of your care through the AAC will begin with a screening and assessment conducted by an AAC clinician (Nurse, Social Worker or MHSU Clinician). In collaboration with the client and caregivers the clinician will then determine the appropriate care pathway. This applies to any client contacting AAC either as a walk-in or by phone. Most people do not see a psychiatrist on their first visit to the clinic unless the client requires urgent intervention and is likely in need of hospitalization. The wait times for walk-in clients can be highly variable and are unpredictable.



Translation services are available at AAC as needed. Translators are available either in person, virtually, or by phone.

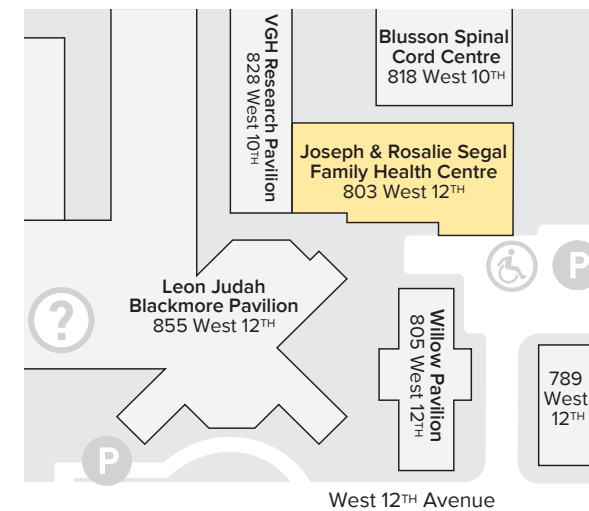
AAC Contact Information

Hours: 7 days/week
Walk-ins: 7:30 am to 9:30 pm
Phones: 7:30 am to 10:00 pm
365 days/year

Phone: 604-675-3700

Fax: 604-675-3705

Address: Joseph & Rosalie Segal
Family Health Centre
803 West 12th Avenue, Level 1



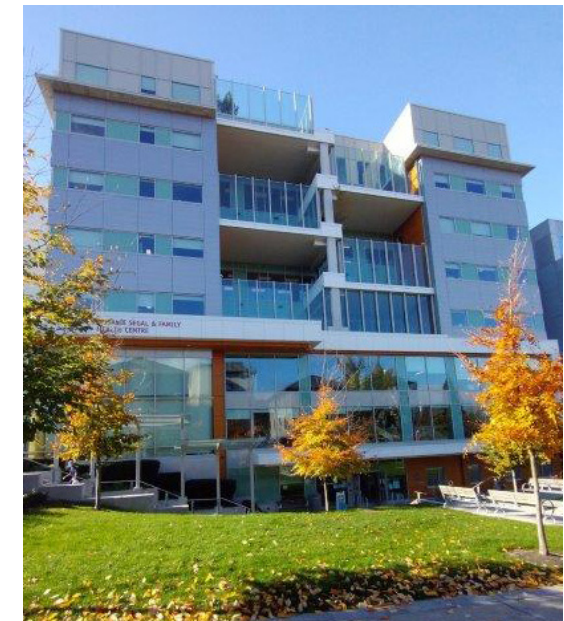
Making better
decisions together
with patients
and families

For more copies, go online at vch.eduhealth.ca or email pchem@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.

vch.ca

VGH Access & Assessment Centre (AAC) Mental Health & Substance Use



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

We respectfully acknowledge that our place of work lies on the unceded traditional homelands of the xʷməθkʷəy̓əm (Musqueam), Skwxwú7mesh (Squamish), and Selilwətaʔ/Selilwitulh (Tsleil-Waututh) peoples.

The Access & Assessment Centre (AAC)

AAC provides a range of Mental Health & Substance Use (MHSU) services for City of Vancouver residents (ages 17+) for non-urgent, urgent and non-emergent intervention. We are the central point of access for all referrals for VCH Community MHSU Services in Vancouver.



We are committed to promoting inclusion and welcome everyone, including members of the Indigenous, Black, and POC communities and Two-Spirit, Trans, Non-Binary, and LGBTQI+.

Persons requiring non-urgent and urgent services may receive assessment, support, education, psychiatric consults and referral to other VCH MHSU services. When required, urgent intervention can include transfers to the emergency department or admission to an inpatient psychiatric unit.

OUR GOAL is to match a person's needs to the right services and resources at the right time. We strive to provide low barrier access to client centred care and support.



vch.ca/aac



Services Provided

- Mental Health and Substance Use (MHSU) assessments
- Referral to Vancouver Coastal Health (VCH) MHSU services
- Information and support to access VCH Addictions Services
- Admissions to Vancouver General Hospital (VGH) inpatient psychiatry
- Crisis intervention and support
- Services provided by phone, in office, virtually or by outreach
- Family support

Family support

- any family, caregiver, or concerned other is able to call AAC to report concerns, provide information and request services for a person requiring mental health intervention
- family, caregivers or concerned others can also receive information, education and support
- inform and collaborate with family and caregivers within the limitations of maintaining client confidentiality

Services Not Provided

- prescription refills
- counselling or referral to counselling services
- ADHD assessments
- referral to private psychiatrists (this must be provided through a family physician)
- medical notes for work or school (can be provided by a family physician)
- housing applications
- disability applications
- court ordered assessments
- second opinion

For more information, please visit vch.ca/aac

If this is an emergency
please call **911**

When to go to Emergency

If you or someone you know is experiencing acute or significant signs of:

- suicidal thinking
- self-harming behaviours
- acute intoxication or withdrawal
- psychosis
- possible medical issues or physical injuries
- aggressive or violent behaviour

Urgent vs Emergency

AAC is able to see people who are presenting with non-life threatening mental health and/or substance use issues, is behaviourally settled and able to actively cooperate with and participate in an assessment.

If you or the person of concern cannot or will not go to the emergency department please call 911 for assistance.

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 (310-6789)

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

Online Crisis Support

12:00 pm to 1:00 am daily

For youth: youthinbc.com

25 and older: crisiscentrechat.ca

ACCESS Central (1-866-658-1221)

A screening and referral line for different detox services.

Canadian Mental Health Association, BC Division (CMHA BC)

604-688-3234

cmha.bc.ca

bc211 (information and referral services for specialized help lines)

Dial or text 211

bc211.ca

BC Schizophrenia Society

604-270-7841 / 1-888-888-0029

bcss.org

Fraser Health Authority Mental Health and Substance Use Services

tinyurl.com/bdd7vt58

Hope Centre (North Shore Residents)

604-984-5000

tinyurl.com/7msxyrdd

Richmond Residents Central Access

604-204-1111

tinyurl.com/yhk5usmw