

Contact Us



Tertiary Mental Health and Substance Use

To access our programs, call the Central Access and Discharge Intake Line

604-875-4111, ext. 23066

Fax: 1-888-857-0371

For Family and/or Client support and involvement contact

604-875-4111, ext. 20387

Vancouver Coastal Health and Providence Health Care offer a range of specialized services for adults and older adults living with complex, mental illness and addiction whose needs exceed community and hospital services.

Our goal is to provide recovery oriented, person and family centered services. These services support individuals to improve their daily functioning and quality of life. We also work with community partners and families to support individuals as they move from specialized treatment settings back to their home community.

We offer the following programs:

- Psychiatric Intensive Care Unit
- Adult Assessment and Treatment
- Adult Intensive Tertiary Rehabilitation
- Adult Tertiary Rehabilitation
- Neuropsychiatry Long Term Stabilization
- Older Adult Assessment & Treatment
- Older Adult Intensive Support

Other provincial programs include:

BC Psychosis: Inpatient program for BC residents who require specialized treatment for psychotic illness when other treatment approaches have been ineffective or partially effective.

Burnaby Centre for Mental Health & Addiction (BCMHA): Residential treatment program for BC residents with complex concurrent disorder

Heartwood: Residential treatment program for female (including trans-gendered women) who are BC residents with concurrent substance dependence and other complex need.

These programs and more information can be accessed through our Central Access and Discharge team by contacting (604) 875-4111, ext. 23066.

Mission

To improve the health status and well-being of individuals and families by providing a high quality, safe, integrated and comprehensive continuum of adult and older adult specialized mental health and addiction services across the region.

Approach to Care

Person and Family Centered

Practice in which individuals and their family members are actively involved both in their own care and in advising and influencing health care organizations on ways to improve their service.

Recovery Oriented

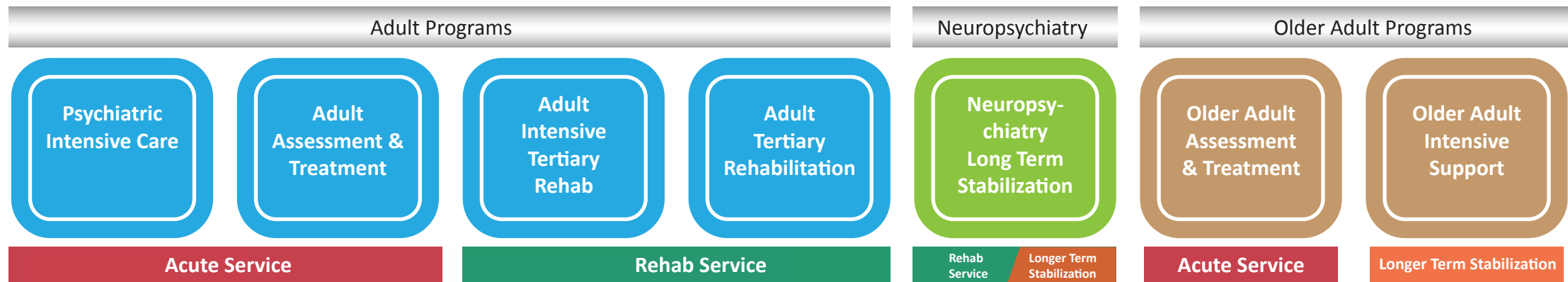
Each person's recovery is understood as a unique process of change through which they improve their health and wellness, live self-directed lives, and strive to reach their full potential.

Trauma-Informed

Committed to providing services in a manner that is welcoming and appropriate to the special needs of those affected by trauma.

We support

- Individuals and families as partners in care
- Evidence informed care
- A culture that motivates creativity and innovation through research and quality improvement
- Creating a stigma free, safe and just environment for individuals, families and staff
- Integrity, transparency, and advocacy



Programs	Goal of Care	Who is this for?	Location	Length of Stay	# of Beds VCH/PHC
Psychiatric Intensive Care	To provide short-term intensive care within a highly secure environment. The goal is to enable individual's behaviours in order to transition to a less restrictive environment.	Individuals in acute psychiatric settings showing behaviours of extreme risk to themselves or others.	Timber Creek at Surrey Memorial Hospital <i>13646 94A Ave, Surrey</i>	2 - 4 Weeks	6 VCH 6 FH
Adult Assessment and Treatment	To provide comprehensive assessment, diagnostic clarification, treatment and rehabilitation in a secure setting. The goal is to help individuals to be successful living in their community.	Individuals with acute psychiatric symptoms and complex behaviours related to one or more serious mental illnesses.	3rd & 4th Floors Willow Pavilion Vancouver General Hospital (VGH) <i>805 West 12th Avenue, Vancouver</i>	3 - 6 Months	39 VCH
Adult Intensive Tertiary Rehabilitation	To provide ongoing treatment and psychosocial rehabilitation in a secure setting. The goal is to stabilize individuals to transition to a less restrictive living environment, while improving their quality of life.	Individuals with high risk behaviours whose acute mental illness has stabilized. Their ongoing symptoms make it challenging to live independently in the community.	4th Floor Joseph & Rosalie Segal & Family Health Centre <i>803 West 12th Avenue, Vancouver</i>	6 - 24 Months	20 VCH
Adult Tertiary Rehabilitation	To provide ongoing treatment and psychosocial rehabilitation in an open setting. The goal is to help individuals improve their level of functioning so they can return to their home community.	Individuals whose acute mental illness has stabilized. Their ongoing symptoms make it challenging to live independently in the community.	2nd floor, Willow Pavilion, VGH <i>805 West 12th Avenue, Vancouver</i> Sumac Place <i>841 Kiwanis Way, Gibsons, BC</i>	6 - 24 Months +	20 VCH 34 VCH
Neuropsychiatry Long Term Stabilization	To provide specialized treatment and long term stabilization in a secure setting. The goal is to create individualized care plans that can be implemented in alternate levels of care to optimize functioning and maximize quality of life.	Individuals with complex neuropsychiatric disorders whose acute symptoms have stabilized and they are experiencing ongoing symptoms.	Alder at Langara Residence <i>255 West 62nd Ave, Vancouver</i>	18 Months +	10 VCH 10 FH
Older Adult Assessment and Treatment	To provide comprehensive assessment, diagnostic clarification, treatment and rehabilitation in a secure setting. The goal is to enable individuals to transition to a less restrictive living environment, while improving their quality of life.	Individuals over 65 years with acute psychiatric symptoms related to one or more serious mental illnesses and/or behavioural and psychological symptoms of dementia (BPSD) who may also have significant chronic medical conditions.	5th Floor Willow Pavilion, VGH <i>805 West 12th Avenue, Vancouver</i>	0 - 3 Months	19 VCH
Older Adult Intensive Support	To provide specialized service for older adults with severe behavioural and psychological symptoms of dementia in a secure setting. The goal is to create individualized care plans that can be implemented in alternate levels of care to optimize functioning and maximize quality of life.	Individuals over 65 years with behavioural and psychological symptoms of dementia (BPSD) who may also have significant chronic medical conditions.	Parkview at Youville Residence <i>4950 Heather Street, Vancouver</i>	12 Months +	32 VCH