

4 INFORMATION & SUPPORTS

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Self-Management & Primary Care

Self-management is a key goal for physicians, patients and their families when coping with depression, anxiety disorders, early psychosis or substance use disorders.

***Self-management** is when a person develops the knowledge and skills needed to take an active role in successfully managing their mental or substance use disorder with the support of their family, friends, physician and other service or support providers as appropriate and if available.*

Self-management skills take time to develop and need to be reviewed by physicians with patients and families coping with mental health or substance use problems. Patients and families with strong self-management skills tend to experience much better outcomes including lower symptoms, fewer relapses, and higher quality of life for everyone involved.

This section has been developed to support physicians' efforts to facilitate the development of self-management skills in the patients they work with and their families. Many of the resources listed are reliable sources of free, easy-to-access information relevant to physicians practicing in the primary care setting — especially those who wish to remain up to date and evidence based in their approach to mental health and substance use problems. Physicians are encouraged to become familiar with the various resources available in BC as outlined in this guide so they can direct patients and families to the appropriate resources effectively and efficiently. Resources for specific types of problems are listed together for quick and easy reference.

Physicians, patients, and families can use the following checklist to help ensure key aspects of self-management and associated supports have been included in each patient's management plan. Missing components need to be covered in upcoming visits between the physician, patient, and family.

SELF-MANAGEMENT AND PRIMARY CARE

SELF-MANAGEMENT PLAN CHECKLIST		
	Yes	No
Is there a positive working relationship between the patient, physician, and family?		
Is there a positive working relationship with other service or support providers?		
Is the patient actively involved in the treatment and management process?		
Are family actively involved in the treatment and management process?		
Do the patient and family have access to high quality information about		
• the nature of diagnosed disorders, symptoms and expected course?		
• effective treatment and management options?		
• additional resources and supports?		
Do the patient and family have a good understanding of the diagnosed disorder(s)?		
Have effective treatment and management options been reviewed with patient and family?		
Have an effective management plan that includes relapse prevention and crisis management been developed in consultation with patient and family?		
Do the patient and family know how to monitor symptoms and progress over time?		
Is some time saved during visits to review patient and family concerns with the physician?		
Are visits scheduled with the patient and family to review and modify the management plan as needed?		
Are patient and family learning and practicing how to		
• use daily management skills to maintain and increase gains?		
• identify lapses and relapses in symptoms?		
• prevent or respond to lapses, relapses and crises?		
• engage in self-care behaviours and healthy life style choices?		
Have family members been screened for their own health problems including mental health or substance use problems?		
Have the patient and family been referred to additional community supports, services or agencies that match their information and management needs?		

The remainder of this section addresses how to meet these goals including providing access to high quality information, self-management skills, and other evidence based supports for patients and families coping with anxiety disorders, depression, substance use disorders or early psychosis.

A good working relationship is characterized by clear communication and a collaborative approach that helps the patient, family and physician work towards common goals. A positive alliance between the physician, the patient and the family is important for several reasons:

- 3 out of every 4 people receiving mental health care obtain services from the primary care setting.
- a poor working relationship can interfere with patients' ability to manage their illness and may even lead them to drop out of treatment.

Evidence has shown the first contact between the physician, patient and family is especially important in building a good working relationship. It may be more important to work on building a positive alliance during the first few visits, even if treatment is delayed for a short period of time.

Quick Tips: Building Alliances

- If the patient is referred from hospital, arrange to see the patient and family prior to discharge
- If the patient is referred by another professional or a friend, engage that individual in the initial contacts with the patient and the patient's family.
- Provide accurate information about confidentiality, rights, and how information is shared with family and other health professionals or agencies.
- Encourage regular and open exchange of information.
- Include time during visits for review of patient and family concerns, even if not deemed a clinical priority.
- Share with patients and families the evidence that shows they can effectively manage the symptoms of mental health or substance use problems with the appropriate resources and supports.
- Connect the patient and family to other agencies for practical assistance or resources as needed (e.g., finances, housing, educational, vocational, respite).
- Provide outreach if the patient is unwilling or unable to attend office appointments.
- Use visits as opportunities for ongoing education about the illness and effective management.

Active Involvement Improves Outcomes

To maximize positive outcomes, both the patient and family need to be directly involved in the process of identifying and managing the problem. Active involvement is associated with better outcomes for patients and families coping with these common problems.

Involve the Family

There is growing evidence that active family involvement in the treatment process can have specific beneficial effects on health outcomes including

- greater treatment adherence
- improved patient functioning
- improved family well-being

WORKING RELATIONSHIPS

- fewer relapses
- better overall prognosis.

Effective management plans usually include some form of ongoing supports for the patient in their daily lives. Families need to be directly involved as they are typically the main providers of these types of supports including

- emotional support and help with problem solving
- assistance with activities in daily living (e.g., grocery shopping, filling prescriptions)
- providing stable and safe place to stay if needed
- encouraging basic self-care (eating regularly, basic hygiene, etc.)
- encouraging patient to engage in helpful self-management skills
- being a contact person to call in high-risk situations or times of stress
- being positive about managing the ups and downs of recovery, so a slip doesn't have to be a relapse.

Note: If a patient prefers to speak with the physician or health professional without a family or friend being present, this decision should be respected.

Access to quality information is an essential component of effective management for both patients and families.

Benefits of Education

Initiate education during the first visit. Benefits, with time, include:

- improved knowledge of the disorder and its symptoms
- improved interpersonal skills
- decreased relapse rates
- shorter hospital stays for those patients requiring inpatient treatment
- better communication among all involved.

Education and access to information can also help patients and families with

- maintaining self-esteem and a sense of control over the direction of their lives
- lowering sense of stigma or shame, given how common these problems are
- making sense of difficult symptoms or experiences
- managing emotions around receiving diagnosis, treatment options and the impact on one's life
- identifying and modifying well-intended but unhelpful coping responses.

Example: Understanding the complex nature of substance use and addiction can alleviate the guilt that some families, particularly parents, may experience.

Example: When coping with anxiety disorders, family members often encourage avoidance of feared situations and provide excessive reassurance. These common, well-intended responses often reduce anxiety in the short-term but typically increase symptoms of anxiety disorders in the long-term.

Information Needs of Patients and Families

Patients and their families typically need to know

- the name and symptoms of diagnosed disorder(s)
- the prognosis and expected course of disorder(s)
- the effective treatment options including pros and cons, cost, rates of success, etc.
- self-management skills
- what family and friends can do to help
- how to prevent lapses or relapses
- how to respond to lapses and relapses
- how to respond to a crises
- stress management skills
- understanding how self-care and lifestyle choices are associated with health and well-being (e.g., diet, exercise, drugs and alcohol).

Example: When managing a substance use disorder, family members may benefit from information on the specific substances being used and the range of possible intoxication and withdrawal symptoms.

Example: Individuals who have persistent psychotic symptoms may benefit from learning some simple coping strategies until symptoms can be better controlled by medication. For example, some patients report that humming or listening to music through headphones helps them cope when they hear voices.

Patients and families will typically have information needs around specific problems and require practical advice and problem solving tips. Common examples include:

- psychotic behaviours
- panic attacks
- substance use urges
- substance use lapses or relapses
- suicidal thoughts and behaviours
- difficulties leaving the house or getting out of bed
- risky or dangerous behaviours
- how to preserve or regain the patient’s social, home, educational and/or vocational functioning
- how to preserve or regain daily structure and routines
- what to do while on waiting list for treatment and additional resources
- how to get prompt assistance during difficult periods, crises and emergencies.

Using Multiple Sources of Information

Physicians can draw upon additional sources of information by using:

- referrals to evidence based organizations or agencies that provide access to free educational information and resources
- directed reading or ‘bibliotherapy’ between visits
- readily available print materials in office or waiting room areas, including culturally sensitive information in languages other than English; these are especially important for patients and families who are unsure if mental or substance use disorders are real health problems or do not wish to discuss mental health or substance use problems with the physician.

Public Education Events

During the weeks surrounding these events there are often increased physician visits around issues pertaining to mental health, mental illness, and substance use.

Mental Illness Awareness Week	1st full week in October
Beyond the Blues: Depression Anxiety Screening and Education Day	Thursday of 1st full week in October
World Mental Health Day	October 10
Addictions Awareness Week	3rd full week in November
Eating Disorders Awareness Week	1st full week in February
Mental Health Week	1st full week in May

Visit www.heretohelp.bc.ca/events for more information about these events in BC



General Resources for Patients & Families

General Resources for Patients and Families

RESOURCES BY PHONE

BC Partners Mental Health Information Line:

To get information 24 hours a day and referrals to local agencies in your community just call 1-800-661-2121 or (604) 669-7600 or email bcpartners@heretohelp.bc.ca. Listings include contact information for local mental health teams.

BC Nurse Line:

To get information 24 hours a day call toll free 1-866-215-4700, (604) 215-4700 or toll free for deaf/hearing-impaired at 1-866-889-4700 or visit www.bchealthguide.org. Translation services are available in 130 languages.

BC Alcohol and Drug Information and Referral Service:

Call (604) 660-9382 or, outside the Lower Mainland, 1-800-663-1441.

BC Housing:

Call (604) 433-1711 or visit www.bchousing.org.

Crisis Centres:

Check inside the front page of the phone book for resources to help get through a crisis or emergency including suicidal urges or intent to harm self in some other way.

Provincial Language Service:

Professional health care interpretation and translation services are provided by the Provincial Health Services Authority (PHSA) to PHSA agencies and other health organizations in BC using qualified health care interpreters, call-centre technology and web-enabled software. Individuals and families with limited English proficiency can access these services throughout BC for about 60 languages. For more information please call (604) 875-2553 or visit www.phsa.ca

Ministry of Health Information Line:

Call 1-800-465-4911 for general information about the Ministry of Health's programs, services and initiatives. The line operates from 8:30 a.m. – 4:30 p.m., Monday to Friday.

Health Authorities

Northern Health Authority

Phone: (250) 565-2649

Fax: (250) 565-2640

www.northernhealth.ca/

Interior Health Authority

Phone: (250) 862-4200

Fax: (250) 862-4201

www.interiorhealth.ca

Vancouver Island Health Authority

Phone: (250) 370-8699

Fax: (250) 370-8750

www.viha.ca/

Vancouver Coastal Health Authority

Phone: Toll Free 1-866-884-0888

Local: (604) 736-2033

Fax: (604) 874-7661

www.vch.ca/

Fraser Health Authority

Phone: (604) 587-4600

Fax: (604) 587-4666

www.fraserhealth.ca

Provincial Health Services Authority

Phone: (604) 675-7400

Fax: (604) 708-2700

www.phsa.ca/default.htm

Mental Health Support Teams

Island:

Island Mental Health Support Team

Vancouver Island Health Authority

#203 - 3939 Quadra, Victoria, BC V8X 1J5

Phone (250) 479-7005 Fax (250) 479-2275

Vancouver and Fraser:

Fraser Valley & West Coast Mental Health Support Teams

#207 - 2248 Elgin Avenue

Port Coquitlam, BC V3C 2B2

Phone (604) 777-8476 Fax (604) 461-2189

Fraser Health:

#300 - 5238 Joyce Street

Vancouver, BC V5R 6C9,

Phone (604) 660-0786 Fax (604) 660-0815

Interior:

Developmental Disability Mental Health Services,
 Interior Health Authority
 #309 - 1664 Richter Street
 Kelowna BC V1Y 8N3
 Phone (250) 860-5183 Fax (250) 860-9146

North:

Northern Mental Health Support Team
 2nd Floor, 1308 Alward Street
 Prince George, BC V2M 7B1
 Phone (250) 565-7393 Fax (250) 649-7219

OTHER HELPFUL RESOURCES**Association for Awareness & Networking Around Disordered Eating (ANAD)**

Visit www.anad.bc.ca or call 1-877-228-0877 or (604) 739-2070 for information around disordered eating including community resources, links and more. ANAD is a member agency of the BC Partners.

BC Partners for Mental Health and Addictions Information

Visit www.heretohelp.bc.ca or call 1-800-661-2121

Free evidence-based information and tools for individuals, families and professionals including toolkits, screening tools, stress management tips, facts sheets, personal stories and more.

Examples:

BC Partners Family Toolkit. This guide includes resources and tools for family members coping with a loved one who has mental health or substance use problems. This resource was prepared by the BC Schizophrenia Society for the BC Partners and provides information and tools for communication skills, problem solving, self-care and more.

BC Partners Mental Disorders Toolkit. This self-management guide was prepared by the BC Canadian Mental Health Association for the BC Partners. Tips and tools to help manage the symptoms of mental illness are emphasized including treatment plans, preventing relapses and resources for a range of mental health problems.

Wellness Modules. Strategies for basic self-care and stress management.

Fact Sheets. Basic information on common mental health and substance use topics.

Family Toolkit. Key information for family and friends.

Canadian Mental Health Association — BC Division

Visit www.cmha-bc.org or call 1-800-555-8222 or (604) 688-3234 for a wide range of resources on mental health, mental illness and substance use. Links to local CMHA branches who can offer further information and supports for individuals, families and professionals are also provided.

CMHA-BC is a member agency of the BC Partners.

Centre for Addiction and Mental Health

Visit www.camh.net for evidence based information on mental health and substance use topics including answers to frequently asked questions and select materials in multiple languages.

F.O.R.C.E. Society

Visit www.bckidsmentalhealth.org or call (604) 878-3400 for information and resources for parents of children with mental illness. F.O.R.C.E. is a member agency of the BC Partners.

PSYCHOLOGICAL TREATMENT REFERRAL SERVICES

BC Psychological Association Referral Line

Visit www.psychologists.bc.ca or call (604) 730-0522 or 1-800-730-0522 for information about private psychologists in your community who charge a fee for service.

BC Association of Clinical Counsellors

Visit www.bc-counsellors.org or call 1-800-909-6303 for information about private clinical counsellors in your community who charge a fee service.

RESOURCES FOR DEPRESSION

Mood Disorders Association (MDA)

Visit www.mdabc.ca or call (604) 873-0103 for a range of resources for individuals, families and professionals including recommended readings for patients and families, newsletters and a network of support groups throughout the province. MDA is a member agency of the BC Partners.

The Antidepressant Skills Workbook

Visit www.carmha.ca for this step-by-step guide to changing patterns that trigger depression. It gives an overview of depression and explains how it can be effectively managed according to the best available research. Translations of the original Depression Guide are available in French, Chinese and Punjabi. A workbook for teens titled: **Dealing with Depression: Antidepressant Skills for Teens** is also available.

BC Partners Depression Toolkit

Visit www.heretohelp.bc.ca or call 1-800-661-2121 for this self-management guide prepared by the BC Canadian Mental Health Association for the BC Partners. Includes information about the symptoms of mood disorders, effective treatment options, self-management skills, links to other useful resources and more.

Free Web-Based Programs

Visit www.moodgym.anu.edu.au for an evidence based self-management program for depression based on cognitive-behavioural therapy.

Recommended strategies for addressing substance use, depression, and related disorders during pregnancy and in the postpartum period are discussed in the B.C. Ministry of Health Mental Health & Addictions publication *Addressing Perinatal Depression: A Framework for BC's Health Authorities* (2006), available at: www.healthservices.gov.bc.ca/mhd/publications.html.

Depression and Bipolar Support Alliance

Visit www.dbsalliance.org for a variety of helpful resources including a series of brochures such as *Helping a Friend or Family Member with a Mood Disorder*.

RESOURCES FOR ANXIETY DISORDERS**Anxiety Disorders Association of BC (ADABC)**

Visit www.anxietybc.com or call (604) 681-3400 for a range of resources for individuals, families and professionals including recommended reading lists, information about ADABC programs, links to other useful websites and more. ADABC is a member agency of the BC Partners.

RESOURCES FOR ANXIETY DISORDERS (continued)**BC Partners Anxiety Disorders Toolkit**

Visit www.heretohelp.bc.ca or call 1-800-661-2121 for this self-management guide prepared by the Anxiety Disorders Association of BC for the BC Partners. Includes information about the symptoms of anxiety disorders, a self-test, treatment options, self-management skills and more.

Free Web-based Programs

Visit www.paniccenter.net or www.anxieties.com for evidence based self-management programs for anxiety disorders that are based on cognitive-behavioural therapy. Visit the Knowledge Network (www.knowledgenetwork.ca/takingcare/index.html) for child and youth mental health documentaries on anxiety.

RESOURCES FOR EARLY PSYCHOSIS**BC Partners Schizophrenia and Psychosis Disorders Toolkit**

Visit www.heretohelp.bc.ca or 1-800-661-2121 for this self-management guide providing the symptoms of schizophrenia, treatment options and more.

British Columbia Schizophrenia Society (BCSS)

Visit www.bcscs.org or call 1-888-888-0029 or (604) 270-7841 for a range of resources for individuals, families and professionals including *‘Early Psychosis: What Families and Friends need to Know’*. Links to a provincial wide network of family support and education groups are also provided. BCSS is a member agency of the BC Partners.

Schizophrenia Society of Canada

Visit www.schizophrenia.ca for a range of resources for individuals or families including the comprehensive and practical manual “Rays of Hope”.

Specialized Programs

Specialized Early Psychosis Intervention services are available in every health region in BC. Contact your local mental health centre for information.

Examples

Fraser South Early Psychosis Intervention Program

Visit www.earlypsychosisintervention.ca for more information and on-line resources for individuals and families. For more information about their support group for parents visit www.psychosissupport.com.

Help Overcome Psychosis Early (HOPE)

Visit www.hopevancouver.com/ for more information about this specialized early psychosis program serving Vancouver/Richmond. Check with your local mental health centre to see what special resources exist in your community.

National Canadian Mental Health Association (CMHA National)

Visit www.cmha.ca for “Family to Family” — a free newsletter for families coping with early psychosis.

Mood Disorders Association (MDA)

For families whose relative has a diagnosis of a mood disorder with psychosis the MDA organizes individual and family support groups and education across the province. *See resource listings for depression for more information.*

RESOURCES FOR SUBSTANCE USE

Centre for Addictions Research of BC (CARBC)

Visit www.carbc.uvic.ca/index.htm for information on substance use problems including effective prevention and treatment. Links to useful resources for individuals, families and professionals are listed including www.silink.ca. CARBC is a member agency of the BC Partners.

Kaiser Foundation

Visit www.kaiserfoundation.ca for a free searchable directory of resources and services for individuals and families coping with substance use problems.

BC Partners Problem Substance Use Workbook

Visit www.heretohelp.bc.ca or call 1-800-661-2121 for this self-management guide prepared by the Kaiser Foundation for the BC Partners. Includes worksheets and exercises to support recovery for individuals experiencing problems managing their substance use.

From Grief to Action

Visit www.fromgriefftoaction.org for resources for individuals, families and professionals coping with drug use. The free ‘*Coping Kit*’ for families includes strategies for living with substance users on a day-to-day basis, information about substance use and addiction, and fact sheets on various drugs and their effects.

BC Alcohol and Drug Information and Referral Service (1-800-663-1441)

Provides information and referral services for people needing assistance related to any kind of substance use disorder. Information and referrals provided on education, prevention, treatment and regulatory agencies.

Problem Gambling Help Line (1-888-795-6111)

A province-wide, toll-free, multilingual telephone information and referral service to community resources, including counseling, prevention and self-help resources. The service is for anyone who is adversely affected by their own, or another’s gambling habits.

Credit Counseling Society (1-888-527-8999)

A non-profit service offering fee credit and budget counseling, and workable strategies for reducing or eliminating debt. Services are open to anyone in Western Canada and there are no restrictions on age or income level.

PROFESSIONAL ORGANIZATIONS

BC Association of Social Workers

(604) 730-9111 or 1-800-665-4747

BC Association of Clinical Counsellors

(250) 595-4448 (Victoria) or 1-800-909-6303

BC Medical Association & BC Psychiatric Association

(604) 736-5551 or www.bcma.org

BC Psychological Association

(604) 730-0522 or www.psychologists.bc.ca

College of Pharmacists of BC

(604) 733-2440 or 1-800-663-1940 or www.bcpharmacists.org/

College of Physicians and Surgeons of BC

(604) 733-7758 or 1-800-461-3008 or www.cpsbc.ca/cps

College of Psychologists of BC

(604) 736-6164 or 1-800-665-0979 or www.collegeofpsychologists.bc.ca

Registered Nurses Association of BC

(604) 736-7331 or 1-800-565-6505 or www.crnbc.ca/

College of Registered Psychiatric Nurses of BC

(604) 931-5200 or 1-800-565-2505 or www.crpnb.ca/

PATIENT AND FAMILY SELF-CARE

Self-care, healthy life style choices and other helpful coping strategies are a basic component of effective management of mental health and substance use problems. Both patients and families can benefit when the following are explicitly built into the management plan: healthy eating, satisfying sleep, regular exercise, leisure activities, fun with friends, how to cope with negative emotion, getting social support and other general stress management techniques (e.g., muscle relaxation, yoga, meditation, etc). For more information on basic self-care, healthy life style choices and stress management tips see the BC Partners Wellness Modules and other resources at www.heretohelp.bc.ca.

ADDITIONAL SUPPORTS FOR PATIENTS AND FAMILIES

When a person is diagnosed with an anxiety disorder, depression, early psychosis or a substance use disorder it is common for everyone closely involved to experience a range of emotions including grief, guilt, anger, fear, and even relief. Often patients and families become socially isolated. It is also normal for patients and families to feel overwhelmed by the wide range of stressors they must face.

ADDITIONAL SUPPORTS FOR PATIENTS AND FAMILIES (continued)

A variety of community based resources can provide important support and coping resources for patients and families around these types of issues. Physicians should actively refer patients and families to the following types of supports as appropriate:

- non-profit mental health or substance use agencies
- local mental health centres or teams
- early psychosis programs
- evidence based self-help or support groups
- family support organizations
- other community based resources that provide high quality information and support.

For listings of these types of additional supports and community based resources see the Redbook at: www2.vpl.vancouver.bc.ca/DBs/Redbook/htmlPgs/home.html or check the local listings in your area

Families often benefit from skills training programs that include overview and practice of evidence based coping skills. For example, cognitive and behavioural strategies have been shown to be effective in managing a wide range of mental health and substance use problems including anxiety disorders, depression, substance use disorders and psychotic disorders. Physicians should attempt to refer patients and families to professionals and programs that provide training in these types of skills.

Example: Patients with anxiety disorders often experience significant reductions in anxiety symptoms after a course of gradual exposure to a feared situation. Family members who receive training in cognitive behavioural management skills can accompany the patient during early stages of exposures. Training can also help family provide effective emotional support to the patient during prescribed daily exposures.

Family members are also at risk for developing their own mental health or substance use problems or may already have undiagnosed disorders of varying severity. Family members should be screened for their own mental health or substance use problems. Patients and families can benefit significantly from connecting with other people who have had similar experiences. Consider referrals to evidence based self-management groups run by recovered consumers (e.g., Living Effectively with Anxiety & Fear program provided by Anxiety Disorders Association of BC in select communities).

It is often beneficial for physician, patient, and family to involve other expert professionals who can assist with assessment, differential diagnosis, treatment planning, general management issues, monitoring of progress, training and support for family, and education or information needs. Patients and families need to be familiar with the different types of experts. Referrals to evidence based practitioners including psychiatrists, psychologists, counsellors, psychiatric nurses and other trained experts should be made as needed.



Cross-cultural Resources

MENTAL HEALTH SERVICES AVAILABLE TO REFUGEES IN BRITISH COLUMBIA

- **Vancouver General Hospital Cross Cultural Outpatient Psychiatry Program**
 Tel: (604) 875-4115
 This program was established in 1988 and its mandate is to provide sensitive and language specific comprehensive psychiatric assessment for psychotic and non-psychotic individuals. Psychiatrists from major ethnic groups in the city provide diagnosis, recommendations for treatment and referrals to other resources in both hospital and the community.
- **Vancouver Association for the Survivors of Torture (VAST)**
 Tel: (604) 299-3539 or 1-866-393-3133 Web: www.vast-vancouver.ca
 VAST is a private, non-profitable, multicultural, association that provides support to victims of torture and their families. This resource is unique in that it provides services for refugees that include settlement counselling and health and mental health services.
- **Multicultural Mental Health Liaison Program**
 Tel: (604) 874-7626
 The goal of this program is to increase the accessibility and acceptability of mental health services to members of four target communities: South Asians (Indo-Pakistanis), Chinese, Latin Americans and First Nations. Staff provide education, consultation, service brokerage and clinical services.
- **PTSD clinic at Vancouver General Hospital**
 Tel: (604) 875-4115
- **Bridge Community Health Clinic**
 Tel: (604) 709-6540
- **Mosaic**
 Tel: (604) 254-9626
 Settlement services
- **S.O.S (Storefront Orientation Services)**
 Tel: (604) 255-4611
 Settlement services
- **MCC Refugee Office**
 Tel: (604) 325-5524
 Settlement services

ABORIGINAL HEALTH SERVICES

- **Aboriginal Health Services**
 Tel: (604) 708-5248, 200-520 West 6th Avenue Vancouver, BC

Regional resources

- **Vancouver Aboriginal Council (regional Aboriginal Resource Directory available)**
www.vac-bc.ca/default.html
- **Vancouver Native Health Society**
www.vnhs.net

Provincial resources

- **Association of BC First Nations Treatment Programs**
www.firstnationstreatment.org

ABORIGINAL HEALTH SERVICES (continued)

- **BC Aboriginal Network on Disability Society**
www.bcands.bc.ca
- **Community Health Associates of BC**
www.cha-bc.org
- **A Guide to Aboriginal Organizations and Services in BC**
www.mcaaws.gov.bc.ca/aboriginal_dir/aboriginal_guide.pdf
- **Ministry of Health Planning, Office of the Special Advisor on Aboriginal Health**
www.healthservices.gov.bc.ca/aboriginal
- **Provincial Health Officer Report 2001 Feature Report**
The Health and Well-being of Aboriginal People in BC
www.healthplanning.gov.bc.ca/pho/pdf/phoannual2001.pdf
- **The Red Road: Pathways to Wholeness. An Aboriginal Strategy for HIV and AIDS in BC**
www.healthservices.gov.bc.ca/cpa/publications/red-road.pdf

Federal resources

- **Government of Canada, Aboriginal Canada Portal**
www.aboriginalcanada.gc.ca/abdt/interface/interface2.nsf/
- **A Guide to Federal Initiatives for Urban Aboriginal People**
www.pco-bcp.gc.ca/docs/Publications/aborguide/cover_e.htm
- **Health Canada, First Nations and Inuit Health Branch**
(on-reserve First Nations health services)
www.hc-sc.gc.ca/fnihb/
- **Health Canada, First Nations and Inuit Health Branch, Non-Insured Health Benefits** (available for Status First Nations on and off reserve)
www.hc-sc.gc.ca/fnihb/nihb/
- **National Aboriginal Health Organization**
www.naho.ca/english/

MULTICULTURAL SERVICES

- **Broadway Youth Resource Centre**
Tel: (604) 709-5724
Counselling for youth and their families.
- **Family Services of Greater Vancouver**
Tel: (604) 874-2938
Provides individual and family counselling; services for children affected by family violence and sexual abuse, alcohol and drugs day treatment program
- **Hispanic Community Centre Society**
Tel: (604) 872-4431
Legal Clinic, employment services, ESL classes, translation and interpretation services
- **Multicultural Family Centre**
Tel: (604) 254-6468
Conversation classes, seniors group, etc
- **Multicultural Family Support Services**
Tel: (604) 436-1025
Services for women faced with domestic violence.

MULTICULTURAL SERVICES (continued)

- **Project Parent**
Tel: (604) 875-0387
Services to improve parenting skills
- **South Vancouver Neighbourhood House**
Tel: (604) 324-6212
Groups for women, ESL classes and crafts.
- **Watari**
Tel: (604) 293-7914
Alcohol and drug counselling services.

MENTAL HEALTH RESOURCES FOR THE CHINESE COMMUNITY

- **BC Psychological Association**
Tel: (604) 730-0522
www.psychologists.bc.ca
- **CHIMO Crisis Services**
Tel: (604) 279-7077
Services for Richmond residents over 13 in suicidal crisis
- **CMHA-MDA Mandarin Emotional Health Support Group**
Tel: (604) 872-4902
175 West Broadway, Vancouver
- **The Canadian Chinese Autism Association of BC**
Tel: (604) 649-2810
Neurological Centre, 2805 Kingsway, Vancouver
- **Cantonese Mutual Sharing and Support Group of Family Members who have relatives with Schizophrenia**
Tel: (604) 251-2264 or (604) 253-5353
2610 Victoria Drive, Vancouver
- **Chinese Hope Line, Taiwanese Canadian Cultural Society**
- **Chinese Mental Health Promotion Program, Canadian Mental Health Association, Vancouver-Burnaby Branch**
Tel: (604) 872-4902
175 West Broadway, Vancouver
- **Chinese Speaking Single Mother's Group, Richmond Women's Resource Centre**
Tel: (604) 279-7060
- **Chinese Support Group for Women and Families who are facing family violence, Vancouver and Lower Mainland Multicultural Family Support Services Society**
Tel: (604) 436-1025
- **MDA Cantonese-speaking Support Group**
Tel: (604) 232-4025
5836 Fraser St. Vancouver
- **Mandarin Family Psycho-Education and Support Group for Family Members who have relatives with mental illness**
Tel: (604) 251-2264 or (604) 253-5353
2610 Victoria Drive, Vancouver
- **SUCCESS's Chinese Help Lines**
Tel: (604) 270-8222 or (604) 270-8233

MENTAL HEALTH RESOURCES FOR THE CHINESE COMMUNITY (continued)

■ **SUCCESS’s Family and Young Counselling Services**

Tel: (604) 408-7266

MENTAL HEALTH SERVICES FOR GAY, LESBIAN, BISEXUAL, AND TRANSGENDERED INDIVIDUALS

■ **Bute Street Clinic at The Centre**

Tel: (604) 660-7949, 1170 Bute Street, Vancouver, BC
HIV/STD outreach clinic for the lesbian and gay communities. Free, confidential testing. Hep A & B immunization, and STD treatments. Needle exchange. Weekdays, 11 am – 6:30 pm.

■ **Gay & Lesbian Centre Vancouver Counselling & Information**

Tel: (604) 684-6869

■ **Three Bridges Community Health Centre**

Tel: (604) 736-9844, 1292 Hornby Street, Vancouver, BC
Provides full health care services including **Pride Health Services** [(604) 633-4201] offers confidential health services for lesbian, gay, bisexual, and transgendered individuals; drop-in hours are 3 pm to 6 pm Thursdays. Serves the City Centre Community Health Area, which includes the West End, Yaletown, Downtown Vancouver Business District, Downtown South, False Creek, Kitsilano, Fairview Slopes, and South Granville.

The centre also houses **Boys R Us** [(604) 633-4200], a drop-in centre for male and transgendered sex trade workers in Vancouver, particularly the downtown south area. Open 7 pm to 9 pm Tuesday to Thursday, offers a safe and confidential place for connecting with others, including social activities such as dinner and movies. Helps individuals access resources such as health care, housing, and other community services. A joint project of VCHA and AIDS Vancouver.

■ **The Centre for Lesbian, Gay, or Lesbian, Gay, Bisexual and Transgendered – Gab Youth Services**

Tel: (604) 684-6869, 1170 Bute Street, Vancouver, BC
Drop-in for lesbian, gay, bisexual and transgendered youth.

■ **St. Paul’s Domestic Violence Intervention Program (pgr)**

Tel: (604) 645-1714

■ **Vancouver Women’s Health Collective**

(www.womenshealthcollective.ca)

Tel: (604) 736-5262, 1 - 175 East 15th Avenue, Vancouver, BC
email: vwhc@vcn.bc.ca

Provides information, resources and other support for women to empower themselves to take charge of their own health care.

■ **Youthquest! Lesbian and Gay Youth Society of BC**

Tel: (604) 944-6293 or (604) 460-9115 (Pitt Meadows BC) www.youthquest.bc.ca

Provides support, advocacy, peer counselling, referrals and telephone support to lesbian, gay, bisexual and transgendered youth up to 21 years of age.

Drop-in programs are available in the Lower Mainland and educational outreach to youth service providers.