

North Shore Chronic Disease Programs and Services Directory 2012-2013



Prepared by
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Population Health & Chronic Disease Services

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Online copies available at *North Shore Community Resources* website:
<http://www.nscr.bc.ca/information/caregiver/NSChronic.pdf>

How to Use this Referral Booklet

Designed for clinicians and social service providers, this booklet provides information on programs and services relevant to North Shore clients living with chronic conditions. Entries in the Table of Contents are organized in body/mind categories (e.g. cardiology, endocrinology, mental health, etc) as well as social determinants of health categories (e.g. food, housing, transportation, etc).

Each entry lists all the necessary information to make a referral including contact information, location of service and hours of operation. Additional information is also available on **Program Team, Mandate, Program Costs and Program/Service**. Consult the **Clients Served** and **Referral** sections to determine if a client is eligible for a program and if a special referral is needed. North Vancouver Recreation Commission and West Vancouver Parks & Community Services will consider the financial status of applicants in regards to fees.

A **Related Services** section has been added to select entries. In this section, clinicians and other providers will find a list of related programs that could benefit a client with a particular chronic condition. If available, interpretation and/or other cultural services are listed under **Language Services**.

Updated every two years, this Referral Booklet is the clinical companion to the report titled **Chronic Disease Management Inventory of North Shore Program and Services**, which includes an overview of relevant literature in chronic disease management as well as a profile of chronic diseases on the North Shore. For an electronic copy of the report contact nscds@vch.ca

For an up-to-date electronic copy of the **North Shore Chronic Disease Programs and Services Directory**, please visit the **North Shore Community Resources** website (www.nscr.bc.ca) listed under "Directories".

Some private, for-profit businesses are included in this directory for your convenience. Vancouver Coastal Health does not endorse service providers listed in the directory; they are included for information purposes only. We recommend 'due diligence' before choosing a service provider.

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Active Living

Adapted Fitness

Website	www.northvanrec.com
Organization	North Vancouver Recreation Commission
Contact	n/a
Phone	604-983-6534
Fax	n/a
Location of Service	William Griffin Community Recreation Centre, North Vancouver
Hours	Call for details or check the <i>North Vancouver Recreation Commission Program Guide</i> .
Program Team	n/a
Mandate	A registered program with drop-in option.
Clients Served	People with mobility, coordination, strength and flexibility limitations due to disability, chronic illness, stroke or injury.
Referral	Call for details.
Program Cost	Fee for service.
Program/Service	Classes consist of self-paced chair and water exercises.
Language Service	None.
Related Services	
Comments	

Active Living

Aquafit

Website	www.northvanrec.com
Organization	North Vancouver Recreation Commission.
Contact	n/a
Phone	604-983-6553
Fax	n/a
Location of Service	Karen Magnussen Pool, North Vancouver Harry Jerome Pool, North Vancouver Ron Andrews Pool, North Vancouver William Griffin Pool, North Vancouver
Hours	Call for details or check the <i>North Vancouver Recreation Commission Program Guide</i> .
Program Team Mandate	n/a Pool-based total workout with minimal impact and joint stress.
Clients Served	All individuals at all levels.
Referral	Self and family referrals accepted.
Program Cost	Fee for service
Program/Service	Levels 1 – 3: <ul style="list-style-type: none">• Mild to advanced.
Language Service	None.
Related Services	
Comments	

Active Living

Body Exchange Plus+ Size / Beginner Health & Fitness

Website	www.bodyexchange.ca
Organization	The Body Exchange Health and Fitness
Contact	Owner / Program Director
Phone	604-785-7018
Fax	No fax. Email: info@bodyexchange.ca
Location of Service	117 East 1 st Street, North Vancouver BC
Hours	Designated hours dependant on program choice. (See website)
Program Team	Certified Personal Trainers, registered with the British Columbia Recreation and Parks Association. Our team of trainers is selected to work with beginner clients.
Mandate	Provide “Fearless Fitness” at any size. For the plus size and beginner populations to get started without intimidation. Cardio and strength training at a beginner level. The Body Exchange also offers monthly adventures to get people out and living.
Clients Served	We serve hundreds of clients at four locations in North Vancouver, Burnaby, Vancouver and Surrey.
Referral	Self referral.
Program Cost	\$160.00 per month, 2 days per week (Month Pass) \$180.00 per month, 3 days per week (Month Pass)
Program/Service	Beginner Boot Camp style programs, cardio, strength training & flexibility. Program includes: <ul style="list-style-type: none">• Nutrition• Monthly adventure outings• Goal setting with <i>unlimited online support</i> outside of the classes• Personal Training (one-on-one) and Yoga.
Language Service	English
Related Services	
Comments	

Active Living

Fitness on the Go

Website	www.fitnessonthego.ca
Organization	Fitness on the Go
Contact	General Manager
Phone	604-638-2348
Fax	n/a
Location of Service	In-home service.
Hours	Call to book an appointment.
Program Team Mandate	Certified Personal Trainers, Kinesiologists. Offer personalized in-home one-on-one training. Provide a program that will help you reach or exceed your fitness goals.
Clients Served	Clients at all fitness levels.
Referral	Self-referral or referral by health care professionals.
Program Cost	Fee for service. Rates vary from \$38 - \$57 per session. See website for program choice and price chart.
Program/Service	<p>In-home personalized training designed for your needs; you choose the time that works for you. Space requirement is a 6ft by 6ft of space and 50-55 minutes of your time for a solid workout. We provide:</p> <ul style="list-style-type: none">• All the equipment; mats, swiss balls, dumbbells, medicine balls, elastics, skip ropes• Online software through our website where you can communicate with your trainer <p>Upon completion, we hope we will have instilled. The goal is to motivate and educate to keep you training independently.</p>
Language Service	None.
Related Services	
Comments	All trainers are insured.

Active Living

North Shore Keep Well Society

Website	n/a
Organization	North Shore Keep Well Society
Contact	Capilano Community Services Society
Phone	604-988-7115
Fax	n/a
Location of Service	8 locations in North & West Vancouver: <ul style="list-style-type: none"> • North Shore Neighbourhood House • Delbrook RecCentre (South Bldg) • Parkgate Community Centre • John Braithwaite Community Centre: • Silver Harbour Centre • West Vancouver Seniors' Activity Centre • Kiwanis Lynn Manor & NSNH • Gleneagles Community Centre
Hours	Call for details.
Program Team	n/a
Mandate	Provide a free drop-in wellness program for older adults.
Clients Served	Older adults who reside on the North Shore.
Referral	Self and family referrals accepted.
Program Cost	\$2.00 annual membership.
Program/Service	Activities include: <ul style="list-style-type: none"> • Mild exercise (aerobic & chair) • Guest speaker • Workshops • Social events • Group discussions “Hands-on” Program includes: <ul style="list-style-type: none"> • Blood pressure checks • Health coaching • Massage of shoulders, hands, feet • Nutrition • Pharmacy consultations • Weight checks
Language Service	Support for Farsi-speaking participants at the John Braithwaite site.
Related Services	
Comments	

Active Living

North Vancouver Recreation Commission

Website	www.northvanrec.com
Organization	North Vancouver Recreation Commission
Contact	n/a
Phone	604-987-7529 (Main #) 604-983-6388 (Registration #)
Fax	n/a
Location of Service	Various facilities throughout North Vancouver.
Hours	Call for details or see <i>North Vancouver Recreation Commission Program Guide</i> .
Program Team Mandate	n/a Provide recreation services in the City and District of North Vancouver.
Clients Served	All individuals, all ages, all levels.
Referral	Self and family referrals accepted.
Program Cost	Fee for service.
Program/Service	Services include: <ul style="list-style-type: none">• Recreation facilities• Programs• Park & field allocation Programs are designed for kids, youth, family, adults, and adults 55+ years of age. Programs offer: <ul style="list-style-type: none">• Health & lifestyle management• Specialty services and programs• Mind, Body, Fitness programs (e.g. yoga, tai chi, stress reduction) See website or program guide for further details.
Language Service	None.
Related Services	
Comments	

Active Living

Tai Chi

Website	www.northvanrec.com
Organization	North Vancouver Recreation Commission
Contact	n/a
Phone	Call your local recCentre for details or North Vancouver Rec. Commission; 604-987-7529 (Main #)
Fax	n/a
Location of Service	Various facilities throughout North Vancouver.
Hours	Call for details or check the <i>North Vancouver Recreation Commission Program Guide</i> .
Program Team Mandate	n/a Provide a gentle form of exercise, particularly suited for seniors. Promote well being and longevity.
Clients Served	Older adults of all abilities, with or without chronic conditions.
Referral	Self and family referrals accepted.
Program Cost	Fee for service.
Program/Service	Tai Chi movements are slow and relaxed to integrate mind, body and spirit. Specifically beneficial for conditions such as: <ul style="list-style-type: none">• Chronic pain• Osteoporosis• Arthritis• Sleep disorders
Language Service	None.
Related Services	
Comments	

Active Living

Therapeutic Yoga & Ball

Website	www.westvancouver.ca
Organization	District of West Vancouver
Contact	n/a
Phone	604-925-7270
Fax	n/a
Location of Service	West Community Health Centre, West Vancouver
Hours	Call for details.
Program Team	Registered Physiotherapists
Mandate	Focus on strength, flexibility, balance and movement patterns.
Clients Served	Clients with exercise limitations who want to manage pain, musculoskeletal or balance issues, neurological challenges.
Referral	None.
Program Cost	Fee for service.
Program/Service	<p>This class is for people with exercise limitations who want to manage pain, musculoskeletal or balance issues, or have neurological challenges. It is ideal for those recovering from injury, surgery, chemotherapy, or living with chronic illness.</p> <p>Program includes:</p> <ul style="list-style-type: none">• Balance & movement exercises• Laughter yoga• Meditative techniques & guided imagery (to boost the immune response and improve well-being).
Language Service	Call for details.
Related Services	
Comments	

Active Living

West Vancouver Community Services

Website	www.westvancouver.ca
Organization	District of West Vancouver
Contact	n/a
Phone	604-925-7270
Fax	n/a
Location of Service	Call for information or see program guide.
Hours	Call for details.
Program Team	n/a
Mandate	Operate facilities and offer programs for recreation and leisure pursuits that enhance personal health, quality of life, family relationships, and the growth and development of all West Vancouver's residents.
Clients Served	West Vancouver residents of all ages.
Referral	Self and family referrals accepted.
Program Cost	See program guide for details.
Program/Service	Programs and activities designed for kids, youth, family, adults and adults 55+. See program guide for complete details.
Language Service	None.
Related Services	
Comments	

Assistive Devices & Medical Equipment

Aids to Independent Living Program

Website	www.redcross.ca
Organization	Canadian Red Cross Society
Contact	n/a
Phone	604-709-6600, Ext. 633, 634, or 632
Fax	n/a
Location of Service	3400 Lake City Way, Burnaby (Regional Office)
Hours	Monday to Friday; 8:30am – 4:30pm
Program Team	n/a
Mandate	Lend equipment on long-term basis.
Clients Served	Low income seniors residing in lower mainland region requiring assistive devices.
Referral	Physician or other health care professional.
Program Cost	By donation
Program/Service	Equipment: <ul style="list-style-type: none">• Assistive devices• Larger items (e.g. power wheelchairs, scooters, lifts) Equipment can be delivered by program technicians. In some cases, a health professional is required to be present for installation and trial. Call for further details.
Language Service	None.
Related Services	
Comments	

Assistive Devices & Medical Equipment

Health Equipment Loan Program

Website	www.capservices.ca
Organization	Capilano Community Services Society & Canadian Red Cross Society
Contact	n/a
Phone	604-988-7115
Fax	n/a
Location of Service	Delbrook Community Centre, North Building 600 West Queen's Rd, North Vancouver
Hours	Monday to Friday; 9:00am – 4:00pm
Program Team Mandate	n/a Volunteer-run program that lends basic medical equipment for periods of up to three months.
Clients Served	North Shore residents recovering from illness, injury or surgery and/or those with a short-term need for basic equipment.
Referral	All health care providers. State type and/or size of equipment required.
Program Cost	By donation.
Program/Service	Equipment: <ul style="list-style-type: none"> • Medical equipment (e.g. wheelchairs etc) • Call ahead to confirm availability
Language Service	None.
Related Services	
Comments	Partnership between Capilano Community Services Society and Canadian Red Cross Society.

Cardiovascular System

Cardiac Home Follow-up Program (CHFUP)

Website	n/a
Organization	Vancouver Coastal Health
Contact	n/a
Phone	604-984-5933
Fax	n/a
Location of Service	Lions Gate Hospital – 2 West North Vancouver
Hours	Monday to Friday; 8:00 am – 4:00 pm
Program Team	RN.
Mandate	Provide home follow-up to clients after acute hospitalization from a Myocardial Infarction.
Clients Served	Clients with coronary artery disease. Coronary bypass clients on wards also followed.
Referral	All post-MI patients routinely referred.
Program Cost	No fee for service.
Program/Service	<p>Pre-discharge:</p> <ul style="list-style-type: none"> • Client/family education session (2-hour) <p>Follow-up:</p> <ul style="list-style-type: none"> • 1:1 home visit from RN (3-4 days post discharge) <p>Additional teaching:</p> <ul style="list-style-type: none"> • 4 education sessions (1.5-2 hrs) • Subsequent sessions (1 hr) <p>Health Heart, Heart to Heart class:</p> <ul style="list-style-type: none"> • Every Wed. morning <p>Caregivers encouraged to attend.</p>
Language Service	None.
Related Services	<p>Client with cardiac conditions may also benefit from:</p> <ul style="list-style-type: none"> • Bounce Back – Mental Health • Cardiac Rehab/Cardio-Metabolic Program • Chronic Disease Self-Management Program • Healthy Heart Cardiac Program • Nutritional Counseling Program • Tobacco Cessation
Comments	

Cardiovascular System

Cardiac Rehab Program/Cardio-Metabolic Program

Website	www.vancouverhearthealth.com
Organization Contact	North Vancouver Recreation Commission & Vancouver Coastal Health Health & Lifestyle Consultant/Cardiac & Diabetes North Vancouver Recreation Commission
Phone	604-904-0810
Fax	604-904-0812
Location of Service	Phase I/II; Lions Gate Hospital - Medical Day Centre Gym Phase III/IV; Various facilities throughout North Vancouver
Hours	For all Phases, call for details or see North Vancouver Recreation Commission's Program Guide.
Program Team	Medical Director (Internal Medicine), Cardiac Nurse, Certified Exercise Specialist, OT, Cardiac Rehab Fitness instructors.
Mandate	Reduce morbidity, mortality, and disability from cardiovascular disease through education, prevention, rehabilitation, and aggressive disease management. Emphasis on chronic disease management principles and client education to develop a self-management approach to preventative care.
Clients Served	Clients with diagnosed heart condition or MI.
Referral	Physician referral.
Program Cost	Fee for service.
Program/Service	Phase I & II: <ul style="list-style-type: none"> • Beginner level • Hospital-based instruction Cardiac Rehab Phase III & IV: <ul style="list-style-type: none"> • For stable cardiac clients • Group fitness classes combined with resistance training Ongoing Evening Presentations: <ul style="list-style-type: none"> • By Dr. McLeod, or exercise specialist, or OT • Topics related to cardio-metabolic functioning (e.g. risk factors, physiology, lifestyle and behavior change)
Language Service Related Services	None. Client with cardiac conditions may also benefit from: <ul style="list-style-type: none"> • Bounce Back – Mental Health • Chronic Disease Self-Management Program • Healthy Heart Cardiac Program • Nutritional Counseling Program • Tobacco Cessation
Comments	Partnership between Vancouver Coastal Health and North Vancouver Recreation Commission. Download "Chronic Disease Services Referral" form (EF.850.N67) online @ http://vch.eduhealth.ca

Cardiovascular System

Energizers – Cardiac Risk Factors

Website	www.northvanrec.com
Organization	North Vancouver Recreation Commission
Contact	n/a
Phone	604-983-6327
Fax	n/a
Location of Service	Delbrook Community Recreation Centre, North Vancouver.
Hours	Call for details or check the <i>North Vancouver Recreation Commission Program Guide</i> .
Program Team	Group exercise leader
Mandate	A fitness class to support individuals with cardiac risk factors.
Clients Served	<p>A mild intensity group fitness program for individuals who have a history of cardiac disease or who wish to take a preventative approach given their risk factors for a cardiac event.</p> <ul style="list-style-type: none">• No supervision provided by an exercise specialist.
Referral	None
Program Cost	Part of fitness membership. Drop in option available for non members.
Program/Service	A mild intensity group fitness class.
Language Service	None.
Related Services	
Comments	

Cardiovascular System

Healthy Heart Cardiac Program

Website	www.westvancouver.ca
Organization	District of West Vancouver
Contact	Health & Wellness Program Coordinator
Phone	604-925-7231
Fax	n/a
Location of Service	West Vancouver Aquatic Centre, West Vancouver
Hours	Call for details.
Program Team Mandate	BCRPA Registered Personal Trainer & Healthy Heart Specialist. Rehabilitation class.
Clients Served	Clients who are post-myocardial infarction, recently undergone heart surgery and for clients who have completed Lions Gate Hospital program.
Referral	Physician. Require "Healthy Heart" consultation for assessment.
Program Cost	\$35 fee for consultation.
Program/Service	n/a
Language Service	None.
Related Services	Client with cardiac conditions may also benefit from: <ul style="list-style-type: none">• Bounce Back – Mental Health• Cardiac Rehab/Cardio-Metabolic Program• Chronic Disease Self-Management Program• Healthy Heart Cardiac Program• Nutritional Counseling Program• Tobacco Cessation
Comments	

Cardiovascular System

Healthy Heart Society of BC

Website	www.healthyheart.bc.ca
Organization	Healthy Heart Society of BC
Contact	n/a
Phone	604-742-1772
Fax	604-742-1773
Location of Service	260 – 1401 West 8 th Ave, Vancouver
Hours	Monday through Friday; 9:00am to 5:00pm
Program Team	n/a
Mandate	Provide knowledge and support for improved prevention and management of chronic conditions. Encourage lifestyle and health system change by promoting and cultivating evidence-based practice and building capacity to turn ideas into actions. The primary, but not only, focus of our work is cardiovascular disease.
Clients Served	Health professionals and community champions interested in building community capacity to prevent heart disease and other chronic conditions by promoting a healthy lifestyle.
Referral	n/a
Program Cost	n/a
Program/Service	<p>Specific programs:</p> <ul style="list-style-type: none"> • Hearts@work – community-based heart health literacy campaign and screening program. Identifies individuals at high risk for cardiovascular disease, diabetes and other lifestyle-related chronic conditions. Focuses on prevention through risk factor screening, targeted education and counseling. • Hearts-in-training – this initiative combines two award-winning programs: hearts@work with SportMedBC's In Training walk/run clinics. Participants are screened before and after a 3-month evidence-based physical activity program • Hearts@school – brings together health, education and recreation sectors to help students and their families learn about healthy lifestyle choices. • Tobacco Intervention – supports healthcare providers in improving delivery of evidence-based clinical interventions that lower the prevalence of smoking in BC • The Heart Manual – a home-based self-management cardiac rehabilitation program to be facilitated by a trained health professional.
Language Service	Some materials available in Chinese and Punjabi. Some materials targeted to be culturally appropriate for Aboriginal communities.
Related Services	Bounce Back, Cardiac/Rehab Metabolic Program, CD Self-Management Programs
Comments	

Cardiovascular System

Heart and Stroke Foundation of BC & Yukon

Website	www.heartandstroke.ca
Organization	Heart and Stroke Foundation of BC & Yukon
Contact	Area Administrator
Phone	604-983-8492
Fax	n/a
Location of Service	400 – 935 Marine Drive, Capilano Mall, North Vancouver
Hours	Monday to Friday; 9:00am – 4:00pm
Program Team	n/a
Mandate	Provide information on improved understanding, prevention, and treatment of heart disease and stroke. Open to serve the North Shore, Burnaby, Howe Sound and Sunshine Coast areas.
Clients Served	Clients who suffer from heart disease or those at risk of a heart disease condition.
Referral	Self and family referrals accepted.
Program Cost	No fee for most resources.
Program/Service	Heart and Stroke Info Line (trained volunteers): <ul style="list-style-type: none"> • 1-888-473-4636; Monday – Friday; 9:00am – 5pm Provide resources: <ul style="list-style-type: none"> • Educational Resource Catalogue • Recovery Road (an interactive/informative resource available to cardiac clients/their families through their healthcare professional) • Heartline (newsletter for heart health) • Heart to Heart (community-based education and support) • Let's Talk About Stroke (interactive resource for people and family members dealing with effects of a stroke) • Strokeline Newsletter • Understanding Transient Ischemic Attack (workbook for TIA clients to prevent full-blown stroke) • Patient Caregiver Message Board
Language Service	On website see Multilingual Resource Section for resources including: <ul style="list-style-type: none"> • Afro-Canadians, First Nations, Inuit & Metis, Chinese, South Asian and Farsi-speaking Canadians.
Related Services	Bounce Back, Cardiac/Rehab Metabolic Program, CD Self-Management Programs
Comments	

Cardiovascular System

Hearts in Motion Walking Group

Website	www.heartandstroke.ca
Organization	Heart and Stroke Foundation of BC & Yukon
Contact	n/a
Phone	604-983-8492
Fax	n/a
Location of Service	Capilano Mall Walking Club, North Vancouver Parkgate Shopping Centre Walking Club, North Vancouver Caulfield Village, West Vancouver Park Royal Mall, West Vancouver
Hours	Call for details.
Program Team	n/a
Mandate	Encourage people to participate in regular physical activity by walking.
Clients Served	Individuals who have or are at risk of cardiovascular disease.
Referral	Self and family referrals accepted.
Program Cost	No fee for service.
Program/Service	Walking clubs: 604-983-9976 (North Vancouver – Capilano & Parkgate) 604-922-3999 (West Vancouver – Caulfield Village) 604-988-8563 (West Vancouver – Park Royal)
Language Service	None.
Related Services	Client with cardiac conditions may also benefit from: <ul style="list-style-type: none">• Bounce Back – Mental Health• Cardiac Rehab/Cardio-Metabolic Program• Chronic Disease Self-Management Program• Healthy Heart Cardiac Program• Nutritional Counseling Program• Tobacco Cessation
Comments	

Digestive System

Canadian Liver Foundation – Greater Vancouver Chapter

Website	www.liver.ca
Organization	Canadian Liver Foundation
Contact	Health Promotions Coordinator
Phone	604-707-6430
Fax	n/a
Location of Service	109 – 828 8 th Ave W., Vancouver
Hours	Monday to Friday; 9:00am – 5:00 pm
Program Team	n/a
Mandate	Promote liver health through programs and publications; reduce the impact and incidence of liver disease through research and education; provide support through “Living with Liver Disease”, and other programs.
Clients Served	Adults and children with liver diseases.
Referral	Self and family referrals accepted.
Program Cost	No fee for service.
Program/Service	“Confidential” Helpline: <ul style="list-style-type: none">• 1-800-856-7266 or lower mainland 604-707-6430 Annual Workshop: <ul style="list-style-type: none">• Living with Liver Disease/Health (call for information) Information Resource Centre: <ul style="list-style-type: none">• Library, print materials mailed to your doorstep, email requests for information
Language Service	None.
Related Services	Client with chronic liver conditions may also benefit from: <ul style="list-style-type: none">• Bounce Back – Mental Health• Chronic Disease Self-Management Program• North Shore Liver Service• Nutritional Counseling Program• Tobacco Cessation
Comments	

Digestive System

North Shore Liver Service

Website	TBA
Organization	Vancouver Coastal Health
Contact	Program Nurse
Phone	604-983-6709
Fax	604-983-6883
Location of Service	Central Community Health Centre 6 th Floor, 132 West Esplanade North Vancouver
Hours	Monday-Friday; 8:30am – 5:00 pm By appointment only.
Program Team Mandate	Public Health Nurse/Communicable Disease Control. Provide disease and preventative education for people affected by viral hepatitis and their family members. Provide treatment assessment, education and care management services for persons with HCV and HBV undergoing the pharmaceutical treatment program. Function as a specialized viral hepatitis resource and educator for healthcare workers and the community.
Clients Served	Clients diagnosed with Hepatitis B or Hepatitis C at any stage of their process. Specialist-referred clients for pharmaceutical treatment aimed to eradicate their HCV infection or control their HBV infection.
Referral	Physician and self referrals accepted for education and advocacy. Gastroenterologist referral required for Pharmaceutical treatment program.
Program Cost	No fee for service.
Program/Service	1:1 education/treatment including: <ul style="list-style-type: none"> • Disease education, treatment-specific education • Treatment management • Self management of chronic disease; healthy living, addictions, whole body wellness • Advocacy and support; address concerns for personal/social relationships • Referrals to other multidisciplinary services as needed
Language Service Related Services	None. Client with chronic liver conditions may also benefit from: <ul style="list-style-type: none"> • Bounce Back – Mental Health • Chronic Disease Self-Management Program • North Shore Liver Service • Nutritional Counseling Program • Tobacco Cessation
Comments	

Endocrine System

Canadian Diabetes Association – Vancouver Coastal Regional Office

Website	www.diabetes.ca
Organization	Canadian Diabetes Association
Contact	n/a
Phone	604-732-1331
Fax	n/a
Location of Service	360 – 1385 8 th Ave W, Vancouver
Hours	Monday to Friday; 9:00am – 5:00pm
Program Team	n/a
Mandate	Support people affected by diabetes by providing information, support and referrals if required.
Clients Served	Children and adults with diabetes and their caregivers.
Referral	Self and family referrals accepted.
Program Cost	Some resources free of charge. Other programs have fees for service.
Program/Service	<p>Offer a variety of online resources. Programs are offered throughout the Community such as:</p> <ul style="list-style-type: none"> • Cooking For Life! • Learning Series – presentations by volunteers • Expo Series – talks by professionals • Workshops – designed for specific groups <p>National Helplines:</p> <ul style="list-style-type: none"> • 1-800-226-8464 (English/French) • 1-888-666-8586 (Chinese)
Language Service	Resources available in various languages. See website for details.
Related Services	<p>Client with Diabetes may also benefit from:</p> <ul style="list-style-type: none"> • Bounce Back – Mental Health • Chronic Disease Self-Management Program • Diabetes Education Centre • Diabetes Fitness Program • Foot Care Program • Tobacco Cessation
Comments	No Support Groups or “Cooking For Life!” programs currently operating on the North Shore.

Endocrine System

Diabetes Education Centre

Website Organization Contact Phone	Vancouver Coastal Health Reception 604-984-5752 Email: nscds@vch.ca
Fax	604-904-6172
Location of Service Hours	West Vancouver Community Health Centre Monday to Friday; 8:00am – 4:00pm
Program Team	Diabetes Nurse Clinicians, Clinical Dietitians, Endocrinologists, Pharmacist, Exercise and Lifestyle Consultant.
Mandate	To assist individuals self-manage their condition by providing assessment, education and treatment.
Clients Served	People of all ages with diabetes, pre-diabetes, gestational diabetes or insulin resistance.
Referral	Physician and health care professionals. Self referral for follow-up.
Program Cost	Some fees may apply.
Program/Service	Group education (offered in English & Farsi): <ul style="list-style-type: none">• Newly diagnosed Type 2• Newly diagnosed Pre-diabetes• Farsi Group (Interpreter provided)• Carbohydrate Counting/Insulin Adjusting• Update Type 2• Monthly Drop-in Education Sessions (various topics and dates) Clinics: <ul style="list-style-type: none">• Adult Diabetes• Diabetes and Pregnancy• Pediatric Program• Medical Group Visits – Local GP Practices offer interdisciplinary group visits to their patients Individual appointments: <ul style="list-style-type: none">• Pre-diabetes & type 2 clients not suitable for group education• Type 1 adult diabetes
Language Service Related Services	Interpreters available with notice. Farsi Group Education offered. <ul style="list-style-type: none">• Bounce Back Program – Reclaim Your Life - Mental Health• Chronic Disease Self-Management Program• Cardiac Rehab Program/Cardio-Metabolic Program• Foot Care Program• Tobacco Cessation; Tobacco Reduction and Control
Comments	This program is part of VCH-North Shore Chronic Disease Services. Questions or comments can be emailed to nscds@vch.ca Download “Chronic Disease Services Referral” form (EF.850.N67) online @ http://vch.eduhealth.ca

Endocrine System

Diabetes Cardio Metabolic Fitness

Website	www.northvanrec.com
Organization	North Vancouver Recreation Commission
Contact	Health & Lifestyle Consultant, Cardiac/Diabetes Exercise
Phone	604-983-6423
Fax	n/a
Location of Service	John Braithwaite Community Centre, North Vancouver
Hours	Call for details or check the <i>North Vancouver Recreation Commission Program Guide</i> .
Program Team	n/a
Mandate	Diabetes fitness classes with a focus on weight loss, decrease need for insulin, lower cholesterol and prevent complications.
Clients Served	Clients who have diabetes.
Referral	Physician or other health care professionals.
Program Cost	Fee for service.
Program/Service	Fitness classes using gentle exercise
Language Service	None.
Related Services	Clients with Diabetes may also benefit from: <ul style="list-style-type: none">• Bounce Back – Reclaim Your Life - Mental Health• Chronic Disease Self-Management Program• Diabetes Education Centre• Foot Care Program• Tobacco Cessation; Tobacco Reduction & Control
Comments	

Endocrine System

Foot Care Program

Website Organization Contact Phone Fax	Vancouver Coastal Health Reception 605-984-5752 604-904-6172
Location of Service Hours	West Vancouver Community Health Centre Wednesday/Thursday; 8:00am – 3:00pm
Program Team Mandate	Registered Foot Nurse, Occupational Therapist. Clients educated in self-care management to maintain healthy feet. Team provides assessment, education, prevention, treatment and support to clients with a focus on prevention of wounds/foot ulcers and lower-extremity amputations.
Clients Served	Clients with diabetes or any other clients who require foot care.
Referral Program Cost	Physician or other health care providers. Fee for service.
Program/Service	New client visit: <ul style="list-style-type: none"> • 45 min individual appointments with both an RN and OT • Includes assessment, treatment, education & recommendations (daily foot care plan & products) • Foot wear/orthotics assessed • Referrals for other health-related issues identified Follow-up visit: <ul style="list-style-type: none"> • As required Total Foot Assessment: <ul style="list-style-type: none"> • As required
Language Service Related Services	Interpreter available with notice. Client with Diabetes may also benefit from: <ul style="list-style-type: none"> • Bounce Back – Mental Health • Chronic Disease Self-Management Program • Diabetes Education Centre • Diabetes Fitness Program • Tobacco Cessation
Comments	This program is part of VCH-North Shore Chronic Disease Services. Questions or comments can be emailed to nscds@vch.ca Download “Chronic Disease Services Referral” form (EF.850.N67) online @ http://vch.eduhealth.ca

Endocrine System

National Aboriginal Diabetes Association – Head Office

Website	www.nada.ca
Organization	National Aboriginal Diabetes Association
Contact	Executive Director
Phone	1-877-232-NADA (6232)
Fax	n/a
Location of Service	174 Hargrave St, Winnipeg, Manitoba
Hours	Monday to Friday; 8:30am – 4:30pm
Program Team	n/a
Mandate	Address diabetes among Aboriginal Peoples by creating networks and opportunities for individuals and communities within their beliefs, traditions, and values.
Clients Served	Aboriginal communities and individuals.
Referral	Self and family referrals accepted.
Program Cost	Membership Fee. Some resources available online, free of charge.
Program/Service	Online Resources: <ul style="list-style-type: none">• Resource Directory• “How-To” – information on how to set up community activities• Other information resources Published Handbook: <ul style="list-style-type: none">• “Pathway to Wellness”
Language Service	Call for details.
Related Services	Client with Diabetes may also benefit from: <ul style="list-style-type: none">• Bounce Back – Reclaim Your Life – Mental Health• Chronic Disease Self-Management Program• Diabetes Education Centre• Diabetes Fitness Program• Tobacco Cessation; Tobacco Reduction & Control
Comments	

Food, Nutrition and Weight Control

Dial-A-Dietitian – Food & Nutrition Information Line

Website	www.dialadietitian.org/ or www.healthlinkbc.ca/
Organization	Ministry of Health Services, HealthLinkBC
Contact	n/a
Phone	604-732-9191 or 1-800-667-3438
Fax	n/a
Location of Service	n/a
Hours	Monday to Friday; 9:00am – 5:00pm
Program Team Mandate	Registered Dietitians Provide confidential brief nutrition consultation by phone.
Clients Served	BC residents who have diet and nutrition questions.
Referral	Self and family referrals accepted.
Program Cost	No fee for service.
Program/Service	Registered Dietitians offer brief nutrition consultation. If more in-depth counseling is required, client is referred to a hospital outpatient dietitian, community nutritionist, or other nutrition service(s) in the community.
Language Service	Translation services available in 130 languages.
Related Services	
Comments	

Food, Nutrition and Weight Control

Edible Garden Project (The)

Website	www.ediblegardeproject.com
Organization	The Edible Garden Project and Vancouver Coastal Health
Contact	Program Coordinator
Phone	604-987-8138, Ext. 209
Fax	n/a
Location of Service	Hosted by the North Shore Neighbourhood House. Community partners, garden/drop-off sites and events are located throughout the North Shore.
Hours	Call for details.
Program Team Mandate	n/a A network of organizations and community agencies, and North Shore residents who work together to increase land use for local food productions, and donate/distribute fresh locally grown produce to organizations (e.g. Harvest Project) who service community members at risk of being food insecure.
Clients Served	North Shore residents interested in donating their garden and/or time to grow food that can be donated and distributed to local organizations that assist community members who are food insecure. Residents who are interested in learning more about local food production.
Referral Program Cost	Self and family referrals accepted. No fee for service.
Program/Service	Offer a variety of activities, including group gardening sessions, educational workshops and seminars. Call or see website for details.
Language Service Related Services	None.
Comments	Program supported in part by Vancouver Coastal Health funds.

Food, Nutrition and Weight Control

Greater Vancouver Food Bank Society

Website	www.foodbank.bc.ca./main
Organization	Greater Vancouver Food Bank Society
Contact	n/a
Phone	604-876-3601
Fax	n/a
Location of Service	Call for your nearest location.
Hours	Call for details.
Program Team	n/a
Mandate	Provide food and related assistance to those in need.
Clients Served	Those in need. ID is required for client and any other family members receiving food.
Referral	Self and family referrals accepted.
Program Cost	No fee for service.
Program/Service	See website for complete information: <ul style="list-style-type: none">• Programs• How You Can Help• Corporate Partners• Upcoming Events• Information about Us• Receiving food• News & Information• Resources
Language Service	None.
Related Services	
Comments	

Food, Nutrition and Weight Control

Harvest Project

Website	www.harvestproject.org
Organization	The Harvest Project
Contact	
Phone	604-983-9488
Fax	604-987-5813
Location of Service	1073 Roosevelt Crescent, North Vancouver
Hours	Monday to Friday; 9:00 am – 5:00 pm. Call for client-service hours.
Program Team	n/a
Mandate	Support clients to overcome challenges and move towards being self-sufficient. Empower people by connecting them to community resources.
Clients Served	Individuals and families on the North Shore from Deep Cover in the east to Horseshoe Bay in the west.
Referral	Self and family referrals accepted.
Program Cost	No fee for service.
Program/Service	Assist clients in finding support network they need for success. Provide safety net that allows recover from setbacks and crisis by offering: <ul style="list-style-type: none">• Client-care coaching• Emergency drop-in visits• Supporting programs for clothing & groceries• Connection to other resources See website for details of programs & services, volunteer & donation opportunities.
Language Service	None.
Related Services	
Comments	Call for volunteer or donation information. Harvest Project is a registered charity in the Province of BC (Charity # BN14052505RR0001).

Food, Nutrition and Weight Control

North Shore Diners Club Congregate Meals Program

Website	n/a
Organization	Vancouver Coastal Health
Contact	Program Assistant
Phone	604-904-6483
Fax	n/a
Location of Service	Offered at locations listed below.
Hours	5:00 pm at each of the following locations: <ul style="list-style-type: none"> • Tuesdays; Parkgate Community Centre • Tuesdays; Capilano Lions House • Tuesday/Thursday; Sunnyside Manor • Wednesdays; ANAVETS • Monday/Thursday; Twin Towers
Program Team Mandate	n/a Provide affordable nutritious 3-course meals to seniors and other registered participants.
Clients Served	North Shore seniors and other registered residents.
Referral	Self and family referrals accepted.
Program Cost	\$6.00 per meal. Subsidized meals available for residents at: <ul style="list-style-type: none"> • ANAVETS • Twin Towers Call 604-904-6273 to book.
Program/Service	Offer affordable nutritious meals to seniors at various locations and days of the week at 5:00 pm.
Language Service	None.
Related Services	
Comments	

Food, Nutrition and Weight Control

North Shore Meals on Wheels

Website	www.carebc.ca/meals.htm
Organization	Meals on Wheels
Contact	Coordinator
Phone	604-922-3414
Fax	n/a
Location of Service	1525 Taylor Way, West Vancouver
Hours	Monday/Wednesday/Friday; 8:30am – 1:00pm
Program Team	n/a
Mandate	Volunteer service that delivers hot meals to the elderly, the disabled or those who are unable to prepare a nutritious meal for themselves. Act as liaison between client, family and health care providers.
Clients Served	The elderly, disabled, and newly discharged clients from hospital who require support in accessing nutritious meals.
Referral	Self and family referrals accepted.
Program Cost	Fee for cost of meals.
Program/Service	Minimum of 5 deliveries upon start of program.
Language Service	None.
Related Services	
Comments	North Shore Meals on Wheels Society serving North & West Vancouver. Since 1967, The Health and Home Care Society of BC has operated the Meals on Wheels program in Vancouver and Richmond, with some funding from Vancouver Coastal Health. For more information on both Societies, go to website listed above.

Food, Nutrition and Weight Control

Nutritional Counselling Program

Website	
Organization	Vancouver Coastal Health
Contact	Reception
Phone	604-984-5752
Fax	604-904-6172
Location of Service	West Vancouver Community Health Centre
Hours	To book an appt: Monday – Friday; 8:00am – 4:00pm
Program Team	Clinical Dietitian
Mandate	Offer Nutritional Counseling in an individual or group setting, with face to face consultation to help clients with of all types of diets. Expert opinion often sought from tertiary services in Vancouver Coastal Health and other areas.
Clients Served	North Shore residents of all ages.
Referral	Self and family referrals accepted.
Program Cost	All programs are without charge with the exception of BodySense (\$25 for 12 sessions, including workbook)
Program/Service	The following programs are available: Group Education: <ul style="list-style-type: none">• BodySense Lifestyle Management Program for Weight Control.• Healthy Heart, Eating & Exercise Individual Counselling (one-to-one): <ul style="list-style-type: none">• Normal Nutrition; e.g. prenatal, postnatal, infant and child feeding• Therapeutic Diets; e.g. iron deficiency, liver, kidney, low potassium, gastro intestinal disease, etc.
Language Service	Interpreter provided with notice.
Related Services	Client may also benefit from: <ul style="list-style-type: none">• Bounce Back – Mental Health• Cardiac Rehab/Cardio-Metabolic Program• Chronic Disease Self-Management Program• Healthy Heart Cardiac Program• Tobacco Cessation
Comments	This program is part of VCH-North Shore Chronic Disease Services. Questions or comments can be emailed to nscds@vch.ca Download “Chronic Disease Services Referral” form (EF.850.N67) online @ http://vch.eduhealth.ca

Home Health

Choice in Supports for Independent Living (CSIL)

Website	General information on VCH website: http://www.vch.ca/
Organization	Vancouver Coastal Health, North Shore
Contact	604-986-7111
Fax	604-983-6707
Location of Service	132 Esplanade W. 5 th Floor, North Vancouver B.C.
Hours	3 days/week; 8:00 am – 4:00 pm
Program Team Mandate	CSIL is a direct funding model of self-managed home support for people with high physical care needs. Instead of paying a home support agency to provide the services, the health authority gives the client money to hire one's own home support workers. CSIL places greater responsibility on the client/client delegate, but also gives greater flexibility, choice and autonomy in the management of home support services.
Clients Served	North Shore adults who require ongoing home support.
Referral	Vancouver Coastal Health Long Term Care Case Managers.
Program Cost	Assessment is free from a Long Term Case Manager; however, depending on income, there may be a daily rate for the service once support is implemented in the home.
Program/Service	Vancouver Coastal Health (North Shore) Home & Community Care.
Language Service	Interpreters available with notice
Related Services	Home & Community Care (HCC) nursing rehab, nutritional services, ambulatory clinic.
Comments	

Home Health

Community Bathing Program

Website	n/a
Organization	Vancouver Coastal Health
Contact	n/a
Phone	604-904-3550
Fax	n/a
Location of Service	Margaret Fulton Centre, North Vancouver
Hours	Tuesday/Wednesday/Friday; 9:30am – 3:00pm
Program Team	n/a
Mandate	Provide seniors and others with disabling chronic care problems access to a bath once per week.
Clients Served	Homebound seniors and other individuals with disabling chronic care problems.
Referral	Yes. Call for details.
Program Cost	No fee for service for eligible clients.
Program/Service	Call for details for service.
Language Service	None.
Related Services	Client receiving care at home may also benefit from: <ul style="list-style-type: none">• Bounce Back – Mental Health• Chronic Disease Self-Management Program• Tobacco Cessation
Comments	

Home Health

Geriatric Outreach Program

Website	n/a
Organization	Vancouver Coastal Health
Contact	Program Assistant
Phone	604-904-6200, Ext. 4113
Fax	n/a
Location of Service	West Community Health Centre
Hours	Monday to Friday; 8:00am – 4:00pm
Program Team	Geriatricians, Nurse Clinician, Registered Nurse, Social Worker, PT, OT, Pharmacist, Registered Dietitian, Recreation Therapist
Mandate	To provide short-term assessment and intensive treatment services to older adults with multiple and complex health problems who are living on the North Shore.
Clients Served	North Shore seniors.
Referral	Referral by family physician or in-hospital.
Program Cost	No fee for service.
Program/Service	Specialized assessment and treatment program for the frail elderly. Program services: <ul style="list-style-type: none"> • Provide comprehensive Medical assessment, treatment and education • Stabilize the medical and functional status of the client • Connect patient (and/or family) to appropriate community resources • Support the client to remain in the home for as long as is safely possible • Provide caregiver support and education
Language Service	n/a
Related Services	
Comments	

Home Health

Health Services for Community Living (HSCL) Program

Website	General information on VCH website: http://www.vch.ca/
Organization	Vancouver Coastal Health, North Shore
Contact	604-986-7111
Fax	604-983-6707
Location of Service	132 Esplanade W. 5 th Floor, North Vancouver B.C.
Hours	3 days/week
Program Team Mandate	To provide nursing, physiotherapy, occupational therapy, nutritional services to North Shore adults with developmental disabilities.
Clients Served	North Shore adults with developmental disabilities.
Referral	Community Living British Columbia (CLBC).
Program Cost	No fee for service.
Program/Service	Vancouver Coastal Health (North Shore) Home & Community Care.
Language Service	Interpreters available with notice
Related Services	Home & Community Care (HCC) nursing, rehab, nutritional services, ambulatory clinic
Comments	

Home Health

Home Care Nursing

Website	n/a
Organization	Vancouver Coastal Health
Contact	n/a
Phone	604-986-7111
Fax	n/a
Location of Service	Call for Information.
Hours	Call for details.
Program Team	RNs
Mandate	Registered Nurses provide assessment, direct nursing care, support, and service coordination to clients in their homes.
Clients Served	Eligible clients over the age of 19 who are living at home and have acute chronic palliative, or rehabilitative health care needs.
Referral	Yes. Call for details.
Program Cost	No fee for service for eligible clients.
Program/Service	Call for further details.
Language Service	None.
Related Services	Client receiving care at home may also benefit from: <ul style="list-style-type: none">• Bounce Back – Mental Health• Chronic Disease Self-Management Program• Tobacco Cessation
Comments	

Home Health

Home Rehabilitation – Physiotherapy & Occupational Therapy

Website	n/a
Organization	Vancouver Coastal Health
Contact	n/a
Phone	604-986-7111
Fax	n/a
Location of Service	In home service.
Hours	Call for details.
Program Team Mandate	Physiotherapist, Occupational Therapist. Promote and maintain clients' function and independence in a safe home environment.
Clients Served	Homebound clients and/or those that require comprehensive Home Management Safety Assessment.
Referral	Yes. Call for details.
Program Cost	Subsidized service.
Program/Service	Physiotherapist's and Occupational Therapist's focus: <ul style="list-style-type: none">• Provide a Home Management Safety Assessment• Give care to promote and maintain client's function and independence in a safe home• Determine the need for specific medical equipment and community resources
Language Service Related Services	None. Client receiving care at home may also benefit from: <ul style="list-style-type: none">• Bounce Back – Mental Health• Chronic Disease Self-Management Program• Tobacco Cessation
Comments	

Home Health

Home Support Services

Website	n/a
Organization	Vancouver Coastal Health
Contact	n/a
Phone	604-986-7111
Fax	n/a
Location of Service	In-home service.
Hours	Call for details.
Program Team	n/a
Mandate	Support individuals to care for themselves at home with assistance of family, friends, and community.
Clients Served	Eligible clients over the age of 19 who are living at home and have acute, chronic, palliative, or rehabilitative health care needs.
Referral	Yes. Call for details.
Program Cost	Subsidized service.
Program/Service	Services include: <ul style="list-style-type: none">• Monitoring of nutrition needs• Assistance with bathing, dressing, mobility & transfers• Safe medication management• Support for prevention of falls• Respite for caregivers
Language Service	n/a
Related Services	Client receiving care at home may also benefit from: <ul style="list-style-type: none">• Bounce Back – Mental Health• Chronic Disease Self-Management Program• Tobacco Cessation
Comments	

Home Health – Private Providers

Home Support Services – Private Providers

Organization	For information on access to North Shore Home Health Services, provided and <u>subsidized</u> by the Health Authority, please call the number below.
Phone Referral	604-986-7111 Self referral *
Program Cost	Each private home care company uses its own criteria to set fee schedules and there are differences in how these charges are applied. Consultation with any agency will be required to reach a final cost estimate. We suggest that you speak with more than one agency and always meet with a company representative and check references before engaging a service provider. (*See 'Comments' section noted below)
Program/Service	<ul style="list-style-type: none"> • Abbott Senior Care Ltd: 604-925-6861 • All Nursing Home Health Services: 604-488-9323 • Angels At Home Support Services for Seniors: 604-732-5422 • Bayshore Home Health: 604-984-8406 • Bond Senior Home Care: 604-922-4612 • Classic Caregivers: 604-926-3344 • Daughter for a Day: 778-990-8315 • Full Spectrum Senior Services: 604-616-8401 • Home Care West: 924-5455 • Lois Hofer: 604-980-2998; 604-908-5803 • Hollyburn Support Services: 604-987-8211 • Home Care Assistance: 778-279-3634 • Home Sweet Home Care: 604-724-4811 • Homewatch Caregivers: 604-637-3035 • Independent Quality Home Care: 604-725-9014 • Karp Home Care: 604-420-7800 • Loving Home Care Services: 604-926-8403; 604-830-3907 • Nurse Next Door: 604-961-5533 • Plum Living Home Health Care Services: 604-789-8725 • Retire-At-Home Services: 604-298-4663 • Royal Duchess Elder Care/Home Instead Care: 604-925-1570 • Royalty Home Health Care: 604-986-6796 • Shylo Nursing & Home Healthcare Services Ltd: 604-985-6881 • Someone to Lean On: 604-980-4033; 604-377-9463 • TenderHelpers Home Care Ltd: 604-312-0798 • Annie Varga: 604-980-1100; 604-839-5545 • We Care Home Health Services: 604-980-6350
Comments	*The names of service providers are in no way a recommendation by Vancouver Coastal Health Authority of the service provided by any company or individual. VCH is not responsible for the choice of service, and are excluded from any and all liability for negligence arising in connection with the use of this list and/or the actions of any service provider or employee selected. We recommend “due diligence” before choosing a service provider.

Home Health

Long-Term Care Assessment & Coordination/Case Management

Website	n/a
Organization	Vancouver Coastal Health
Contact	n/a
Phone	604-983-6740 (Intake)/ 604-986-7111
Fax	n/a
Location of Service	n/a
Hours	Call for details.
Program Team Mandate	n/a To complete assessment to determine need for support. To coordinate and provide a variety of in-home and community-based support services within available resources.
Clients Served	Clients over 19 years of age affected by chronic health problems to function independently and safely in their homes.
Referral	Yes. Call for details.
Program Cost	Fee for service in some programs.
Program/Service	Coordinate home support, respite care, adult day care, home emergency response, and assessment for residential care services.
Language Service Related Services	None. Client receiving care at home may also benefit from: <ul style="list-style-type: none">• Bounce Back – Mental Health• Chronic Disease Self-Management Program• Tobacco Cessation
Comments	

Home Health

Long Term Care (LTC) Case Management

Website	General information on VCH website: http://www.vch.ca/
Organization	Vancouver Coastal Health, North Shore
Contact	604-986-7111
Fax	604-983-6707
Location of Service	132 Esplanade W. 5 th Floor, North Vancouver B.C.
Hours	Monday to Friday; 8:00 am - 4:30 pm
Program Team Mandate	Long Term Care Case Managers typically are social workers or nurses. To provide home-based long term care case management services to residents of the North Shore.
Clients Served	North Shore adults.
Referral	Physician, public/self-referred.
Program Cost	No fee for service.
Program/Service	Vancouver Coastal Health (North Shore) Home & Community Care: <ul style="list-style-type: none">• Services include assessing eligibility for assisted living, residential care, adult day programs and VCH home support, as well as providing ongoing case management for clients in the community.
Language Service	Interpreters available with notice
Related Services	Home & Community Care (HCC) nursing, rehab, nutritional services, ambulatory clinic.
Comments	

Home Health

North Shore Palliative Care Program

Website	n/a
Organization	Vancouver Coastal Health
Contact	Central Intake for Community Services
Phone	604-986-7111
Fax	604-983-6707
Location of Service	n/a
Hours	Central Intake: Monday – Friday; 8:00am to 4:30pm.
Program Team	Physicians, Pharmacists, Nurses, Social Workers, Music Therapists, Physiotherapists, Occupational Therapists, Speech/Language Pathologists, Bereavement Counsellors, Volunteers.
Mandate	Provide compassionate care to patients and families living with terminal illness either at home, hospital, or in residential care facilities. Provide physical, emotional, social, spiritual and practical support to meet the needs of the dying persons and their families.
Clients Served	All North Shore residents.
Referral	Physicians or Specialists.
Program Cost	No fee for service.
Program/Service	<p>The program encompasses community services, volunteer programs and the Palliative Care Unit at Lions Gate Hospital, and freestanding Hospice on the North Shore.</p> <p>Hospice palliative care is a flexible program of resources that are made available when and if they are needed and desired by patient and family. The program extends beyond a hospice type of service and can exist in any setting where care might be needed:</p> <ul style="list-style-type: none"> • In home. • In a hospice palliative care unit. • In an acute care hospital. • In a residential care facility. <p>Palliative Care Team services:</p> <ul style="list-style-type: none"> • Support patients and their caregivers in their final months. • Provide compassionate physical, emotional, social, spiritual and practical support to people with end-of-life stages of illness, and to their loved ones. • Support an environment where patients can live their remaining time in comfort and dignity, surrounded by people who love them.
Language Service	n/a
Related Services	
Comments	Donations of support for hospice care can be directed to the Lions Gate Hospital Foundation.

Home Health

Philips Lifeline – Home Emergency Response System

Website	www.lifeline.ca
Organization	Philips Lifeline and Vancouver Coastal Health
Contact	n/a
Phone	1-800-387-8120 ext. 7042
Fax	1-800-313-9764
Location of Service	n/a
Hours	24 hours a day, 7 days a week
Program Team Mandate	n/a Medical alarm system provides 24-hour emergency assistance through use of two-way monitored voice technology.
Clients Served	Individuals who would benefit from having a home emergency response support (e.g. frail seniors who live on their own).
Referral	Self and family referrals accepted.
Program Cost	Fee for service.
Program/Service	24-hour response center. Call for further details.
Language Service	Resources available in multiple languages, including Cantonese. Cantonese speaking operators also available.
Related Services	Client receiving care at home may also benefit from: <ul style="list-style-type: none">• Bounce Back – Mental Health• Chronic Disease Self-Management Program• Tobacco Cessation
Comments	A partnership between Philips Lifeline and Vancouver Coastal Health.

Housing

North Shore Adult Shelter

Website	www.lookoutsociety.bc.ca
Organization	Lookout Emergency Aid Society
Contact	Manager
Phone	604-982-9126
Fax	n/a
Location of Service	705 2 nd St W, North Vancouver
Hours	Open 24 hours a day, 365 days a year.
Program Team	n/a
Mandate	Provide emergency shelter to adults who cope with a variety of challenges, including mental illness, mental handicaps, medical problems, physical disabilities, social dysfunctions, substance abuse, or a combination of these issues.
Clients Served	North Shore residents who require temporary accommodation and support, with no other housing options.
Referral	Phone referrals or walk-ins.
Program Cost	No fee for service.
Program/Service	In addition to providing temporary food and shelter staff assess needs, provide referrals, advocacy and liaison services while brokering services of collateral agencies.
Language Service	None.
Related Services	Client with housing needs may also benefit from: <ul style="list-style-type: none">• Greater Vancouver Food Bank Society• Foot Care Program• Tobacco Cessation
Comments	Wheelchair accessible.

Housing

Senior's Services Society

Website	www.seniorsservicesociety.ca/hhousingdirectory.htm
Organization	Seniors' Services Society
Contact	n/a
Phone	604-520-6621
Fax	n/a
Location of Service	n/a
Hours	n/a
Program Team Mandate	n/a To provide seniors information on the different types of housing offered around BC.
Clients Served	All residents.
Referral	n/a
Program Cost	No fee for service.
Program/Service	Provided: <ul style="list-style-type: none">• Comprehensive directory for seniors of housing options• Listings for Housing Providers if determined to meet needs• Assistance for Building Managers
Language Service	n/a
Related Services	
Comments	

Mental Health & Addictions

Achieve Program

Website	http://northwestvancouver.cmha.bc.ca/services/achieve
Organization	Canadian Mental Health Association – North and West Vancouver
Contact	Program Coordinator
Phone	604-987-6959
Fax	604-980-0336
Location of Service	#211 – 260 West Esplanade, North Vancouver, BC
Hours	Monday to Friday, 9:00am – 4:00pm
Program Team	Vocational Counselors, Employment Placement Specialists
Mandate	Assist individuals with disabilities to improve and maintain employability, and increase the ability to be meaningfully engaged in employment-related activities. Offer support in achieving individual employment and training goals.
Clients Served	Individuals with any type of diagnosable disability. Documentation from a Doctor is a requirement and will be discussed at intake.
Referral	Self-referral.
Program Cost	No fee for service.
Program/Service	<p>ACHIEVE – Employment Program for Persons with Disabilities (EPPD). The program's goal is to provide:</p> <ul style="list-style-type: none">• Vocational assessment, work readiness, skill training programs.• Work experience placements, and supportive employment services to individuals with disabilities. <p>The overall goal is to improve an individual's vocational/employment skills, strengths and supports, and to assist each person to become vocationally and functionally independent in the community.</p>
Language Service	None.
Related Services	
Comments	ACHIEVE is in partnership with THEO BC and the Canadian Mental health Association (North & West Vancouver).

Mental Health & Addictions

Alcohol & Drug Information and Referral Services

Website	www.communityinfo.bc.ca/adirs.htm
Organization	Information Services Vancouver
Contact	n/a
Phone	604-660-9382 Deaf & hard-of-hearing callers: TTY 604-875-0885 or text 604-836-6381
Fax	n/a
Location of Service	n/a
Hours	24 hours, 7 days a week.
Program Team Mandate	n/a Referral specialists respond to enquiries and offer referrals to a variety of resources.
Clients Served	BC residents who have alcohol and drug-relation concerns & questions.
Referral	Self and family referrals accepted.
Program Cost	No fee for service or by donation.
Program/Service	Including referrals to: <ul style="list-style-type: none">• Treatment services for adults and youth• Education and prevention resources• Self-help groups• Contacts for fetal alcohol syndrome & other addiction concerns.
Language Service	Translation services available.
Related Services	
Comments	Not-for-profit society partially funded by the United Way of Canada and the BC Ministry of Health.

Mental Health & Addictions

Alzheimer Society of BC – First Link®

Website Organization Contact Phone Fax	http://www.alzheimerbc.org/ Alzheimer Society of BC; Ministry of Health Services FirstLink: 604-675-5155 (Vancouver)
Location of Service Hours	See Website for all locations
Program Team Mandate	Emailto: firstlink@alzheimerbc.org Provide proactive contact with individuals and families to assist with connection to education, services and support for individuals with diagnosis of Alzheimer’s disease or related dementia.
Clients Served	Individuals with a diagnosis of Alzheimer’s disease or a related dementia, caregivers, family members, and individuals with diagnosis of MCI (Mild Cognitive Impairment).
Referral Program Cost	Physicians, health professionals & community organizations.
Program/Service	Physician, Health Professionals & referring organizations: <ul style="list-style-type: none"> • For referral information and packages, contact: FirstLink@alzheimerbc.org Upon referral, clients will receive: <ul style="list-style-type: none"> • Personal phone call from First Link Coordinator • Information package specific to their needs • Referrals to community and health care services that may be helpful • Follow-up contact at 3 months, t months one year, etc. • Bi-monthly bulletin from First Link® to keep client informed about education and support programs available throughout community
Language Service Related Services Comments	First Link® will send confirmation to each referring professional when contact has been made with the individual or family. As it sometimes takes a number of attempts before connect with client, confirmation may be delayed.

Mental Health & Addictions

Bounce Back Program – Reclaim Your Life

<p>Website Organization Contact Phone Fax</p>	<p>www.cmha.bc.ca/bounceback Canadian Mental Health Association/North & West Vancouver Branch Miriam Planovska BSW, Bounce Back Community Coach 604-929-2199 or 1-866-639-0522 604-980-0336</p>
<p>Location of Service Hours</p>	<p>212 – 145 15th St E, North Vancouver Monday to Friday; 9:00am – 4:00pm</p>
<p>Program Team Mandate</p>	<p>Bounce Back Community Coaches, Registered Psychologist. Promote the mental health of British Columbians and support the resilience and recovery of people experiencing mild to moderate depression and/or anxiety.</p>
<p>Clients Served</p>	<p>Caregivers and/or clients with existing chronic health conditions who have a regular primary health care provider/family practitioner and are experiencing mild to moderate symptoms of stress, anxiety and/or depression.</p>
<p>Referral Program Cost</p>	<p>Physician referral. No fee for service.</p>
<p>Program/Service</p>	<p>Self-help program coaches clients through an effective and short-term mood improvement program. Working in cooperation with primary health care providers and mental health specialists, Community Coaches provide motivational support, program instruction and follow-up. Bounce Back Program offers two levels of low-intensity, cognitive-behavioral intervention:</p> <ul style="list-style-type: none"> • Level 1: Psychoeducation provided through a DVD • Level 2: Guided structured self-help program available in manual and web-based formats
<p>Language Service Related Services Comments</p>	<p>None. Lower level literacy materials available.</p> <p>Community Coaches are trained by a registered psychologist in self-help programs for anxiety and depression. Psychologist provides consultation support and monitors program to ensure proper implementation. Clinical concerns regarding clients are referred to the primary health care provider.</p>

Mental Health & Addictions

Changeways Group Program (English & Farsi)

Website	n/a
Organization	Vancouver Coastal Health
Contact	n/a
Phone	604-875-4728
Fax	604-875-5816
Location of Service	n/a
Hours	n/a
Program Team Mandate	n/a To support seniors with depression and sleep disorders in a positive and caring group setting.
Clients Served	North Shore and Vancouver residents.
Referral	Physician referral and other caregivers.
Program Cost	No fee for service.
Program/Service	13-week cognitive-behavioral group focusing on teaching skills and techniques to manage mood disorders while improving daily quality of life. Specific skills taught will include: <ul style="list-style-type: none"> • Relaxation. • Increasing pleasurable activities. • Reducing rumination and worry. • Increasing behavioral activation. This group will be most useful for patients who are highly motivated, as they will be asked to set treatment goals for themselves and to complete weekly homework.
Language Service	English & Farsi
Related Services	
Comments	

Mental Health & Addictions

Complement Healthcare

Website	www.complementhealthcare.com/practitioners/deborah-braun/
Organization	Complement Healthcare
Contact	n/a
Phone	604-925-2225
Fax	604-925-2273
Location of Service	260-2121 Marine Drive, West Vancouver
Hours	Mondays & Thursday: 9am – 7pm
Program Team Mandate	Deborah Braun, Registered Clinical Counsellor. To assist individuals to address the emotional challenges (such as anxiety, depression, anger, loss, loneliness) of living with a chronic illness, to increase their resourcefulness, develop strategies, and employ strengths that can foster more fulfilling lives despite illness induced limitations.
Clients Served	North Shore and Vancouver residents (and family members of persons) with chronic illness.
Referral	Not required.
Program Cost	Fee for service, based on income. Call for details.
Program/Service	Individual counselling sessions that foster resilience & self-confidence. Communication and relaxation skills training. Coaching in healthy self-care practices. Specialized group workshops.
Language Service Related Services	None. Deborah is a volunteer lay leader for “Chronic Disease and Diabetes Self-Management Programs” – see listing in this directory under “Social Peer Support”.
Comments	Private Practitioner. Vancouver Coastal Health does not endorse private service providers listed in the directory; they are included for information purposes only. We recommend ‘due diligence’ before choosing a service provider.

Mental Health & Addictions

Health & Wellness Clinic – Mental Health & Addictions Services

Website	n/a
Organization	Vancouver Coastal Health
Contact	Health Promotion Coordinator/Health Educator
Phone	604-904-0384
Fax	n/a
Location of Service	333 14 th St E, North Vancouver
Hours	Tuesday to Friday; 9:00am – 5:00pm
Program Team	RN, Recreational Therapist, Health Educator.
Mandate	Assess risk of chronic disease, chronic disease status, lifestyle in clients with chronic mental illness.
Clients Served	Clients identified with chronic mental illness at higher risk for developing chronic diseases. Identify barriers to active living, disease prevention behaviors and provide support, education and links to appropriate community services and resources.
Referral	Case Managers and other health care professionals.
Program Cost	No fee for service.
Program/Service	<p>Health Expos:</p> <ul style="list-style-type: none"> • Wednesday drop-in clinic • Intake assessment by Nurse • Assist client and identify need for individual treatment, support in fitness, nutrition, behavior change or access to community services • Case Manager may identify client to be seen directly by Health Educator <p>Group Sessions:</p> <ul style="list-style-type: none"> • 2x/week for 24 weeks <p>Individual Sessions:</p> <ul style="list-style-type: none"> • By appointment <p>Additional Programs:</p> <ul style="list-style-type: none"> • Rehabilitation and exercise program • Recreation Program • Leisure Program • Relaxation Program • Stress Relief etc.
Language Service	n/a
Related Services	
Comments	

Mental Health & Addictions

Living Systems Counseling

Website	www.livingsystems.ca
Organization	Living Systems Counseling
Contact	n/a
Phone	604-926-5496, Ext. "0"
Fax	n/a
Location of Service	209 – 1500 Marine Dr, North Vancouver
Hours	Call for details.
Program Team	n/a
Mandate	Provide professional counseling for individuals, couples, and families to address a range of issues, including chronic health and medical issues.
Clients Served	North Shore and Vancouver residents.
Referral	None.
Program Cost	Fee for service. Based on income, number of dependents and current circumstances.
Program/Service	See website for program/service details.
Language Service	None.
Related Services	
Comments	Not-for-profit organization since 1971; formally NS Counseling Centre.

Mental Health & Addictions

North Shore Schizophrenia Society

Website	Http://www.northshoreschizophrenia.org/
Organization	North Shore Schizophrenia Society
Contact	
Phone	604-926-0856 (North Shore) <u>or</u> 604-849-2252 (Sea to Sky Corridor)
Fax	
Location of Service	Family Support Centre: 205 – 1865 Marine Drive, West Vancouver
Hours	Monday to Friday; 9:30 am – 5:00 pm.
Program Team	n/a
Mandate	Mission is to alleviate the suffering caused by schizophrenia and other serious mental illness.
Clients Served	Serve all of the North Shore (North & West Vancouver), Bowen Island, and Sea to sky Corridor (Lions Bay, Squamish, Whistler, Pemberton & points between). Also handle calls from further afield as best we can – we will try to assist clients from other geographic areas.
Referral	Self & family referral.
Program Cost	
Program/Service	<p>We assist clients & their families cope with mental illness by providing personal support, counselling, education, advocacy and fellowship, and information on major mental illnesses – schizophrenia, bipolar disorder, depression, anxiety disorders and eating disorders.</p> <p>Some programs are based on the family peer support model where core activities are provided by trained family members (people who have ‘been through the mill’) and can share their experience. Hence our slogan: Families Helping Families. In particular:</p> <ul style="list-style-type: none"> • Family support group • Education course • One-to-one <p>We also provide education and information for schools and the general public. Visit the website to find out more about the wide range of programs and other news & events. Also listed are our partners & associates and opportunities to donate.</p>
Language Service	
Related Services	
Comments	The North Shore Schizophrenia Society is incorporated under the BC Societies Act and is a registered charity. If you contribute to the United Way, at your workplace for example, you can specify that your donation be directed to our society by citing our charitable number 894225934RR0001.

Mental Health & Addictions

Older Adult Mental Health Team

Website	n/a
Organization	Vancouver Coastal Health
Contact	Program Support Clerk
Phone	604-904-6200
Fax	604-904-6266
Location of Service	West Community Health Centre, West Vancouver
Hours	Monday to Friday; 8:30am – 4:30pm
Program Team	n/a
Mandate	Provide specialized on-site and outreach assessment & treatment for seniors aged 70 and over with complex, age-related mental health problems.
Clients Served	Clients with conditions that include dementia, severe and persistent mental illness with complicating age-related decline, depression and anxiety, substance abuse and delusional disorder.
Referral	Self and family referrals accepted.
Program Cost	No fee for service.
Program/Service	Offer support and psycho-educational services to families and caregivers. Provide education and training to health care providers.
Language Service	None.
Related Services	Senior clients living with chronic conditions may also benefit from: <ul style="list-style-type: none">• Chronic Disease Self-management Program
Comments	Client remains under the care of their primary physician. This is not an emergency service.

Mental Health & Addictions

Stepping Stones Concurrent Disorders Services

Website	Stepping Stones is listed on the VCH Website
Organization	Vancouver Coastal Health
Contact	n/a
Phone	604-904-6181
Fax	604-904-6185
Location of Service	West Community Health Centre, 990 22 nd Street, West Vancouver
Hours	Monday to Friday; 8:30 am to 5:00 pm (will be expanding to 6:00 pm some weekdays in the near future)
Program Team	Manager of Child and Youth and Adult Addictions; Doctor; Medical Manager; Nurse Clinician; Concurrent Disorders Clinicians; Administrative Assistant
Mandate	Assessment and treatment of clients with a substance use disorder that may also be experiencing mental health illness.
Clients Served	Age 19 and up, living on the North Shore from Deep Cove to Lion's Bay, including Bowen Island.
Referral	All sources; self referral.
Program Cost	Covered by MSP. There is a fee for service for Yoga classes and Acu-detox sessions, offered by Dr. Kim Graham, TCM Doctor.
Program/Service	Screening, assessment and treatment planning tailored to each client's specific needs. We offer: <ul style="list-style-type: none"> • Day Program Monday to Friday for 8 weeks (which includes groups, 1:1 and medical consultation) • Drop-In Group daily in the mornings for clients who are not enrolled in the Day Program • 1:1 counseling • Alternative therapies such as Yoga and Acu-Detox, and Addictions Medicine Consultation/Follow-up We liaise with and refer to other services as needed.
Language Service	English. One clinician is bilingual in English and French, and one clinician is proficient in French.
Related Services	CPS and ATS (both VCH agencies), West Coast Alternatives Society
Comments	

Mental Health & Addictions

Tobacco Reduction and Control

Website Organization Contact Phone Fax	www.vch.ca/living/smoking/ Vancouver Coastal Health North Shore Coordinator 604-904-6200 ext 4123 n/a
Location of Service Hours	2121 Marine Dr, West Vancouver Monday to Friday; 8:30am – 4:30pm
Program Team Mandate	Vancouver Coastal Health and Family Health. Assess, plan, implement, monitor and evaluate community tobacco reduction activities, programs and services. Primary objectives: <ul style="list-style-type: none"> • Prevention - prevent tobacco use among children and youth in BC • Cessation - support those who want to quit tobacco products • Protection – protect British Columbians from the health effects of second-hand smoke
Clients Served	Current smokers, those at risk to start smoking (youth), and the general public (associated risks of second-hand smoke).
Referral Program Cost	Self and family referrals accepted. No fee for service for most* resources. Call for details.
Program/Service	North Vancouver: <ul style="list-style-type: none"> • “Going Smoke Free”; \$25.00* for 4 sessions • In partnership with John Braithwaite Community Centre Ministry of Health Programs: <ul style="list-style-type: none"> • Preventing Kids from Starting to Smoke (series of innovative tobacco prevention lesson plans & activities for Grade K-7) • Helping Smokers Quit (with programs to help youth stop smoking) • Aboriginal Health and Tobacco Confidential Helpline: <ul style="list-style-type: none"> • QuitNow by Phone; 1-877-455-2233 (24/7 free-of-charge) • Staffed by specially trained registered nurses who are there to listen and provide support & guidance. Website: <ul style="list-style-type: none"> • www.QuitNow.ca • Internet-based quit smoking service • Free-of-charge to all BC residents • Combines effective methods for quitting smoking with a powerful individualized program.
Language Service Related Services Comments	QuitNow by Phone is available in 130 languages. Tobacco Cessation also available through Respiratory Education Prog. QuitNow smoking cessation program is operated by the BC Lung Association and funded by the BC Ministry of Health. For details go to www.bc.lung.ca/smoking_and_tobacco/quit_now.html

Mental Health & Addictions

Websites: On-Line Resources for Addiction

Websites	<p>www.carbc.ca – Centre for Addiction Research in BC</p> <p>www.ccsa.ca – Canadian Centre on Substance Abuse</p> <p>www.camh.net – Center for Addiction and Mental Health (Canada)</p> <p>www.kaiserfoundation.ca – National Database of drug/alcohol resources (BC)</p> <p>www.nida.nih.gov – Nation Institute of Drug Abuse (USA)</p> <p>www.2.vpl.vancouver.bc.ca/DBs/Redbook/htmlPgs/home.html - Database of community, social, and government agencies and services across the Lower Mainland (Hardcopy available in Public Libraries)</p>
Referral Program Cost	See websites for details.
Program/Service	See websites for details.

Mental Health & Addictions

West Coast Alternatives Society

Website	www.Alternatives-society.ca
Organization	West Coast Alternatives Society
Contact	n/a
Phone	604-984-0255 Ext. 21
Fax	n/a
Location of Service	#117-3721 Delbrook Ave. North Vancouver
Hours	Monday - Thursday 8:30am-7pm; Friday 8:30am-4:30pm; Saturday by appointment.
Program Team Mandate	Social Workers/Clinical Counselors (Masters level); R.N. Providing professional counseling & consulting services for individuals and families where substance abuse is a major challenge. We specialize on working with the entire family, including “co-dependents,” and children as young as 2 yrs, when parents or caregivers are dealing with substance abuse.
Clients Served	North Shore residents of all ages with substance abuse concerns.
Referral	Formal referrals not required; self, family & friends, accepted.
Program Cost	Sliding scale. Call for more information.
Program/Service	<p>Program works with the entire family including “co-dependents,” children, especially those between the ages of 2-12, (Kids F.I.R.S.T.), whose parents or caregivers struggle with addiction & mental health issues. Substance abuse interventions, prevention, trauma treatment, parenting courses, support, education, family consultations. Referrals to appropriate community services & resources including intensive residential treatment centers in B.C., Canada, & the USA.</p> <ul style="list-style-type: none"> • Comprehensive Assessment • Referrals to other services incl. detoxification & residential treatment • Interventions & Family Consultations • Individual, Group & Family Therapy • Art/Play Therapy for Children • Parenting Workshops • Professional Training & Consulting Services • Educational Programs • Coaching & Mentoring
Language Service	n/a
Related Services	
Comments	Not-for-profit community based agency.

Musculoskeletal System

Active with Arthritis Aquatic Program

Website	www.northvanrec.com
Organization	North Vancouver Recreation Commission
Contact	n/a
Phone	604-983-6553
Fax	n/a
Location of Service	Karen Magnussen Pool, North Vancouver (Levels 1 & 2) Harry Jerome Community Recreation Centre, North Vancouver (Level 1)
Hours	Call for details or check the <i>North Vancouver Recreation Commission Program Guide</i> .
Program Team Mandate	n/a Pool-based recreational exercise program designed to relieve stiffness, improve posture, increase endurance, and restore or maintain joint range of motion and muscle strength.
Clients Served	Individuals with arthritis, at any age.
Referral	Self and family referrals accepted.
Program Cost	Fee for service.
Program/Service	Level 1: <ul style="list-style-type: none"> • Pool-based exercise for arthritis Level 2: <ul style="list-style-type: none"> • For individuals who have mastered Level 1 • Demands greater work on specific muscle groups and increased repetitions
Language Service	None.
Related Services	
Comments	

Musculoskeletal System

Aquatic Rehab Specialty Program

Website	www.northvanrec.com
Organization	North Vancouver Recreation Commission
Contact	n/a
Phone	604-983-6553
Fax	n/a
Location of Service	Karen Magnussen Pool
Hours	Call for details or check the <i>North Vancouver Recreation Commission Program Guide</i> .
Program Team Mandate	n/a One-on-one rehabilitation done in water to increase range of motion, flexibility and mobility.
Clients Served	Clients who have chronic injuries, recovering from surgery or other medical conditions or those needing support to get active in the water.
Referral	Physician referral may be required.
Program Cost	Fee for service.
Program/Service	Aquatic rehabilitation.
Language Service	None.
Related Services	
Comments	

Musculoskeletal System

Arthritis Outpatient Program

Website	
Organization	Vancouver Coastal Health
Contact	Reception
Phone	604-984-5809
Fax	604-984-5744
Location of Service	Lions Gate Hospital – Rehab Services North Vancouver
Hours	Monday to Friday; 7:15am – 4:30pm
Program Team Mandate	Rheumatologist, Physiotherapist, Occupational Therapist Provide education for self-management, exercise, pain management, splinting, joint protection, energy conservation, equipment prescription, and referral to community programs.
Clients Served	Suitable for clients pre-op and post-op, and for clients of all ages and types of arthritis.
Referral	GP's, Rheumatologists, and other specialists.
Program Cost	No fee for service. Fees for equipment prescriptions; e.g. splints.
Program/Service	Provide clients with one-to-one individualized assessment and therapy appointments. Group education for clients and their families are offered and include presentations by providers such as: <ul style="list-style-type: none">• Dietitian• Pharmacist• Rheumatologist
Language Service	None.
Related Services	
Comments	

Musculoskeletal System

Arthrosize

Website	www.westvancouver.ca
Organization	District of West Vancouver
Contact	n/a
Phone	604-925-7210
Fax	n/a
Location of Service	West Vancouver Aquatic Centre, West Vancouver
Hours	Call for details.
Program Team	n/a
Mandate	Focuses on range of motion throughout joints without incorporating a cardio component.
Clients Served	Clients with arthritis, osteoporosis, physical limitations or joint replacements.
Referral	Self and family referrals accepted.
Program Cost	Fee for service.
Program/Service	Level 1: <ul style="list-style-type: none">• Pool-based exercise for arthritis for beginners Level 2: <ul style="list-style-type: none">• For individuals who have mastered Level 1• Demands greater work on specific muscle groups and increased repetitions
Language Service	None.
Related Services	
Comments	

Musculoskeletal System

Better Bones

Website	www.westvancouver.ca
Organization	District of West Vancouver
Contact	n/a
Phone	604-925-7231 or 604-921-2114 (to book sessions)
Fax	n/a
Location of Service	West Vancouver Aquatic Centre, West Vancouver Gleneagles Community Centre, West Vancouver
Hours	Call for details.
Program Team Mandate	Registered Personal Trainer Individual group sessions meant to improve strength, balance, stability and agility.
Clients Served	Clients with osteopenia or arthritis, at risk of falling or bone fractures.
Referral	Self and family referrals accepted.
Program Cost	Require "Rehab Consultation" to assess needs/program requirements. \$35.00 fee for consultation. Fee for service.
Program/Service	Individualized Group Sessions: <ul style="list-style-type: none">• Improve strength, balance, stability and agility• Take place in a private studio under supervision of BCRPA Registered Personal Trainer
Language Service	None.
Related Services	
Comments	

Musculoskeletal System

Joint Replacement – Land &/or Water

Website	www.westvancouver.ca
Organization	District of West Vancouver
Contact	n/a
Phone	604-925-7231
Fax	n/a
Location of Service	West Vancouver Aquatic Centre, West Vancouver
Hours	Consult program guide for details.
Program Team	n/a
Mandate	Build strength both before and after joint replacement surgery.
Clients Served	Adults who are waiting for or who have had joint replacement surgery.
Referral	Self and family referrals accepted. Prerequisite: Joint Replacement consultation to assess client needs and program requirements.
Program Cost	Fee for service. \$35.00 fee for consultation.
Program/Service	<p>This program is for people who have completed and advanced beyond the program and wish to continue with a personalized weight training program. The pool portion includes:</p> <ul style="list-style-type: none"> • Basic range of motion exercises • Continuous strength training using the water as resistance • The land portion is individualized for clients
Language Service	None.
Related Services	
Comments	

Musculoskeletal System

Joint Replacement Rehabilitation Program

Website	www.northvanrec.com
Organization	North Vancouver Recreation Commission
Contact	n/a
Phone	Harry Jerome Community Recreation Centre: 604-983-6406 Karen Magnussen Pool: 604-983-6553 Parkgate Community Centre: 604-983-6355 Ron Andrews Pool: 604-983-6509
Fax	n/a
Location of Service	Harry Jerome Community Recreation Centre (Supervised weight rehab) Karen Magnussen Pool (Supervised water rehab) Parkgate Community Centre (Supervised weight rehab) Ron Andrews Pool (Supervised weight rehab)
Hours	Call for details or check the <i>North Vancouver Recreation Commission Program Guide</i> .
Program Team	n/a
Mandate	For individuals who have had a joint replaced or are waiting for surgery.
Clients Served	For individuals with osteoporosis, arthritis, diabetes, fibromyalgia, stroke rehab or requiring pre-joint replacement rehab. Suitable for individuals before or after joint replacement surgery or for those who have had hip to knee joint replacement surgery.
Referral	Physiotherapist or Physician.
Program Cost	Fee for Service.
Program/Service	Program allows clients to strengthen muscles surrounding the joint, improve flexibility and mobility, and enhance overall fitness: <ul style="list-style-type: none"> • Fitness consultants can supervise a carefully designed circuit in weight room facilities and wave pool
Language Service	Call for details.
Related Services	
Comments	

Musculoskeletal System

Joint Works Program

Website	n/a
Organization	Osteofit/The Source Aesthetic & Fitness Centre Ltd.
Contact	n/a
Phone	604-805-7727
Fax	n/a
Location of Service	Churchill House, North Vancouver Molly Nye House, North Vancouver Silver Harbour Centre, North Vancouver West Vancouver United Church, West Vancouver
Hours	Call for details.
Program Team	n/a
Mandate	Help clients build strength, flexibility, balance and endurance.
Clients Served	Clients with arthritis or joint pain.
Referral	Physician referral may be required.
Program Cost	Fee for service.
Program/Service	Classes: <ul style="list-style-type: none"> • Osteofit (Churchill House) • Levels 1 & 2 (Molly Nye House; Silver Harbour Centre) • Level 1 Adaptive (Molly Nye House) • Joint Works Plus, Joint Works for Workers (Molly Nye House) • Joint Works for Workers (West Vancouver United Church)
Language Service	None.
Related Services	
Comments	Adapted fitness classes developed by the Arthritis Society of BC.

Musculoskeletal System

Nordic Walking for Seniors

Website	www.nsvs.ca
Organization	North Shore Volunteers for Seniors (NSVS)
Contact	Executive Director
Phone	604-922-1575
Fax	604-922-1543
Location of Service	275 – 21 st St, West Vancouver
Hours	Mondays @ 2:00 pm
Program Team Mandate	Trudy Hubbard, Tammy Watson, Home Care West – Community Partner Provide Nordic Walking exercise to improve muscle and bone strength, balance, stability and agility.
Clients Served	All seniors at all levels and those with osteoarthritis, osteoporosis or those at risk for falls.
Referral	Self referral.
Program Cost	No fee for service.
Program/Service	Nordic walking provides exercise and socialization. Tea and goodies are served after the walk. Other NSVS programs and services: <ul style="list-style-type: none">• Lunch and Bridge• Games and Bridge• Wii Games• Chair Exercises and Conversation• Multicultural Event• Chinese Watercolor Classes• Special Lunches
Language Service	n/a
Related Services	
Comments	

Musculoskeletal System

Osteo-Arthritis Fitness

Website	www.northvanrec.com
Organization	North Vancouver Recreation Commission
Contact	n/a
Phone	n/a
Fax	n/a
Location of Service	Karen Magnussen Community Recreation Centre, North Vancouver; 604-983-6553 Parkgate Community Centre, North Vancouver; 604-983-6350
Hours	Call for details or check the <i>North Vancouver Recreation Commission Program Guide</i> .
Program Team Mandate	n/a Improve muscle and bone strength, reaction time and reduce likelihood of falling.
Clients Served	Clients with osteoarthritis.
Referral	Self and family referrals accepted.
Program Cost	Fee for service.
Program/Service	Gentle exercise techniques on chairs, using bands, weights and mini-balls. Drop-ins welcome.
Language Service	None.
Related Services	
Comments	

Musculoskeletal System

OsteoArthritis Service Integration System (OASIS)

Website	www.vch.ca/oasis
Organization	Vancouver Coastal Health
Contact	OASIS Regional Office
Phone	604-875-4257
Fax	604-857-4298
Locations of Service	West Vancouver Community Health Centre 2121 Marine Drive, Room 241 Vancouver Clinic: Gordon and Leslie Diamond Health Care Centre Richmond Clinic: 120-6091 Gilbert Road
Hours	Monday to Friday, 8:30am – 4:30pm
Program Team Mandate	Physiotherapist, Occupational Therapist, Nurse Clinician, Clinic Assistant Enable clients with all stages of osteoarthritis achieve optimal health outcomes by providing: multi-disciplinary assessment, personalized action plans, and self-management education.
Clients Served Referral	Clients with any stage of osteoarthritis. For multidisciplinary assessment: Physician, Surgeon, Rheumatologist May self-refer to education sessions
Program Cost	No fee for service.
Program/Service	<ul style="list-style-type: none">• Multidisciplinary assessment for personalized action plan• Education sessions• Access resources through Listing of Community Services
Language Service	Interpreter services may be booked for the assessment clinic visit with advanced notice. Translated patient education materials will soon be available on the website.
Related Services Comments	Vancouver Coastal Health Program. Download “Chronic Disease Services Referral” form (EF.850.N67) online at http://vch.eduhealth.ca

Musculoskeletal System

Osteofit

Website	n/a
Organization	Osteofit/The Source Aesthetic & Fitness Centre Ltd.
Contact	n/a
Phone	604-805-7727
Fax	n/a
Location of Service	Molly Nye House, North Vancouver (Level 1 & 2) Silver Harbour Centre, North Vancouver (Level 1 & 2) West Vancouver Community Centre, West Vancouver (Level 2)
Hours	Call for details.
Program Team Mandate	n/a To prevent falls and fractures in clients with osteoporosis and osteopenia.
Clients Served	Clients with osteoporosis and osteopenia, of all ages.
Referral	None.
Program Cost	Fee for service.
Program/Service	Education and Exercise Program: <ul style="list-style-type: none"> • Levels 1 & 2 • All ages, including seniors who want a safe and effective workout • Some floor mat work may be offered
Language Service	None.
Related Services	
Comments	Exercise Program designed by BC Women's Hospital.

Musculoskeletal System

Rehab Consultations

Website	www.westvancouver.ca
Organization	District of West Vancouver
Contact	n/a
Phone	West Vancouver Aquatic Centre: 604-925-7231 Gleneagles Community Centre: 604-921-2114
Fax	n/a
Location of Service	West Vancouver Aquatic Centre, West Vancouver Gleneagles Community Centre, West Vancouver
Hours	Call for details.
Program Team Mandate	n/a Individual consultation is a pre-requisite to the following programs: <ul style="list-style-type: none"> • Joint Replacement • Healthy Heart • Better Bones
Clients Served	Individuals interested in taking the Joint Replacement, Healthy Heart, and Better Bones courses.
Referral	Self and family referrals accepted.
Program Cost	Fee for service.
Program/Service	Individual consults are with a CRPA Registered Personal Trainer to ensure that client's chosen program meets their needs and goals.
Language Service	None.
Related Services	
Comments	

Musculoskeletal System

Specialty Aquatic Rehab

Website	www.northvanrec.com
Organization	North Vancouver Recreation Commission
Contact	n/a
Phone	604-983-6553
Fax	n/a
Location of Service	Karen Magnussen Pool
Hours	Call for details or check the <i>North Vancouver Recreation Commission Program Guide</i> .
Program Team Mandate	n/a One-on-one rehabilitation done in water to increase range of motion, flexibility and mobility.
Clients Served	Clients who have chronic injuries, recovering from surgery or other medical conditions or those needing support to get active in the water.
Referral	Physician referral may be required.
Program Cost	Fee for service.
Program/Service	Aquatic rehabilitation.
Language Service	None.
Related Services	
Comments	

Musculoskeletal System

Steady Feet – Phase 1

Website	www.northvanrec.com
Organization	North Vancouver Recreation Commission
Contact	n/a
Phone	604-982-8311
Fax	n/a
Location of Service	John Braithwaite Community Centre, North Vancouver
Hours	Call for details or check the <i>North Vancouver Recreation Commission Program Guide</i> .
Program Team	A balance and stability specialist (Kinesiologist) and Group Fitness Instructor.
Mandate	To support and educate individuals at high risk for falls.
Clients Served	Clients who would benefit by gaining strength and mobility to help reduce their risk of falling.
Referral	Referred by VCH and other health care professionals.
Program Cost	Call for details.
Program/Service	A supervised program assisting clients through education and exercise on fall prevention awareness.
Language Service	None.
Related Services	
Comments	

Nervous System

Acquired Brain Injury (ABI) Case Management

Website	General information on VCH website: http://www.vch.ca/
Organization	Vancouver Coastal Health, North Shore
Contact	604-986-7111
Fax	604-983-6707
Location of Service	132 Esplanade W. 5 th Floor, North Vancouver B.C.
Hours	8:30 am - 4:00 pm; Mondays, Tuesdays, Thursdays.
Program Team Mandate	To support clients and their families living with an acquired brain injury to a level of independence consistent with their goals and health status. The North Shore ABI case manager is an occupational therapist.
Clients Served	North Shore adults with an acquired brain injury diagnosis.
Referral	Physician, public/self-referred.
Program Cost	None
Program/Service	North Shore Home & Community Care/Regional Acquired Brain Injury Program through Vancouver Coastal Health.
Language Service	Interpreters available with notice.
Related Services	Counseling, Life Skills, short-term rehab-oriented housing, HCC rehab, nursing.
Comments	

Nervous System

Brain Gym Exercise Program for Older Adults

Website	www.nsnh.bc.ca/
Organization	North Shore Neighbourhood House
Contact	Licensed Brain Gym Instructor
Phone	604-987-8138
Fax	n/a
Location of Service	John Braithwaite Community Centre
Hours	Wednesday afternoons. Call for details.
Program Team	Educational Kinesiology Consultant
Mandate	An educational approach for self-awareness and self-improvement with social interaction utilizing a 5-step model contributing on fall and injury prevention.
Clients Served	Seniors 55 plus years.
Referral	Self and family referrals accepted.
Program Cost	Fee for service.
Program/Service	Gentle exercises and activities to enhance physical coordination, balance, sensory integration, mental function and social well-being.
Language Service	None.
Related Services	
Comments	

Nervous System

North Shore Stroke Recovery Centre

Website	www.vcn.bc.ca/nssrc/
Organization	North Shore Stroke Recovery Centre
Contact	Principal Coordinator
Phone	604-929-5803
Fax	n/a
Location of Service	North Shore Neighbourhood House, North Vancouver West Community Health Centre, West Vancouver
Hours	North Vancouver – Tuesday/Wednesday/Thursday; 10:00am – 2:00pm West Vancouver – Monday; 10:00am – 2:00pm
Program Team Mandate	3 Program Coordinators. Provide a social and empowering environment where stroke survivors, family friends and caregivers find mutual understanding, acceptance & support.
Clients Served	Individuals who have suffered from a stroke and caregivers.
Referral	Self and family referrals accepted.
Program Cost	Fee for service.
Program/Service	The Centre is a self-help support group for stroke survivors. Activities include: <ul style="list-style-type: none">• Exercise sessions, physical games (designed to maintain coordination and mental fitness)• Speech therapies• Health and wellness lectures• Caregiver support• Community re-integration
Language Service	None.
Related Services	
Comments	Member of the Stroke Recovery Association of BC. Partially funded by Vancouver Coastal Health. See website for other funding sources.

Nervous System

Rehab Adaptive Fitness

Website	www.westvancouver.ca
Organization	District of West Vancouver
Contact	n/a
Phone	604-925-7270
Fax	n/a
Location of Service	West Vancouver Senior's Activity Centre, West Vancouver
Hours	Monday/Wednesday; 10:30 - 11:30 am
Program Team	n/a
Mandate	Recreational exercise class.
Clients Served	Individuals who are recovering from a stroke and/or living with neurological disorders (e.g. Cerebral Palsy, Multiple Sclerosis, Parkinson's Disease).
Referral	Physician referral required.
Program Cost	Fee for service.
Program/Service	Exercise class.
Language Service	None.
Related Services	
Comments	West Vancouver Parks & Recreation Program.

Nervous System

Stroke Rehabilitation Aquafit

Website	www.northvanrec.com
Organization	North Vancouver Recreation Commission
Contact	n/a
Phone	604-983-6553
Fax	n/a
Location of Service	Karen Magnussen Community Recreation Centre, North Vancouver
Hours	Call for details or check the <i>North Vancouver Recreation Commission Program Guide</i> .
Program Team Mandate	n/a Rehabilitation with a focus on developing a full range of movement for small and large muscle groups.
Clients Served	Clients who have had a CVA (cerebral vascular accident).
Referral	Physician referral may be required.
Program Cost	Fee for service.
Program/Service	Aquafit for CVA clients. Some speech therapy may be involved.
Language Service	None.
Related Services	
Comments	

Renal System

Kidney Foundation of Canada (The) – B.C. Branch

Website	www.kidney.bc.ca
Organization	Kidney Foundation of Canada (The)
Contact	Program Director
Phone	604-736-9775
Fax	n/a
Location of Service	200 – 4940 Canada Way, Burnaby
Hours	Monday to Friday; 8:30am – 4:30pm
Program Team	n/a
Mandate	Committed to client services, public education, organ donation awareness, funding research.
Clients Served	Individuals with kidney failure and related disorders (e.g. hypertension, diabetes, urinary tract infections, kidney stones).
Referral	Self and family referrals accepted.
Program Cost	Most resources are free of charge. Some fees may apply. Financial support available for those in need.
Program/Service	Offer a well integrated system which emphasizes information and referral, education materials, summer camp for children, practical assistance, peer support, short-term emergency financial support.
Language Service	“Living with Kidney Disease” manual available in French, Punjabi, Chinese, Italian. Information videos available in French, Chinese and Punjabi.
Related Services	Clients with chronic kidney disorders may also benefit from: <ul style="list-style-type: none">• Bounce Back – Mental Health• Chronic Disease Self-Management Program• Nutritional Counseling
Comments	No programs specifically delivered on the North Shore.

Renal System

North Shore Community Dialysis Unit

Website	n/a
Organization	Provincial Health Services Authority
Contact	Manager/North Shore CDU & Coastal Units
Phone	604-904-1157
Fax	n/a
Location of Service	117 – 260 Esplanade W, North Vancouver
Hours	Monday/Wednesday/ Friday; 7:00am – 11:00pm
Program Team Mandate	Physician, RNs, Pharmacist, Social Worker, Dietitians. Community dialysis support for individuals with renal disorders.
Clients Served	Both acute and chronic renal clients. Majority of clients are North Shore residents, but not limited to this population.
Referral	Referral from Nephrologist. Call for details regarding referrals via Emergency/ICU.
Program Cost	No fee for service
Program/Service	Stand-alone dialysis unit. RNs have primary care role to follow individual through dialysis.
Language Service	None.
Related Services	Clients with chronic kidney disorders may also benefit from: <ul style="list-style-type: none">• Bounce Back – Mental Health• Chronic Disease Self-Management Program• Nutritional Counseling
Comments	Extension of St. Paul's Hospital Renal Program. Selection for referral based on stability on dialysis and control of underlying medical conditions.

Respiratory System

Asthma Society of Canada – National Office

Website	www.asthma.ca and www.asthmakids.ca
Organization	Asthma Society of Canada
Contact	Director of Programming
Phone	1-866-787-4050
Fax	n/a
Location of Service	2306 – 4950 Yonge St, Toronto, Ont.
Hours	Monday to Friday; 9:00am – 5:00pm (EST)
Program Team	n/a
Mandate	Support Canadians to achieve symptom-free asthma through the delivery of accredited and relevant asthma self-management education and certified asthma counseling.
Clients Served	Clients (and/or caregivers) with asthma or related allergies. Website resources also available for those with COPD.
Referral	Self and family referrals accepted.
Program Cost	No fee for service.
Program/Service	Provide asthma information, education, management tools and support program for Canadians with asthma. Services provided directly through telephone, Internet and print. Indirectly through healthcare providers, primary caregivers, teachers, coaches, employers and community organizations.
Language Service	n/a
Related Services	<p>Clients with Chronic Respiratory Conditions may also benefit from:</p> <ul style="list-style-type: none"> • BREATH Program • Respiratory Disease Education Clinic • Bounce Back Program • Chronic Disease Self-management Program • Nutritional Counseling • Smoking Cessation
Comments	Asthma Society of Canada does not directly operate programs or services at the Community level.

Respiratory System

BC Lung Association – Head Office

Website	www.bc.lung.ca
Organization	BC Lung Association
Contact	Director of Health Education & Program Services
Phone	604-731-5864
Fax	n/a
Location of Service	2675 Oak St, Vancouver
Hours	Monday to Friday; 9:00am – 5:00pm
Program Team	n/a
Mandate	Assist clients suffering with chronic lung diseases such as chronic bronchitis, emphysema and asthma improve their lives through education, encouragement and fellowship.
Clients Served	Clients with a lung disease (e.g. asthma, COPD, lung cancer, sleep apnea, TB).
Referral	Self and family referrals accepted.
Program Cost	No fee for service.
Program/Service	<p>Services:</p> <ul style="list-style-type: none"> • Offer educational public seminars and community programs • Provide professional development and training for lung health professionals • Provide teach/student resources • Offer one-on-one consultations • Publish “Your Health” magazine and “Breathe Easy” newsletter • Offer the Breathworks Program (for people with COPD) • Better Breathers’ Clubs of BC; support groups for those with respiratory illness
Language Service	n/a
Related Services	<p>Clients with Chronic Respiratory Conditions may also benefit from:</p> <ul style="list-style-type: none"> • BREATH Program • Respiratory Disease Education Clinic • Bounce Back Program • Chronic Disease Self-management Program • Nutritional Counseling • Smoking Cessation
Comments	No specific programs on the North Shore at present.

Respiratory System

BREATH Respiratory Program (COPD)

Website	TBA
Organization	Vancouver Coastal Health
Contact	Reception
Phone	604-984-5888
Fax	604-904-6172
Location of Service	Lions Gate Hospital – Medical Day Centre North Vancouver
Hours	Tuesday/Thursday; 12:00 – 4:00pm
Program Team	Respiratory Nurse Clinician, Physiotherapist (COPD Educator), Occupational Therapist, Respiriologist, Pharmacist, Social Worker, Clinical Dietitian.
Mandate	Rehabilitation program to provide education, exercise and support for clients and their families.
Clients Served	Clients diagnosed with COPD or Pulmonary Fibrosis. May also be appropriate for clients with Chronic Asthma.
Referral	Physician, Respiriologist or Hospitalist. Respiratory Nurse Clinician may recommend GP refer client to program.
Program Cost	Fee for 5-week program course material.
Program/Service	All clients are seen by a Respiriologist. Education sessions are offered 3x/year. Family members welcome to attend. 5- Week Education Program: <ul style="list-style-type: none"> • Tuesday/Thursday; 1:00 – 3:30pm • Follow-up Session in 3-6 months Ongoing Maintenance Exercise Program: <ul style="list-style-type: none"> • Clients have completed the 5-Week Education component • Every Tuesday/Thursday; 12:30 – 2:00pm
Language Service	None.
Related Services	Better Breathers Education & Peer Support Program, West Vancouver. Clients with Chronic Respiratory Conditions may also benefit from: <ul style="list-style-type: none"> • Respiratory Disease Education Clinic • Bounce Back Program • Chronic Disease Self-management Program • Nutritional Counseling • Smoking Cessation
Comments	Vancouver Coastal Health Program. Download “Chronic Disease Services Referral” form (EF.850.N67) online @ http://vch.eduhealth.ca

Respiratory System

Pediatric Asthma Clinic

Website	TBA
Organization	Vancouver Coastal Health
Contact	n/a
Phone	604-984-3830
Fax	604-984-3818
Location of Service	Lions Gate Hospital , 3 East North Vancouver
Hours	Monthly, Friday 8:30 am – 3:00 pm
Program Team	Pediatrician, Asthma Educator RN, RTT
Mandate	To Provide Assessment and Education to clients and their families. Follow-up as required to monitor compliance and interventions with individual Action Plans.
Clients Served	Pediatrics clients age 0-17 years
Referral	Physician
Program Cost	No fee for service.
Program/Service	All clients are seen by Pediatrician for assessment, A Respiratory Therapist for a Lung Function Test (for over 6 years of age), and a Pediatric Asthma Education for education. The sessions last approximately 1.5 hours.
Language Service	English
Related Services	
Comments	Vancouver Coastal Health Program. Download “Chronic Disease Services Referral” form (EF.850.N67) online @ http://vch.eduhealth.ca

Respiratory System

Respiratory Disease Education Clinic

Website	TBA
Organization	Vancouver Coastal Health
Contact	Respiratory Disease Educator
Phone	604-988-3131, Ext. 4954
Fax	n/a
Location of Service	Lions Gate Hospital, Respiratory Dept. North Vancouver
Hours	Monday to Friday; 9:00am – 3:00pm
Program Team Mandate	Respiratory Disease Educator & Respiriologist. Provide self-management strategies and education to people with respiratory disease. Provide smoking cessation counseling to prevent disease from developing or worsening.
Clients Served	Clients with Asthma, COPD, other respiratory diseases, and smokers looking for smoking cessation support.
Referral	Physicians, Specialists, Emergency Dept & Inpatient referrals.
Program Cost	No fee for service.
Program/Service	Individual Sessions: <ul style="list-style-type: none"> • COPD clients seen for 1:1 education session with f/up by phone; focus on medications and their use • Asthma clients seen for assessment, f/up for asthma control progress, action plan session, 6-mos follow-up
Language Service	None.
Related Services	Clients with Chronic Respiratory Conditions may also benefit from: <ul style="list-style-type: none"> • BREATH Program • Bounce Back Program • Chronic Disease Self-management Program • Nutritional Counseling • Smoking Cessation
Comments	Vancouver Coastal Health Program. Download “Chronic Disease Services Referral” form (EF.850.N67) online @ http://vch.eduhealth.ca

Respiratory System

Regional Tobacco Reduction Program

Website	http://www.vch.ca/your_environment/tobacco_reduction/tobacco_reduction
Organization	Vancouver Coastal Health
Contact	Lindsay MacDonald, Regional Tobacco Reduction Coordinator
Phone	604-983-6711
Fax	604-983-6702
Location of Service	North Shore and Sea to Sky
Hours	Monday – Friday; 8:30a.m. - 5:00p.m.
Program Team	Vancouver Coastal Health – Health Protection
Mandate	Assess, plan, implement, monitor and evaluate community tobacco reduction activities, programs and services. Primary objectives: <ul style="list-style-type: none">• Prevention - prevent tobacco use among children and youth• Cessation - support those who want to quit tobacco products• Protection – Protecting individuals from exposure to tobacco smoke
Clients Served	Current smokers, those at risk to start smoking (youth), and the general public (associated risks of second-hand smoke).
Referral	Confidential support and nicotine replacement therapy provided through QuitNow by calling 8-1-1 – more information at www.quitnow.ca .
Program Cost	No fee for service.
Program/Service	<ul style="list-style-type: none">• Working with partners to cultivate public support for smoke-free policy change• Developing and promoting resources to help families support smoke-free living in our communities• Maintaining and promoting VCH's smoke-free premise policy Ministry of Health <ul style="list-style-type: none">• BC Smoking Cessation Program – provides assistance with the cost of smoking cessation aids QuitNow Services – www.quitnow.ca <ul style="list-style-type: none">• Free telephone, text, web, and live chat support to assist with stopping smoking for all British Columbians
Language Service	QuitNow by Phone is available in 130 languages.
Related Services	Tobacco Cessation also available through Respiratory Education Program at Lions Gate Hospital.
Comments	Vancouver Coastal Health Program. Download “Chronic Disease Services Referral” form (EF.850.N67) online @ http://vch.eduhealth.ca

Social & Peer Support

Aboriginal /First Nation Services (VCH)	
Website	http://www.vch.ca/your_health/aboriginal_first_nations/
Organization	Vancouver Coastal Health
Contact	See website for contact details.
Phone	
Fax	
Location of Service	
Hours	
Program Team	
Mandate	Our Aboriginal health team works with Aboriginal communities to address health issues in a way that incorporates their input, cultural beliefs and identifies barriers and successful strategies.
Clients Served	Aboriginal/First Nations. Central Coast, North & West Vancouver, Powell River, Richmond Sea to Sky, Sunshine Coast, Vancouver and BC.
Referral	
Program Cost	
Program/Service	<p>Visit our website for further information on services for Aboriginal/First Nations which includes links and descriptions, contact details for the following services:</p> <ul style="list-style-type: none"> • Aboriginal Health Initiative Program • Aboriginal Patient Navigator Program • Aboriginal Wellness Program (AWP) • Adult Day Programs • Child & Youth Aboriginal Mental Health Outreach • Choice in Support for Independent Living (Vancouver, Richmond, Sunshine Coast) • Community Bathing Program • Diabetes and Foot Care Clinic • Healthy Living Program • Long Term Care • Meals on Wheels (Central, Sunshine Coast) • Residential Historical Abuse Program (RHAP) • Wound Care Clinic • Youth Addiction Counsellors – Vancouver
Language Service	
Related Services	
Comments	Aboriginal Patient Navigator Program to help access health services.

Social & Peer Support

Aboriginal Patient Navigator

Website	www.vch.ca/aboriginal/health
Organization	Aboriginal Health Strategic Initiatives
Contact	Team Leader
Phone	604-875-5600 x63292
Fax	604-875-4846
Location of Service	550 – 601 West Broadway, Vancouver, BC V5Z 4C2
Hours	Monday to Friday; 9:00 am to 5:00 pm (regular business hours)
Program Team Mandate	n/a Assist Aboriginal people with access to health services. As a personal guide, the Navigator is there to help the patient and family through their health care journey both in hospital and community. Acts as a bridge between you, your community and the health care system, through consultation and referral services.
Clients Served	Aboriginal persons (First Nations, Inuit & Metis): both on and off reserve.
Referral	Self, family and health care worker referrals accepted.
Program Cost	No fee for service.
Program/Service	<ul style="list-style-type: none"> • Provide referral services. • Assist health care team with case planning and discharge planning as it relates to liaising with Aboriginal service providers. • Coordinate and assist with medical appointments. • Provide supportive hospital visits. • Assist and support with quality care issues. • Promote culturally inclusive care.
Language Service	English.
Related Services	Liaison, Networking, Referral, Advocacy
Comments	

Social & Peer Support

Abuse and Neglect Program

Website	n/a
Organization	Vancouver Coastal Health
Contact	n/a
Phone	604-904-6200
Fax	604-904-6266
Location of Service	West Community Centre, West Vancouver
Hours	Monday to Friday; 8:30am – 4:30pm
Program Team	n/a
Mandate	Receive reports, provide consultation, and coordinate responses to adults who are abused, neglected and self-neglected.
Clients Served	Clients unable to seek support/assistance on their own.
Referral	All health care providers.
Program Cost	No fee for service.
Program/Service	Assist and support clients unable to seek support and assistance on their own behalf due to restraint, physical or mental limitation or illness, disease, injury, or other conditions that affect their ability to make decisions about abuse and neglect.
Language Service	None.
Related Services	
Comments	

Social & Peer Support

Better Breathers Education & Peer Support Group (COPD/Asthma)

Website	
Organization	Vancouver Coastal Health
Contact	Administrative Coordinator
Phone	604-904-6200 x4150
Fax	604-904-6172
Location of Service	West Vancouver Community Centre – Garden Room (Ground Floor) 2121 Marine Drive, West Vancouver
Hours	1 st Friday of the Month; 1:00 – 3:00 pm (October, November, December, February, March, April, May)
Program Team	Various speakers & presenters.
Mandate	To assist clients with understanding how to live well with COPD & asthma, as well as other lung disease. To offer continued ongoing education and social peer support.
Clients Served	All North Shore residents.
Referral	Self referral.
Program Cost	
Program/Service	<p>People who have strong connections to others have improved health, and communities where people are connected are healthier places to live. Continued ongoing education is offered to support this group to support each other in living with lung disease. Topics have included:</p> <ul style="list-style-type: none"> • Breathing Techniques – Review of SOS • Exercise to Move More • Fighting the Winter Blues • Insomnia • Medication Devices – How to Use Them Properly • Nutrition/Healthy Eating • Seasonal Allergies • Sleep Apnea <p>This peer support group is rich in self knowledge and experience of living with lung disease. Come and support each other. Families and friends are welcome.</p>
Language Service	n/a
Related Services	<ul style="list-style-type: none"> • Asthma Education • COPD Education • BREATH Respiratory Rehabilitation Program <p>Vancouver Coastal Health Program. Download “Chronic Disease Services Referral” form (EF.850.N67) online @ http://vch.eduhealth.ca For a detailed list of physical activity programs appropriate for clients with chronic disease, download a copy of “North Shore Chronic Disease Programs & Services Directory” at: http://www.nscr.bc.ca/information/caregiver/NSChronic.pdf</p>
Comments	For the <i>Better Breathers Clubs of BC</i> , call the BC Lung Association at their Toll Free number 1-800-665-5864 or 604-731-5864.

Social & Peer Support

Capilano Community Services Society

Website	www.capservices.ca
Organization	Capilano Community Services Society
Contact	Executive Director
Phone	604-988-7115
Fax	n/a
Location of Service	Delbrook Community Centre, North Building 600 Queen's Rd W, North Vancouver
Hours	Monday to Friday; 8:30am – 4:30pm
Program Team	n/a
Mandate	Serve North Vancouver residents through targeted programs.
Clients Served	Youth “potentially” at risk and frail seniors; Lower and Upper Capilano, North Vancouver.
Referral	Self and family referrals accepted.
Program Cost	No fee for service for most services. Some nominal fees may apply.
Program/Service	<p>Youth Program:</p> <ul style="list-style-type: none"> Youth Outreach/At-risk Youth <p>Senior's Program:</p> <ul style="list-style-type: none"> Seniors' Hub Provides volunteer drivers, telefriends, small group outings, monthly social program, discussion groups, short-distance walking, emergency grocery shopping, and social visits for frail and isolated senior. <p>Health Equipment Program:</p> <ul style="list-style-type: none"> Short-term loan program (3 mos) Mobility aids, bath aids, etc.
Language Service	None.
Related Services	
Comments	Partnership between Capilano Community Services Society, Red Cross Society and Vancouver Coastal Health.

Social & Peer Support

Caregiver Support Program

Website	www.nscr.bc.ca
Organization	North Shore Community Resources Society
Contact	Coordinator
Phone	604-982-3320
Fax	604-985-0645
Location of Service	201 – 935 Marine Dr., 2 nd Floor Capilano Mall, North Vancouver
Hours	Monday to Friday; 9:00am – 4:30 pm
Program Team	n/a
Mandate	Support caregivers who provide unpaid care/support to an adult friend or family member living with a disability, chronically ill, elderly or palliative living at home, in the community, or in a care facility.
Clients Served	Any caregiver who provides unpaid care and support.
Referral	Self and family referrals accepted.
Program Cost	No fee for service. Respite subsidies available.
Program/Service	Drop-in Network Group for Caregivers: <ul style="list-style-type: none"> • Issues discussed include coping with stress, community resources • 2nd Wed. of the month; 10:30am – 12:30pm • 1st Thurs. of the month; 7:00 – 9:00 pm “A Caregivers’ Journey”: <ul style="list-style-type: none"> • Series of 5 educational workshops • 10:30am – 12:30 pm Ongoing education workshops offered.
Language Service	Call for details.
Related Services	
Comments	Recipient of a Worklife BC Award of Merit. See website for more on North Shore Community Resources.

Social & Peer Support

Chronic Disease Self Management Programs

Website	www.coag.uvic.ca/cdsmp/
Organization	Chronic Disease Self Management Program
Contact	CDSMP Coordinator
Phone	604-940-3568
Fax	n/a
Location of Service	n/a
Hours	n/a
Program Team	Facilitated by pairs of volunteer lay leaders, most of whom have chronic conditions themselves. Trained and certified as a CDSMP Leader; follow a scripted "Leaders' Manual".
Mandate	Provides evidence-based health education workshop proven to build participants' confidence and motivation to engage in self-care, symptom management and coping strategies for the challenges of living with chronic conditions.
Clients Served	Adults of all ages living with chronic conditions (any ongoing or recurrent physical or mental health condition). Family members, friends and caregivers welcome.
Referral	Self and family referrals accepted.
Program Cost	No fee for service
Program/Service	<p>Programs:</p> <ul style="list-style-type: none"> Living a Healthy Life with Chronic Conditions Diabetes Self-Management Program Chronic Pain Self-Management Program <ul style="list-style-type: none"> • 6-week client education program; 2 ½ hours once a week • Highly interactive workshop; helps people with chronic conditions build confidence and motivation to overcome daily challenges and maintain an active fulfilling life • Participants learn information and strategies to manage symptoms, get started making lifestyle changes, communicate effectively with their health care team, make daily tasks easier, set goals, problem solve, take action and live a healthy life • Participants received a complimentary copy of the book "Living a Healthy Life with Chronic Conditions"
Language Service	n/a
Related Services	
Comments	Program originally developed at the Stanford Patient Education Research Centre as a collaborative research project between Stanford and Northern California Kaiser Permanente Medical Care Program. University of Victoria's Centre on Aging received a grant from the BC Ministry of Health to Implement the program in British Columbia.

Social & Peer Support

Ese'm'kwu Aboriginal Healing and Wellness Centre

Website	n/a
Organization	Squamish Nation
Contact	n/a
Phone	604-904-1253
Fax	n/a
Location of Service	Call for information.
Hours	Call for details.
Program Team	n/a
Mandate	Provide health and wellness program and services to Squamish Nation members on and off Reserve.
Clients Served	Members of the Squamish First Nation.
Referral	Self and family referrals accepted.
Program Cost	Call for details
Program/Service	Call for information regarding services and programs offered, availability and times.
Language Service	Call for details.
Related Services	
Comments	

Social & Peer Support

Family Services of the North Shore

Website	www.familyservices.bc.ca/
Organization	Family Services of the North Shore
Contact	Executive Director
Phone	604-988-5281
Fax	n/a
Location of Service	101 – 255 1 st St W, North Vancouver
Hours	Monday to Friday; 9:00am – 7:00pm
Program Team	n/a
Mandate	Provide education, support and counseling to heal and connect our community.
Clients Served	North Shore residents.
Referral	Self and family referrals accepted.
Program Cost	Fees for service vary; sliding fee scale may apply.
Program/Service	Palliative Care Volunteer Program: <ul style="list-style-type: none">• Run in partnership with North Shore Palliative Care Bereavement Program @ Lions Gate Hospital• Provides volunteer screening, training, mentoring and supervision See website for all programs, services and information
Language Service	Clinical and community services are available in Farsi and other languages. Call for further information.
Related Services	
Comments	

Social & Peer Support

Golden Circle

Website	n/a
Organization	John Braithwaite Community Centre
Contact	n/a
Phone	604-982-8330
Fax	n/a
Location of Service	Kiwanis Towers, North Vancouver (Level 1) John Braithwaite Community Centre, North Vancouver (Level 2) John Braithwaite Community Centre, North Vancouver (Lunch Bunch)
Hours	Call for details.
Program Team Mandate	n/a A health, wellness and socialization program that improves the quality of life for older adults.
Clients Served	Appropriate for frail and isolated seniors.
Referral	Self and family referrals accepted.
Program Cost	Fee for service.
Program/Service	Level 1: <ul style="list-style-type: none"> Includes physical and mental exercises, bus trips, crafts and monthly birthday parties Level 2: <ul style="list-style-type: none"> Designed to meet the needs of seniors that are physically or mentally frailer than Level 1 seniors Volunteers are trained on how to communicate with clients that have dementia, depression, anxiety disorders, Parkinson's and other health concerns A variety of "brain games" help stimulate memory as well as physical exercises Lunch Program: <ul style="list-style-type: none"> Focuses on physically or mentally frailer seniors Participants will have a nutritious lunch, mild exercises and "brain games" to help stimulate memory
Language Service	Call for details.
Related Services	
Comments	JBCC operates within the existing policy frameworks of the Centre's three partners: the City of North Vancouver, the North Vancouver Rec. Commission and North Shore Neighborhood House.

Social & Peer Support

Hollyburn Family Services

Website	www.hollyburn.ca
Organization	Hollyburn Family Services
Contact	Executive Director
Phone	604-987-8211
Fax	n/a
Location of Service	210 – 255 1 st St W, North Vancouver
Hours	Call for details.
Program Team	n/a
Mandate	Provide counseling and support services to children, youth, families, and seniors who are experiencing difficulties coping with their daily lives.
Clients Served	Children, youth, family and seniors in Metro Vancouver.
Referral	As required for services provided under contract with the Province of BC.
Program Cost	Call for information.
Program/Service	Programs include: <ul style="list-style-type: none">• Individual and Family Counseling• Youth Services• Parent/Teen Mediation• Parent Education• Family Support Services• Residential Care for Youth• Home Support Services for Seniors and Persons with Special Needs• Autism Services See website for more details.
Language Service	Call for information.
Related Services	
Comments	

Social & Peer Support

Keeping Connected For Seniors

Website	www.westvancouver.ca/Visitors/Level3.aspx?id=1864
Organization	District of West Vancouver
Contact	n/a
Phone	604-925-7174
Fax	604-925-5935
Location of Service	West Vancouver Seniors Activity Centre
Hours	Monday – Friday; 9:00am – 5:00pm
Program Team	Program Leaders and volunteer support.
Mandate	Keeping seniors connected to their community, each other and life.
Clients Served	Seniors who are frail and/or isolated, living independently in West Vancouver.
Referral	Yes. Call for referral process details.
Program Cost	Fees for service. Call for details.
Program/Service	<p>Transportation is provided door-to-door. Personal assistance given for those with limited mobility, Walkers & Wheelchairs. Call for detailed program brochure. Programs that are offered are:</p> <p>Stepping Out:</p> <ul style="list-style-type: none"> • Scenic afternoon bus trips <p>Lunch Brunch:</p> <ul style="list-style-type: none"> • Lunch out at a restaurant <p>Strollers:</p> <ul style="list-style-type: none"> • Supported one-to-one walking program at Park Royal Mall <p>Men's Club:</p> <ul style="list-style-type: none"> • Social group for frail/isolated senior men living in community • Lunch followed by group discussion <p>Social Club:</p> <ul style="list-style-type: none"> • Social group for frail/isolated senior women living in community • Activities include group discussion, "mental aerobics", crafts <p>Current Conversations:</p> <ul style="list-style-type: none"> • Mild chair exercises followed by group discussion and/or brain teasers/"mental aerobics" <p>Meet n' Munch:</p> <ul style="list-style-type: none"> • Lunch program followed by group crossword puzzle and other mentally stimulating activities <p>Music Appreciation:</p> <ul style="list-style-type: none"> • Run by music therapist • Discuss and listen to classical music
Language Service	None.
Related Services	
Comments	Partially funded by Vancouver Coastal Health and "Friends of the Centre" donation fund.

Social & Peer Support

KidSport™ North Shore

Website	http://www.kisportnorthshore.ca/
Organization	KidSport™ North Shore
Contact	
Phone	604-983-6444 (776)
Fax	
Location of Service	600 West Queens Road, North Vancouver
Hours	
Program Team	n/a
Mandate	KidSport™ North Shore believes that no kid should be left on the sidelines. Provide support to families in order to remove financial barriers that prevent their children from playing organized sport.
Clients Served	North Shore children between the ages of five and eighteen.
Referral	Self and family referral.
Program Cost	No charge to client.
Program/Service	Assist children to access sport opportunities in both team and individual sports 'so all kids can play'. See website for grant applications for sport program, as well as volunteer opportunities, supporting sponsors and partners.
Language Service	
Related Services	
Comments	

Social & Peer Support

North Shore Disability Resource Centre Association

Website	www.nsdrc.org
Organization	North Shore Disability Resource Centre Assoc.
Contact	Executive Director – Information & Advocacy Services
Phone	604-985-5371
Fax	n/a
Location of Service	3158 Mountain Hwy, North Vancouver
Hours	Call for details.
Program Team	n/a
Mandate	Provide physical disability-specific information and referral services, resource materials, personal advocacy and public education for people with disabilities.
Clients Served	North Shore residents with disabilities.
Referral	Self and family referrals accepted.
Program Cost	Call for details.
Program/Service	See website for program and service details.
Language Service	None.
Related Services	
Comments	Some funds from Vancouver Coastal Health. See website for other sources.

Social & Peer Support

North Shore Multicultural Society

Website	www.nsms.ca
Organization	North Shore Multicultural Society
Contact	Executive Director
Phone	604-988-2931
Fax	n/a
Location of Service	207 – 123 15 th St E, North Vancouver
Hours	Call for details or see website.
Program Team	n/a
Mandate	Provide information, orientation, and referral for Canadian systems and other settlement issues. Provide specialized programs for immigrants and refugees to the North Shore.
Clients Served	Immigrants and refugees new to Canada and the North Shore. See website for details on eligibility.
Referral	Self and family referrals accepted.
Program Cost	Call for details.
Program/Service	Offers North Shore newcomers a full range of settlement and integration programs and services including: <ul style="list-style-type: none"> • Information about health care options and resources in the North Shore community • Individual Settlement Services • Settlement Workshop and Programs (require pre-registration; free of charge) • Youth Program • Family Program • Employment Program • English Language Programs
Language Service	See website for full program/service availability and times. Clinical and community services are available in Farsi and other languages. Call for further information.
Related Services	
Comments	

Social & Peer Support

North Shore Volunteers for Seniors

Website	www.nsvs.ca
Organization	North Shore Volunteers for Seniors
Contact	n/a
Phone	604-922-1575
Fax	
Location of Service	275 21 st Street, West Vancouver, BC
Hours	Call for details.
Program Team Mandate	Trained volunteers with good interpersonal & listening skills. Dedicated to promoting the independence and well-being of seniors through diverse and accessible programs and services.
Clients Served	North Shore frail and isolated seniors who live independently in their own homes.
Referral	Referral from all caregivers. Self-referral.
Program Cost	Call for details.
Program/Service	<p>Volunteers are carefully matched with seniors to ensure compatibility to provide one-on-one support. Visiting Program volunteers provide:</p> <ul style="list-style-type: none"> • Companionship by visiting seniors in their homes, sharing conversation, having tea, playing games and cards, or simply socializing • Access to the community by taking seniors for walks, helping with shopping or appointments • Consistency in the senior's life through regular weekly visits <p>We also offer drop-in center programs that appeal to "super seniors" who are interested in socializing with others in a small, personal, and informal setting. These in-house programs include:</p> <ul style="list-style-type: none"> • Tuesday Lunch and Bridge • Wednesday Wii Video Game drop-in • Thursday Exercise and Conversation • Cash Bingos • Monthly bus trips • Special events • Seasonal dinners <p>Call or visit our website for further details.</p>
Language Service	Call for details.
Related Services	
Comments	All volunteers undergo reference and criminal record checks. North Shore Volunteers for Seniors is a non-profit society.

Social & Peer Support

Respite Program

Website	n/a
Organization	Vancouver Coastal Health
Contact	Intake
Phone	604-986-7111
Fax	n/a
Location of Service	In-home service or community care facilities.
Hours	Call for details.
Program Team	n/a
Mandate	Respite may be provided in the home or by the client attending the Adult Day Centre. Subsidized respite beds, located in the community care facilities, are available for longer periods of time and are accessed through the case manager.
Clients Served	Available to caregivers of clients who are registered with the Long Term Care Program.
Referral	Yes; through LTC Case Management.
Program Cost	Subsidized service.
Program/Service	In-home respite. Longer-term respite: <ul style="list-style-type: none"> • Amica, West Vancouver • Sunrise of Lynn Valley, North Vancouver • Lynn Valley Care Centre
Language Service	None.
Related Services	
Comments	

Social & Peer Support

Salvation Army – Community Ministries & Family Services/North Vancouver Centre

Website	www1.salvationarmy.org/can/www_can_bc.nsf
Organization	Salvation Army
Contact	n/a
Phone	604-988-7225
Fax	n/a
Location of Service	105 12 th St W, North Vancouver
Hours	Call for details.
Program Team	n/a
Mandate	Help meet immediate and short-term needs of Metro Vancouver residents.
Clients Served	Low income residents.
Referral	Self and family referrals accepted.
Program Cost	No fee for service.
Program/Service	<p>Offer emergency social assistance to individuals and families in distress. What we are also busy doing:</p> <ul style="list-style-type: none"> • Children's Programs • Clothing & Feeding the Hungry • Community Outreach • Help with Substance Abuse Issues • Crystal Meth Task Force • Chef Training • Spiritual Guidance • Pro-bono Legal Aid • Referrals for Detox, Rhab, Safe Houses • Music Therapy • Summer Camp • Community Choir • Referrals to other agencies
Language Service	Looking for volunteers. See website for more details.
Related Services	None.
Comments	

Social and Peer Support

Seniors Helping Seniors

Website	n/a
Organization	Senior Citizens Special Services
Contact	n/a
Phone	604-925-7281
Fax	n/a
Location of Service	West Vancouver Seniors' Activity Centre
Hours	n/a
Program Team	Volunteer Seniors
Mandate	Provide contact and support to isolated seniors.
Clients Served	West Vancouver residents.
Referral	Self referral.
Program Cost	Minimal fees.
Program/Service	Our team of volunteer seniors provides friendly phone calls to isolated seniors and assists with transportation to/from medical appointments.
Language Service	English
Related Services	
Comments	

Social & Peer Support

Seniors Peer Support Program

Website	n/a
Organization	North Shore Neighborhood House
Contact	Coordinator
Phone	604-987-8138, Ext. 211
Fax	n/a
Location of Service	Location of meetings arranged with clients.
Hours	Call for details.
Program Team	n/a
Mandate	Offer screening and training to Senior volunteers to offer emotional support, guidance regarding life changes and challenges, and provide resource information to age peers. Volunteers commit for one year minimum.
Clients Served	Seniors, 55+ years of age with chronic issues and a range of needs.
Referral	Self and family referrals accepted.
Program Cost	No fee for service. No costs incurred by volunteers.
Program/Service	Confidential one-one-one service: <ul style="list-style-type: none"> • Trained peers offer emotional support, guidance regarding life changes and challenges, and provide resource information Partnership with the “Keep Well” Program: <ul style="list-style-type: none"> • Has volunteers provide information on community resources and identify areas where clients might need emotional support
Language Service	Volunteers speak in various languages; currently have peers providing support in Spanish, German, and Farsi. Call for further details.
Related Services	Senior clients living with chronic conditions may also benefit from: <ul style="list-style-type: none"> • Bounce Back Program • Chronic Disease Self-management Program
Comments	

Social & Peer Support

Seniors Supported Housing Program

Website	n/a
Organization	Vancouver Coastal Health
Contact	Coordinator
Phone	778-868-3587
Fax	n/a
Location of Service	ANAVETS, North Vancouver Twin Towers, North Vancouver
Hours	Call for details.
Program Team Mandate	n/a Provide a range of healthy aging programming at two affordable seniors' housing complexes.
Clients Served	Current residents of ANAVETS and Twin Towers.
Referral	Self and family referrals accepted.
Program Cost	No fee for service.
Program/Service	Programs and Services: <ul style="list-style-type: none"> • Exercise Programs • Subsidized meals • Health lectures • Nurse Practitioner • Blood pressure/blood sugar clinics • Visiting Podiatrist and Pharmacists • Referrals to community health services, as needed.
Language Service Related Services	Some programs have Farsi interpretation available. Senior clients living with chronic conditions may also benefit from: <ul style="list-style-type: none"> • Bounce Back Program • Chronic Disease Self-management Program
Comments	

Social & Peer Support

Seniors Well Aware Program (SWAP)

Website	www.swapbc.ca
Organization	Seniors Well Aware Program
Contact	n/a
Phone	604-662-7927
Fax	n/a
Location of Service	212 – 309 Cordova W, Vancouver
Hours	Call for details.
Program Team	n/a
Mandate	Develop and deliver specialized services with focus on prevention and education, advocacy, and community development.
Clients Served	Clients over 75 years of age who may be experiencing problems due to misuse/abuse of alcohol, medications, prescriptions, and/or over-the-counter medications.
Referral	Self and family referrals accepted.
Program Cost	No fee for service.
Program/Service	Specialized services: <ul style="list-style-type: none">• Individual counseling• Group counseling Call or see website for details.
Language Service	None.
Related Services	Senior clients living with chronic conditions may also benefit from: <ul style="list-style-type: none">• Bounce Back Program• Chronic Disease Self-management Program
Comments	Not-for-profit society.

Social & Peer Support

So-Sah-Latch Health and Family Centre

Website	n/a
Organization	Squamish Nation
Contact	Director of Health Services
Phone	604-985-7826
Fax	n/a
Location of Service	422 Esplanade W, North Vancouver
Hours	Call for details.
Program Team	n/a
Mandate	Administers community service programs.
Clients Served	Members of the Squamish First Nation.
Referral	Self and family referrals accepted.
Program Cost	Call for details.
Program/Service	<p>Health Clinic:</p> <ul style="list-style-type: none"> • Infant Development Programs • Pre-natal and Post-natal services <p>Drug and health counseling:</p> <ul style="list-style-type: none"> • Addictions counselors <p>Drop-in Centre:</p> <ul style="list-style-type: none"> • For women and children <p>Educational activities for parents and kids:</p> <ul style="list-style-type: none"> • Age 0-6 years <p>Family Support Group.</p> <p>Legal Aid.</p> <p>Primary Care Clinic:</p> <ul style="list-style-type: none"> • Funded by Vancouver Coastal Health with a sessional physician
Language Service	None.
Related Services	
Comments	

Social & Peer Support

Tsleil-Waututh Nation

Website	www.burrardband.com
Organization	Tsleil-Waututh Nation
Contact	n/a
Phone	604-924-4160
Fax	n/a
Location of Service	Main Administrative Building, 3075 Takaya Dr, North Vancouver
Hours	Call for details.
Program Team	n/a
Mandate	Provide drug and alcohol counseling, health services.
Clients Served	Members of the Tsleil-Waututh Nation.
Referral	None.
Program Cost	Call for details.
Program/Service	Counseling services related to drug & alcohol. Wellness Wheel Project: <ul style="list-style-type: none"> • Provides access to fitness training for women • Cooking skills for kids • Health Lifestyle Workshop for Elders Bank Nurse; access to Vancouver Coastal Community Health Nurses.
Language Service	None.
Related Services	
Comments	Some projects supported by Vancouver Coastal Health AHIP Funds.

Social & Peer Support

Vital Living for Healthy Aging

Website	n/a
Organization	North Shore Neighborhood House
Contact	Program Coordinator
Phone	604-987-8138, Ext. 211
Fax	n/a
Location of Service	Lions Manor/Deep Cove, North Vancouver John Braithwaite Community Centre/Lower Lonsdale, North Vancouver Silver Harbour Centre/Central Lonsdale, North Vancouver Molloy Nye House/Lynn Valley, North Vancouver
Hours	Call for details.
Program Team Mandate	n/a Offer seniors effective strategies for living a life with energy and vitality. Focus on assisting clients to learn new strategies for self care and healthy aging.
Clients Served	North Shore residents, 55+ years of age.
Referral	Self and family referrals accepted.
Program Cost	No fee for service or by donation.
Program/Service	Offers senior news strategies for healthy living and to share information and experiences in a group setting.
Language Service	Volunteers speak several languages. Call for details.
Related Services	Senior clients living with chronic conditions may also benefit from: <ul style="list-style-type: none"> • Bounce Back Program • Chronic Disease Self-management Program
Comments	

Transportation

Driving Miss Daisy

Website	www.drivingmissdaisy.net/ (Greater Vancouver) www.anita@drivingmissdaisy.net (North & West Vancouver)
Organization	Driving Miss Daisy
Contact	Anita - North & West Vancouver
Phone	604-720-4030
Fax	n/a
Location of Service	n/a
Hours	n/a
Program Team Mandate	n/a Preserve client's independence and prevent social isolation. Improve the quality of care for seniors and those with disabilities. Provide spouses, adult children and caregivers respite in the caring of loves ones.
Clients Served	North Shore residents. See main website for other Greater Vancouver locations.
Referral Program Cost	Fee for service.
Program/Service	Provide reliable and safe accompaniment and other support services including: <ul style="list-style-type: none"> • Medical & Dental appointments • Grocery shopping and/or personal shopping • Adult Day Programs • Dialysis Units • Alzheimer's Companionship • Liaison between medical staff and family • Home Support • Airport Service - assistance through to gate departure • Vacation Accompaniment • Social Event Accompaniment
Language Service	n/a
Related Services	
Comments	Authorized service provider for Veteran's Affairs

Transportation

Handy DART, Handy Cards, Taxi Savers

Website	www.translink.bc.ca/Transportation_Services/Accessibility/handydart.asp
Organization	TransLink
Contact	778-452-2860
Phone	Access Transit Office: 604-453-4634 Bookings: 604-980-3691 (North & West Vancouver) Centralized Booking: 604-575-6600 (2009 target date)
Fax	n/a
Location of Service	n/a
Hours	HandyDART Bookings: Monday - Friday; 8:00am - 6:00pm; Saturday/Sunday; 8:00am - 4:30pm Access Transit Office: Monday - Friday; 8:00am - 4:30pm (2009 hours may change)
Program Team Mandate	n/a Provide professional door-to-door service. Shared-ride public transit service model to improve access and travel experience for passengers with physical or cognitive disabilities who are unable to use public transit without assistance
Clients Served	North Shore residents.
Referral	Self and family referrals accepted. Application Form for HandyDart/HandyCard available online.
Program Cost	See website for further details.
Program/Service	Specially equipped vehicles are designed to carry passengers with physical or cognitive disabilities. Passengers are picked up at the outside door of their residence and dropped off at the outside door of their destination. Pre-bookings must be done in advance: <ul style="list-style-type: none"> • Subscription trips: taken daily or weekly on a regular basis • Casual trips: take on a one-time basis <p>Taxi Savers will no longer be available from HandyDART contractors and will only be sold by mail through the Access Transit Office.</p> <p>FareCards and FareSavers will only be sold through FareDealer</p>
Language Service	n/a
Related Services	
Comments	

Transportation

Seniors Driving Safely

Website	www.BCAATSF.ca www.maturedrivers.ca
Organization	BCAA Traffic Safety Foundation
Contact	n/a
Phone	1-877-297-2254
Fax	n/a
Location of Service	n/a
Hours	n/a
Program Team Mandate	n/a Non-profit registered charity working with families, communities and business partners to reduce the number and severity of traffic crashes and injuries in BC. To support seniors who want to maintain their independence and learn how to stay safe in today's more congested driving environment.
Clients Served	All BC senior drivers.
Referral Program Cost	n/a
Program/Service	Living Well, Driving Well mature drivers workshop is an award-winning program designed to empower seniors who have a desire and ability to adapt to change to help assess their own driving skills, habits and knowledge, while getting tips and strategies to improve their driving.
Language Service Related Services Comments	n/a

Transportation

Seniors Go Bus

Website	n/a
Organization	Seniors Go Bus
Contact	Silver Harbour Centre
Phone	604-980-2474
Fax	n/a
Location of Service	North and West Vancouver.
Hours	Daytime Hours: <ul style="list-style-type: none"> • Mondays: Norgate & Lonsdale areas • Wednesdays: Lynn Valley & Lonsdale areas • Thursdays: West Vancouver
Program Team Mandate	n/a Shuttle service to provide transportation to seniors with limited transportation options; are unable to access the public transportation system or those who have difficulty getting to community services.
Clients Served	North Shore seniors 65+.
Referral	n/a
Program Cost	No fee for service. Donations appreciated; donations go toward continuing service into next fiscal year.
Program/Service	Shuttle service provided to various shopping areas such as: <ul style="list-style-type: none"> • Shopping centres • Seniors centres • Grocery stores • Pharmacies <p>The Go Bus travels a circuit making stops to pick up and drop off seniors at pre-determined locations. Walkers are okay; rides subject to availability. Call for further information.</p>
Language Service	n/a
Related Services	
Comments	

Transportation

Seymour Access Bus

Website	http://www.mtseymourunited.com/social_justice/Seniors_Bus_Project.aspx
Organization	Partnership between Mount Seymour United Church and Parkgate Community Services Society
Contact	Reception
Phone	604-983-6350
Fax	n/a
Location of Service	
Hours	2 nd & 4 th Thursday of each month.
Program Team Mandate	Connecting seniors with their community. The Outreach Team of Mount Seymour United Church identified elderly seniors at home were isolated and at risk.
Clients Served	Frail and/or isolated seniors living east of the Seymour River.
Referral	Self and family referrals accepted.
Program Cost	No fee for service.
Program/Service	Weekly bus service that picks up seniors at home and assists them with personal shopping at Lynn Valley Mall. Call for bookings and pick-up/drop-off hours.
Language Service	n/a
Related Services	
Comments	Volunteers are needed on Fridays for about 3 hours to assist the seniors on their outing. Contact 604-983-6354 for more information.

Transportation

Shopping with Doris

Website	www.capservices.ca
Organization	Capilano Community Services Society
Contact	Reception
Phone	604-988-7115
Fax	n/a
Location of Service	n/a
Hours	Monday - Friday; 8:30am - 4:30pm
Program Team	n/a
Mandate	Improve physical and mental health by preventing and reducing social isolation.
Clients Served	North Shore seniors.
Referral	Self and family referrals accepted.
Program Cost	No fee for service.
Program/Service	Designed to enrich the lives of frail, isolated, or partially impaired seniors who wish to remain in their own homes. "Doris The Bus" provides door-to-door transportation and services including: <ul style="list-style-type: none">• Personal shopping• Social outings• Walking Program at the Mall
Language Service	n/a
Related Services	
Comments	Partially funded by United Way of the Lower Mainland.

Transportation

Volunteer Drivers Service – Seniors Hub

Website	n/a
Organization	Capilano Community Services
Contact	Reception
Phone	604-988-7115
Fax	n/a
Location of Service	600 West Queens Rd, North Vancouver V7N 2L3
Hours	Monday – Friday; 9:00 am – 4:00 pm
Program Team	n/a
Mandate	To support frail seniors in the community.
Clients Served	North Shore seniors.
Referral	n/a
Program Cost	No fee for service.
Program/Service	<ul style="list-style-type: none">• Driving to medical appointments, shopping etc.• Social Events offered once a month for socialization.
Language Service	n/a
Related Services	
Comments	

General Information Resources

2-1-1 Information Line

Website	http://www.bc211.ca/211.html
Organization	BC 211
Contact	Executive Director
Phone	604-708-3200
Fax	n/a
Location of Service	Provides 2-1-1 services for communities in the Metro Vancouver, Fraser Valley and Squamish-Lillooet Regional Districts.
Hours	Phone line operates 24/7, 365 days of the year.
Program Team Mandate	Trained and Certified Information and Referral Specialists. To act as an easy, visible, and non-judgmental entry point for people looking for help. Provide confidential multi-lingual information and referral services to a full range of community, social, and government services.
Clients Served	All BC residents and/or visitors.
Referral Program Cost	None. No fee for service.
Program/Service	Information Line is to assist citizens to identify the services and programs they need. Provide information and referral to a full range of community, social and government services: <ul style="list-style-type: none"> • Assist callers to define their needs and point them to the most appropriate services to find help. • Handle crisis calls and advocate on behalf of caller if needed. • Assist Employee Assistance Programs and employers to find appropriate community resources for employees and their families. • Help service providers connect clients to additional services available from other organizations. • Provide new information about needs and gaps in services that can help social planners, policy-makers, and funders make better decisions.
Language Service	Multilingual.
Related Services	
Comments	In partnership with the United Way. Non-emergency line. Callers in crisis will be assisted as required.

General Information Resources

8-1-1 Health Information Line

Website	www.healthlinkbc.ca
Organization	HealthLink BC
Contact	n/a
Phone	8-1-1 (non-emergency line) 7-1-1 (hearing-impaired)
Fax	n/a
Location of Service	n/a
Hours	Phone line operates 24/7.
Program Team Mandate	Calls are answered by Health Service Representatives (HSR). To provide BC residents with access to a full range of non-emergency health information and service referral with one simple telephone call or easy online click.
Clients Served	All BC residents and/or visitors.
Referral	None.
Program Cost	No fee for service.
Program/Service	8-1-1 is a non-emergency phone line answered by Health Service Representatives (HSR) who direct callers to the health professional they need or to health services or resources throughout the province. The HealthLink BC website along with 8-1-1 can assist healthcare professionals and clients: <ul style="list-style-type: none"> • To prepare for doctor visits • Help clients avoid unnecessary trips to the clinic or hospital by providing information to manage their own health • Direct calls so clients can speak personally to registered nurses, pharmacists, dietitians, etc. • Find healthcare services in your area See HealthLink BC website for more information.
Language Service	Once initial 8-1-1 call is received, language service is provided through Public Language Service (PLS) for 133 languages.
Related Services	
Comments	8-1-1 is a non-emergency service.

General Information Resources

BC NurseLine

Website	n/a
Organization	BC Ministry of Health
Contact	n/a
Phone	604-215-4700 (Vancouver); or 1-866-215-4700 1-866-TTY-4700 (Deaf and hearing-impaired)
Fax	n/a
Location of Service	n/a
Hours	24 hours a day; 7 days a week.
Program Team	RNs.
Mandate	Registered Nurses answer questions about symptoms, health concerns, recommend a course of action, when to consult a health professional, or recommend further health resources.
Clients Served	BC residents who have health-related questions.
Referral	Self and family referrals accepted.
Program Cost	No fee for service.
Program/Service	Individual consultation by telephone available.
Language Service	Translation services available in 130 languages.
Related Services	
Comments	Establish by the Ministry of Health as part of its commitment to “Quality Service” for all British Columbians.

General Information Resources

Breathworks COPD Helpline

Website	www.lung.ca/diseases-maladies/copd-mpoc/breathworks-actionair/index_e.php
Organization	The Lung Association (National)
Contact	n/a
Phone	Toll Free: 1-866-717-COPD (2673)
Fax	n/a
Location of Service	n/a
Hours	Monday through Friday; 8:30am – 4:30pm to speak directly to an educator. 24 hours/day: Leave a message and you will receive a call back.
Program Team Mandate	Healthcare Professionals trained in COPD. To offer practical information and support for people with COPD and their families and caregivers.
Clients Served	In BC, clients who have health-related questions.
Referral	None.
Program Cost	No fee for service.
Program/Service	The BreathWords Helpline is a free, confidential COPD information service within Canada offered by The Lung Association. A COPD educator can answer your questions on COPD such as: <ul style="list-style-type: none"> • Symptoms • Diagnosis • Treatment and more. Visit our website for free fact sheets and brochures (mailed within Canada).
Language Service	n/a
Related Services	n/a
Comments	To contact the BC Lung Association: Toll-free: 1-800-665-LUNG (5864). To contact The Lung Association: Toll-free: 1-888-566-LUNG (5864)

General Information Resources

CHARD (Community Health and Resource Directory)

Website	http://info.chardbc.ca/default.asp
Organization	Ministry of Health Services
Contact	CHARD Support
Phone	Canada Toll-Free: 877 - 330 – 7322 Vancouver Lower Mainland: 604-215-7109
Fax	
Location of Service	n/a
Hours	Monday – Friday; 7:00 am – 6:00 pm (Pacific Time)
Program Team	n/a
Mandate	To provide a secure web-based service for health care providers and their assistants to find detailed information on healthcare specialists and resources, including up-to-date versions of referral forms and instructions to patients.
Clients Served	Participating physicians.
Referral	n/a
Program Cost	n/a
Program/Service	<p>The directory consists of a searchable database that will allow physicians to find a range of information, from a practitioner’s hours of operation to more specific information, including contact information including map and hours of operation, up-to-date Referral Forms and procedures, patient eligibility criteria and instructions, fee structures and practitioner specialties. Also included are languages spoken, research interest, and whether a practitioner is accepting new patients.</p> <p>Physicians will be able to search CHARD for information on both public and private mental health and addictions resources (MH&A), as well as detailed information on five types of practitioner: occupations therapists, psychiatrists, psychologists, clinical counselors, and pharmacies that dispense methadone.</p> <p>The information contained in CHARD will only be available to participating physicians and will require users to enter a username and password in order to access data.</p>
Language Service	n/a
Related Services	8-1-1 and HealthLink BC.
Comments	CHARD is a joint initiative of the Ministry of Health Services, the BC Medical Association and HealthLink BC. It is operated by HealthLink BC and builds on the directory of health services already accessible to the public through 8-1-1. Funding for CHARD is provided by the GPSC to HealthLink BC.

General Information Resources

Dial-A-Law

Website	http://www.cba.org/bc/public_media/dal/
Organization	n/a
Contact	n/a
Phone	604-687-4680
Fax	n/a
Location of Service	n/a
Hours	n/a
Program Team	n/a
Mandate	Library of scripts prepared by lawyers to offer general information on a variety of topics on law in BC, but not legal advice.
Clients Served	All residents.
Referral	n/a
Program Cost	Dial-A-Law is a free service available by telephone and Internet.
Program/Service	Information line. Not for legal advice. If you need further information, consult a lawyer.
Language Service	Translation services available in 130 languages.
Related Services	
Comments	Establish by the Ministry of Health as part of its commitment to “Quality Service” for all British Columbians.

General Information Resources

Health & Seniors Information Line

Website	n/a
Organization	BC Ministry of Health
Contact	n/a
Phone	1-800-465-4911
Fax	n/a
Location of Service	n/a
Hours	Monday to Friday; 8:30am – 4:30pm
Program Team Mandate	n/a Provide information to both health and non health-related Federal and Provincial Government programs and services for BC seniors. Provide BC residents with information about health services, the health care system, and interpretation of a wide variety of health media releases, legislation, policies, programs and services.
Clients Served	BC seniors and BC residents.
Referral	Self and family referrals accepted.
Program Cost	No fee for service.
Program/Service	Information line.
Language Service	Translation services available in 130 languages.
Related Services	
Comments	Establish by the Ministry of Health as part of its commitment to “Quality Service” for all British Columbians.

General Information Resources

North Shore Community Resources

Website	www.nscr.bc.ca
Organization	North Shore Community Resources Society
Contact	n/a
Phone	604-985-7138
Fax	604-985-0645
Location of Service	201 – 935 Marine Dr., 2 nd Floor at Capilano Mall, North Vancouver
Hours	Monday to Friday 9:00 am to 4:30 pm
Program Team	Volunteers and Staff
Mandate	Multi-service information and referral agency.
Clients Served	North Shore residents.
Referral	Self and family referrals accepted.
Program Cost	No or low fee for service.
Program/Service	<p>Programs include:</p> <ul style="list-style-type: none">• Information North Shore• North Shore Child Care Resource Referral• Volunteer North Shore• Seniors' One Stop Information• Caregiver Support Program• Legal Information & Advocacy Program <p>Many resources available, such as:</p> <ul style="list-style-type: none">• The Green Book• North Shore Seniors' Directory <p>See website for further resources and details.</p>
Language Service	Call for details.
Related Services	
Comments	Recipient of a Worklife BC Award of Merit. See website for more on North Shore Community Resources.

General Information Resources

Seniors' One Stop Information Program

Website	www.nscr.bc.ca
Organization	North Shore Community Resources Society
Contact	n/a
Phone	604-983-3303 or 604-925-7474
Fax	604-985-0645
Location of Service	201 – 935 Marine Dr., 2 nd Floor at Capilano Mall, North Vancouver
Hours	Monday to Friday 9:00 am to 4:30 pm
Program Team	Volunteers and Staff
Mandate	Provide information, referral, advocacy, and follow-up for seniors over the phone, in person, electronically, and through print materials.
Clients Served	All seniors living on the North Shore.
Referral	Self and family referrals accepted..
Program Cost	No fee for service.
Program/Service	Provide comprehensive information about North Shore services, resources, and activities for seniors. Areas covered include: <ul style="list-style-type: none">• Health• Transportation• Education• Housing• Financial inquiries Also publish the North Shore Seniors' Directory at http://issuu.com/northshoreoutlook/docs/seniors_2011
Language Service	Call for details.
Related Services	
Comments	Recipient of a Worklife BC Award of Merit. See website for more on North Shore Community Resources.

General Information Resources

Vancouver Community Voice Mail

Website	www.lnhs.ca
Organization	Lu'ma Native Housing Society
Contact	n/a
Phone	604-876-0811 ext 232
Fax	604-876-0999
Location of Service	North Van, Vancouver, Surrey, Coquitlam
Hours	CVM runs 24/7. CVM Partner Agencies who provide CVM have varying hours of operation.
Program Team Mandate	n/a Lu'ma Native Housing Society provides banks of live, local phone numbers with voice mail to 54 crisis, homeless and "at risk" service providers in the GVRD. Caseworkers at these locations pass them on to clients who need them to achieve goals...regardless of ancestry.
Clients Served	900+
Referral	n/a
Program Cost	No fee for service.
Program/Service	On the North Shore you can access CVM from: North Shore Crisis Services Society (women only) 119-255 West 1 st St. 604-987-0366 North Shore Lookout Society 705 West 2 nd St 604-982-9126
Language Service	English
Related Services	
Comments	

Addresses of Program Locations

Anavets Senior Citizen Housing
225 3rd Street East, North Vancouver

Capilano Lions House
1551 Bridgman Avenue, North Vancouver, BC

Capilano Mall
935 Marine Drive, North Vancouver, BC

Caulfield Village
5331 Headland Drive, West Vancouver, BC

Central Community Health Centre
132 Esplanade West, North Vancouver, BC

Chruchill House
150 29th Street West, North Vancouver, BC

Delbrook Community Recreation Centre
600 Queens Road West, North Vancouver, BC

Gleneagles Community Centre
6262 Marine Drive, West Vancouver, BC

Harry Jerome Community Recreation Centre
123 23rd Street East, North Vancouver, BC

John Braithwaite Community Centre
145 1st Street West, North Vancouver, BC

Karen Magnussen Community Recreation Centre
2300 Kirkstone Road, North Vancouver, BC

Kiwanis Lynn Manor
2555 Whiteley Court, North Vancouver, BC

Lions Gate Hospital
231 15th Street East, North Vancouver, BC

Margaret Fulton Centre
1601 Forbes Avenue, North Vancouver, BC

Mary Parks Arthritis Centre
895 19th Avenue West, Vancouver, BC

Molly Nye House
940 Lynn Valley Road, North Vancouver, BC

North Shore Neighbourhood House
225 2nd Street East, North Vancouver, BC

Park Royal South
2002 Park Royal South, West Vancouver, BC

Parkgate Community Centre
3625 Banff Court, North Vancouver, BC

Parkgate Shopping Centre
1115 Mount Seymour Road, North Vancouver

Ron Andrews Community Recreation Centre
931 Lytton Street, North Vancouver, BC

Silver Harbour Centre
144 22nd Street East, North Vancouver, BC

Twin Towers Seniors Residence
172 2nd Street East, North Vancouver, BC

West Vancouver Aquatic & Community Centres
2121 Marine Drive, West Vancouver, BC

West Vancouver Seniors Activity Centre
695 21st Street, West Vancouver, BC

West Community Health Centre
#241 - 2121 Marine Dr, West Vancouver, BC

William Griffin Recreation Centre
851 Queens Road, North Vancouver, BC

For an up-to-date electronic copy of the ***North Shore Chronic Disease Programs and Services Directory***, please visit the ***North Shore Community Resources*** website:

<http://www.nscr.bc.ca/information/caregiver/NSChronic.pdf>

Email comments or questions to Vancouver Coastal Health, North Shore Chronic Disease Services:

nscds@vch.ca