



Vernon Area Physician Guide

With thanks to:

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General Information about Vernon's Medical Community

Vernon Jubilee Hospital

2101 32 St, Vernon, BC V1T 5L2
General Line: (250) 545-2211
Physician Line: (250) 558-1200 ext 0

Specialty services in Vernon include

- Anesthesiology
- Diagnostic Radiology
- Family Medicine
 - Addiction Medicine (methadone clinic)
 - Dermatology
 - Emergency Medicine
 - Hospitalist
 - Obstetrics
 - Sports Medicine
- Gastroenterology
- General Surgery
- Internal Medicine (Cardiology & Diabetes interests)
- Obstetrics and Gynecology
- Oncology
- Ophthalmology
- Orthopedic Surgery
- Otolaryngology / Head and Neck Surgery (ENT)
- Pathology (General & Anatomical)
- Pediatrics
- Physical Medicine and Rehabilitation
- Psychiatry
- Respiriology
- Urology

Laboratory services offered out of 4 labs

(see "[Investigations](#)" for more detail)

Imaging services offered out of the hospital and Vernon Radiology Associates

(see "[Investigations](#)" for more detail)

There are two walk-in clinics in Vernon

Sterling Centre Clinic: <http://www.sterlingclinic.ca/>

Located on the ground floor of the Sterling Centre
Ph (778) 475-8311
Suite 101, 3210 25 Ave, Vernon, BC V1T 1P1
Hours: Monday-Friday: Noon-7pm
Weekends and Holidays: 9am-1pm

Primacy - North Okanagan Medical Clinic <http://www.primacyclinics.ca/locations/nomc/>

Located on the second floor of the Real Canadian Superstore

Ph (250) 545-8338

Address: 5001 Anderson Way, Vernon, BC V1T 9V1

Hours: Daily 9am-9pm

Important FYIs

- Patients can access the majority of their medical records for labs, imaging, and hospital dictations

Myehealth: <https://myehealth.ca/>

- Patients can register to have access to their lab results
- Results are available to the patient as soon as they are released from the performing lab
- Patients can only register within 30 days of having lab work done at a designated facility

MyHealthPortal: <https://www.interiorhealth.ca/YourHealth/MyHealthPortal/Pages/default.aspx>

- An online tool that patients can register for to have access to their personal health information including lab reports (generally available within 24-48hrs), medical imaging (generally available within 1 week), and visit history/consultation reports
- They can view certain appointment details and instructions as well as certain transcribed reports (hospital dictations are made available to the patient, and generally appear on the portal in a few days)
- Through the Shuswap North Okanagan (SNO) Division of Family Practice you have access to UpToDate, RxFiles and Pathways as well as many other resources and opportunities including CME events and physician wellness groups
<https://www.divisionsbc.ca/shuswap-north-okanagan>

Resources

Pathways

- <https://pathwaysbc.ca/login>
- Sign up for Pathways through SNO Division of Family Practice. Pathways is free to all SNO Members. Contact [Tracey Kirkman](#) or [Peggy Crough](#) with questions.
- Pathways is an online resource that provides physicians and their office staff quick access to current and accurate referral information, including wait times and areas of expertise for specialists and specialty clinics. Pathways also provides access to hundreds of patient and physician resources and a searchable community service directory.
- Pathways also has a public-facing community service directory in select communities. This enables patients to quickly and easily search for community services and programs in their local area.

RxFiles

- RxFiles is free with your SNO Division of Family Practice membership.
- RxFiles is an academic detailing program providing objective, comparative drug information that is offered free of charge to SNO members.
- RxFiles serves health providers and educators through newsletter reviews, Q&As, Trial Summaries, and up-to-date drug comparison charts. The clinical relevance of these materials comes from their initial focus as academic detailing tools for the front-line practitioner wanting to provide the best possible drug therapy for their patients.
- [Click here](#) for more information and access instructions.

UpToDate

- UpToDate is an award-winning online clinical decision support resource, available to Divisions of Family Practice members for use in individual practices at no cost to the individual physician. Visit your local division website to become a division member and access more than 10,000 peer-reviewed topics in 21 specialties from international and Canadian authors, as well as drug information, medical calculators, and patient information sheets. All UpToDate topic searches are CME eligible for registered users.
- [Click here](#) for more information and access instructions.

FETCH

- <http://northokanagan.fetchbc.ca/>
- FETCH (For Everything That's Community Health) is an online resource that helps patients and health care providers find information on social and health resources within their own community, including counseling, crisis intervention, employment assistance, and agencies that provide support for various medical conditions.

Drug Search: Drug Formulary, Price and Special Authority Information

- <https://www.drugsearch.ca/>
- Shows BC drug prices, which medications require special authority for PharmaCare coverage, and summarizes the different BC PharmaCare coverage plans
- Can access directly through their website or through Pathways “drugsearch”

Allied Health

Physiotherapy (PT)

- Vernon has many private physiotherapists in town who offer general physiotherapy as well as specialized services such as vestibular, pelvic floor, and hand physiotherapy
- Each [ICT](#) has a physiotherapist who can help with things like rehabilitation and mobility

Occupational therapy (OT)

- Occupational therapy can be accessed through the [ICT](#) as for community rehabilitation
- Patients can also access private occupational therapy

Lactation consultants

- There are lactation consultants who work at the hospital for postpartum inpatients
- There are also private lactation consultants in Vernon
- Public health does breastfeeding support as well (by phone or in person)
 - ♦ They also run a breastfeeding course
- There are several breastfeeding supportive groups in Vernon, including La Leche League and Vernon Breastfeeding Café

Social Work (SW)

- Available through [ICT](#) for grief-loss support, caregiver support and assessing vulnerable adults
- In hospital social workers available for inpatients
- UPCC has a social worker as part of their staff for addressing the needs of their vulnerable population patients
- Many of the agencies in this resource have their own associated SW

Dieticians

- **Outpatient Nutrition Counselling Clinic**
 - An outpatient dietician develops and implements a nutrition care plan for ambulatory individuals with a variety of conditions such as GI, liver, renal, cardiac, COPD, allergies, eating disorders, cancer, pediatric nutrition, pregnancy, vegetarian, poor nutritional intake, and weight management
 - How to refer: Referral form on pathways
 - Same referral form as the diabetes clinic (Search “diabetes education” or “Nutrition referral” on Pathways)
- [ICT](#) has dieticians available to support and case manage patients with high nutritional risk
- Patients can phone 8-1-1 and speak with a registered dietician
 - Monday - Friday 9am-5pm
 - Can also email a HealthLink dietician
 - Available to adults and children

Optometry

- Many private optometry clinics in town
- Most optometry clinics save emergency spots for patients.

Audiology

- Adults
- Baseline screening hearing tests often free of charge at the independent hearing clinics in town
- Diagnostic hearing tests referred by a physician range from free to approximately \$50 depending on the clinic (send a referral letter if you want a copy of the report sent back - you can request referral pads from the audiology clinics if preferred)
- Pediatric patients (ages 0-19)
- Refer to IH Audiology at Vernon Health unit
- Requests for hearing tests can come from a physician referral, parental request, schools, other healthcare providers
- More Information:
<https://www.interiorhealth.ca/YourHealth/ChildrenYouth/Pages/HearingHealth.aspx>
- [Referral form](#)

Community and Public Health Services

Community Health Care Services

4505 25th Street, Vernon

Phone: 250-541-2200

Fax: 250-541-2244

https://www.interiorhealth.ca/FindUs/_layouts/FindUs/info.aspx?type=Location&loc=Vernon%20Community%20Care%20Health%20Services&svc=Community%20Care%20Clinic&ploc=N/A

- The majority of **home support** and **community nursing** initiatives are based out of this resource
- Can refer here either directly from ICC/Community Care referral form or can contact your ICC coordinator.
- Services include:
 - Acquired Brain Injury Services
 - Adult Day Services
 - Caregiver Support
 - Case Management
 - Choice in Support for Independent Living
 - Community Care Clinic
 - Community Nursing Services
 - Community Nutrition Services
 - Community Respiratory Therapy
 - Health Services for Community Living
 - Home Support
 - Rehabilitation
 - Social Work Services

Vernon Health Centre/Public Health

1440 14th Ave, Vernon

Phone: 250-549-5700

Fax: 250-549-5711

https://www.interiorhealth.ca/FindUs/_layouts/FindUs/info.aspx?type=Location&loc=Vernon%20Health%20Centre&svc=Community%20Care%20Clinic&ploc=N/A

- Where all infant and children's vaccinations are completed prior to school-aged vaccinations
- Vernon Mental Health and Substance Use operates out of the same building as well.
- Services include:
 - Acquired Brain Injury Services
 - Air Quality Safety
 - Baby Talk
 - BC Early Hearing Program
 - Breastfeeding Clinic and Support
 - Caregiver Support
 - Case Management
 - Child and Youth Immunization Program
 - Choice in Support for Independent Living
 - Community Care Clinic
 - Community Care Facilities Licensing
 - Community Nutrition Services
 - Dental Health Services
 - Food Safety
 - Harm Reduction Supplies and Services
 - Health Services for Community Living
 - Hearing Services
 - Home Support
 - Immunization Services
 - Nutrition/Dietitian Services
 - Postpartum Care
 - Prenatal Services
 - Publicly Funded TB Skin Testing (TST)
 - Recreational Water Safety
 - Rehabilitation
 - School Immunization
 - School Nursing Support Services
 - Social Work Services
 - Speech-Language Pathology: Infant & Child
 - Tobacco Reduction Program
 - Water Quality Program

Complex disease management/outpatient specialised clinics

Cardiac rehabilitation clinic (Vernon)

- Referral based program of education, counselling, and exercise intended for individuals with:
 - Established cardiovascular disease (angina, MI, PCI, CABG)
 - Other forms of cardiovascular pathology (HF, PVD, VR)
 - Significant risk factors for CVD
- Provides CVS education and risk factor assessment
- Provides exercise assessment and programs
- How to refer: Referral form on pathways
 - Same referral form as the diabetes clinic

Diabetes clinic (Vernon)

- Provides education and support to people living with diabetes including:
 - Individual and group teaching on self-management, healthy eating, blood glucose monitoring, insulin start and adjustment including insulin pump management
- Who to refer:
 - All Type 1
 - All gestational and diabetes in pregnancy, along with preconception planning
 - All pediatric and adolescent Type 2
 - Targeted adult Type 2:
 - ♦ New diagnosis (education and related self management support)
 - ♦ Upon initiation and adjustment of multi-dose mealtime insulin
 - ♦ Intensifying insulin and/or changing insulin regime
 - ♦ Complex patients:
 - ♦ Multiple diabetes related complications
 - ♦ Comorbidity management (i.e., renal patients, cancer patients, prednisone, post CABG)
 - ♦ Type 2 not reaching targets
 - ♦ Severe or recurrent hypoglycemia and related unawareness
 - ♦ Hypoglycemia in high-risk populations (i.e. elderly, those with cardiac disease, cognitively impaired population, developmentally delayed youth)
 - ♦ Active foot ulcer not at target
 - ♦ All patients on an insulin pump
 - ♦ People with diabetes who are admitted to an acute care facility with:
 - ♦ A complication related to diabetes (i.e. DKA, infected foot ulcer) or
 - ♦ Admission due to inadequate diabetes self-management
 - ♦ For either of these two above, best to do inpatient referral to diabetes centre
 - ♦ Unattached patients who require management changes should be referred to Diabetologist/MD/NP
- [Interior Health Diabetes Care Pathway](#)
- How to refer: Referral form on pathways
 - Same referral form as the cardiac rehabilitation clinic

Heart function clinic (Vernon)

- To contact:
Monday to Friday from 1130-1600 (excluding statutory holidays)

Office Phone: 250-558-1200 ext. 5268

Email: VernonHFC@interiorhealth.ca

- A team-based, multidisciplinary clinic consisting of internal medicine, nursing and a dietician dedicated to heart failure (HF) management.
- The goals of this model of care are:
 - To improve quality of life for heart failure patients and their families
 - Reduce readmissions or Emergency Department visits
 - Optimize guideline-based therapy and medical management
 - Support heart failure self-management strategies
- Refer patients with:
 - Post MI or post-cardiac surgery with left ventricular (LV) dysfunction/ejection fraction (EF) < 40%
 - HF related to valvular heart pathology
 - Recurrent symptomatic HF with preserved ejection fraction
 - Idiopathic or alternate etiology HF with reduced ejection fraction (< 40%)
- Who is not appropriate? Patients with:
 - Cognitive impairment without caregiver support
 - HF due to readily reversible causes
 - Primary pulmonary hypertension, cor pulmonale
 - Renal dialysis and fluid status managed by Nephrology services
- For outpatient referrals: complete the Vernon Heart Function Clinic Referral form (found on Pathways) and Fax to 250-541-3508 or Email to VernonHFC@interiorhealth.ca

HIV Services (including PreP)

- www.myhealthissexy.com

Orthopedics (Vernon)

- Centralized intake system with one referral form is being implemented Fall/Winter 2020
- See Pathways for most up to date referral form
- Must complete the referral form in entirety in order for patient to be triaged
- For urgent orthopedic consults, phone physician on call and speak with them directly

Outpatient Nutrition Counselling (Vernon)

- An outpatient dietician develops and implements a nutrition care plan for ambulatory individuals with a variety of conditions such as GI, liver, renal, cardiac, COPD, allergies, eating disorders, cancer, pediatric nutrition, pregnancy, vegetarian, poor nutritional intake, and weight management
- How to refer: Referral form on pathways
- Same referral form as the diabetes clinic (Search “diabetes education” or “Nutrition referral” on Pathways)
- [ICT](#) has dieticians available to support and case manage patients with high nutritional risk
- Patients can phone 8-1-1 and speak with a registered dietician
 - Monday - Friday 9am-5pm
 - Can also email a HealthLink dietician
 - Available to adults and children

Pacemaker and Cardiology Clinic (Vernon)

- Located at VJH
 - Phone: 250-558-1200 ext 55218

Fax: 250-541-3508

- Referrals are based on urgency - form on Pathways under “Cardiology Services”
- Pacemaker clinic for pacemaker check ups (does not do pacemaker insertion)
- Holter hook ups and event monitoring (including atrial fibrillation)
- Send in referral and patient will be contacted for an appointment
- If no recent ECG in the last 3 months, then they will order one for a baseline
- ECGs
- Don't need appointment, done as walk in
- Can fax the requisition to them and they will hold onto it for when the pt comes in
- Exercise stress test (needs internal referral)
- MIBI (needs internal referral)
- Also Heart function clinic (see HF clinic section) at same location
- Also RACE stress tests at same location
- For patients seen through ER needing rapid stress test and cardiology assessment
- They will see ER referred patients (within a 2 week wait period) for a stress test and a cardiology consult
- Referral form on Pathways under “Cardiology Services - Shuswap North Okanagan”

Pre-operative internal medicine optimization clinic (Vernon)

- Joint effort between internal medicine, anesthesia, and surgery
- If your patient has significant co-morbidities, then can be seen by internal medicine several months ahead of surgery for optimization.
- Goal is to optimize high risk patients prior to their elective surgery to minimize cancellations or postponement for medical optimization
- Will also serve as communicative aid between Anaesthesia and Internal medicine to assist with postoperative management of patients requiring intensive or cardiac care
- Internal medicine and anaesthesia will also share the role of bridging patients on anticoagulation, through this clinic. All patients on anticoagulation (of any kind) to be referred to Internal Medicine
- Family Physicians can refer as well as the surgeons
- Healthy young patients may not need to be seen by either Internal Medicine or Anesthesia pre-op
- In order to refer the patients, contact Amanda Korb (no referral sheet at this time):
 - 250 558 1357 (office)
 - 250 558 1335 (fax)
 - amanda.korb@interiorhealth.ca
- If not sure, can still contact the clinic (Amanda Korb) and they will do the triaging
- See flow sheet (next page) which shows the eligibility criteria for referral to the clinic.

Pre surgical assessment

Internal Medicine Pathway

CVS

- A. **Coronary artery disease** with:
- ① MI or stent <12 months
 - ② < 4 METS functional capacity (cannot walk up a flight of stairs)
 - ③ Age > 75
 - ④ Current Angina
- B. Severe **valvular lesion**/ valve replacement
- C. **Anticoagulation** (Warfarin, Plavix, Ticagrelor, Dabigatran, Rivaroxaban, Apixaban, Edoxaban)
- D. **Heart failure**: EF < 40% or symptomatic heart failure in last year.
- E. **Arrhythmia**: New or uncontrolled atrial fibrillation, atrial flutter, brady dysrhythmia or other concerning rhythm
- F. **High cardiac risk**: 2 ≥ of CAD, CHF, CKD (GFR < 50), DM on insulin, TIA/CVA

RESP

- A. Home O₂
- B. COPD/Asthma with ≥ 2 exacerbations in last year
- C. Respiratory hospitalisation in last year

ENDO

- A. Diabetic on insulin or HbA1C > 9%
- B. Chronic steroid use or immunosuppressive medications (Methotrexate, biologics)

OTHER

- A. BP > 180/100
- B. DVT/PE < 12 months
- C. Liver disease: Decompensated cirrhosis < 12 months (ascites, GI bleed, peripheral edema)

GENERAL

- A. Post op ICU
- B. Poor functional capacity (< 4 METS)
- C. Age > 85 and comorbidities
- D. Complex medical patient or complex medical regime

Anaesthesia Pathway

All patients presenting for elective surgery with one of the following indications and not eligible for Internal Medicine pathway

PATIENT

Anticoagulation: Non-valvular AF on warfarin or NOAC
 ASA 3 (Severe systemic disease with target organ dysfunction)
 BMI > 40
 Age > 85
 OSA (diagnosed or STOP BANG > 4)
 DM (uncomplicated, well controlled)
 Transplant patients
 Paediatric patients with comorbidities
 Anxiety
 Mentally challenged patients
 Epilepsy
 Complex psychiatric patients
 Chronic pain syndromes (trigeminal neuralgia, complex regional pain syndrome, chronic backpain, cancer pain)
 Chronic opioid therapy or opioid tolerance
 Previous Anesthesia related problem

SURGICAL

Major Orthopaedic surgery (Arthroplasty, spine surgery, shoulder arthroscopy)
Trauma surgery (IM nailing, hip & longbone fractures, amputations)
Major Abdominal surgery (major bowel resections, open cholecystectomy, major laparoscopic surgery, upper abdominal surgery)
Major Obstetrics & Gynaecology (Caesarian sections, complicated pregnancy, major cancer surgery)
Major Urological surgery (Prostatectomy, nephrectomy, TURBT, TURP)
Major ENT surgery (Thyroidectomy, parathyroidectomy, microlaryngoscopy)
 Other: ECT, cardioversion

IM clinic

Optimisation

Anaesthesia clinic



Pulmonary Services (Vernon)

- Offers diagnostic testing (see outpatient investigations section - diagnostics) and respiratory therapy services
- Referral form on Pathways under “Respirology Services - Shuswap North Okanagan”
- Pulmonary diagnostic tests
 - Complete lung function tests
 - Spirometry
 - Maximal inspiratory and expiratory pressures
 - Methacholine inhalation challenge
- Blood gas labs
 - Venous blood gas (pediatrics only)
 - Arterial blood gas
 - Capillary blood gas
- Respiratory therapy services including:
 - Tobacco dependency counselling
 - ♦ One to one counselling
 - Pulmonary rehabilitation (Lung Health Program – “Lung Fit”)
 - ♦ Community based group education and exercise sessions for clients living with Chronic Lung Disease.
 - ♦ Classes are held 2x/wk for 6 weeks.
 - ♦ Participants must be able to participate in a graded exercise program.
 - ♦ Non-acute assessment/education for COPD patients or query diagnosis of COPD.
 - ♦ Must be able to attend an outpatient clinic.
 - Asthma program - for patients with stable disease. Assessments done with a respiratory therapist in a clinic setting
 - ♦ Level 1: One visit only. General asthma information and medication delivery technique.
 - ♦ Level 2: Level 1 information, follow-up visits, peak flow diary, medication review, and action plan development.
 - ♦ Level 3: Level 1 & 2 information with a greater emphasis on treatment and follow-up. Designed for the difficult to manage patient with 1 hospital admission or 2 emergency department visits in the last year.
 - Home Oxygen program:
 - ♦ Provides home oxygen assessments and subsidy for eligible residents in the BC interior (needs physician referral)
 - ♦ For individuals with asthma, COPD, occupational lung disease, lung cancer, cystic fibrosis, or congestive heart failure.
 - ♦ Periodic assessments are done to ensure eligibility criteria continue to be met for long term oxygen therapy.
 - ♦ Applications are reviewed in accordance with program guidelines and eligibility criteria.
 - Respiratory Therapy Assessment
 - ♦ Respiratory assessment
 - ♦ Dyspnea management
 - ♦ Medication review and education
 - ♦ Action Plan development
 - ♦ Secretion clearance
 - ♦ Atelectasis or lung volume recruitment
 - ♦ Hospital discharge follow up

- ♦ COPD management post acute admission
- ♦ Care for patients post-discharge from ER/hospitalizations due to moderate or severe COPD
- ♦ Assessment done with RT in home setting
- ♦ Outpatient COPD education
 - ♦ For patients who do not meet the Breathe Well Criteria
 - ♦ Assessments and education sessions are done with the respiratory therapist in a clinic setting (1 on 1 or group setting)
- ♦ Tracheostomy/Artificial Airway Care and Management
 - ♦ For patients requiring management/education regarding tracheostomy tubes or artificial airways
 - ♦ This includes disease/equipment related education and training for caregivers
- ♦ Invasive/Non-invasive Ventilation Management
 - ♦ For patients requiring management/education regarding home ventilation, BiPAP, or CPAP
 - ♦ This includes disease/equipment related education and training for caregivers
- ♦ Neuromuscular Disease Respiratory Care
 - ♦ For patients requiring respiratory management/education related to neuromuscular disease, i.e. ALS, Muscular Dystrophy, Guillain-Barre Syndrome, Myasthenia Gravis
 - ♦ This includes disease/equipment related education and training for caregivers
- ♦ Caregiver/Staff Respiratory Education
 - ♦ For patient caregivers and other healthcare staff requiring training/education on procedures and/or other equipment related to respiratory disease
- ♦ Palliative Assessment/Dyspnea Management
 - ♦ For patients with end-stage respiratory disease requiring assessment/education to relieve shortness of breath
- Community physiotherapy
 - ♦ Mobility Assessment/Assistance
 - ♦ For patients who are having difficulties with ADLs or mobility in the home related to their respiratory disease
 - ♦ A home assessment with recommendations will be provided
 - ♦ Secretion Management/Chest Physiotherapy
 - ♦ For patients with retained secretions who are having difficulty expectorating
 - ♦ Patients will be educated on clearance techniques and bronchial hygiene by a physiotherapist in their home

Renal/Nephrology “Kidney Clinics” (Kelowna & Kamloops)

- Kelowna offers 2 options (See Pathways for Criteria “Regional kidney clinic” - detailed referral criteria and referral form):
 - “Kidney Clinic Referral”
 - ♦ Nephrologist consultation plus team approach to care
 - “Renal Nurse Practitioner Clinic”
 - ♦ If a nephrologist consult is not required, but patient would benefit from team approach to care with monitoring and follow up
- Kamloops offer outpatient nephrology consultations with a team of allied health professionals (See Pathways for referral information “kidney clinic”).

Dental

- Lift The Lip/Fluoride Varnish Program: Available for children 12-47 months of age. This FREE program provides preventive education and fluoride varnish applications for children within this age that meet the eligibility requirements.
<https://www.interiorhealth.ca/YourHealth/InfantsChildren/Pages/DentalHealth.aspx>
 - Parents can call the Vernon Health Unit to see if they are eligible 250-549-5700
- Emergency Dental access: Vernon has an on call group of dentists that offer after hours emergency coverage for patients that cannot be seen by their regular dentist or that do not have a regular provider.
 - Provide the patient with on call phone number: 1-855-852-5635
 - Phone Answered 24/7
- Community Dental Access Centre (CDAC): a reduced-cost non-profit charity dental centre for low-income individuals with severe dental pain and/or abscessed teeth
<https://communitydentalaccess.ca/home>

Phone: 778-475-7779

Address: 3107C 31st Ave, Vernon, BC, V1T 2G9

Family Resource Centre

- #201, 3402 – 27th Avenue
Vernon, BC V1T 1S1
(250 545 3390)
- Family Resource Centre (Note: Some people refer to this as “People’s Place”, the building where FRC is located)
 - Counselling & support groups for all different groups of people, with a goal of making it accessible for everyone (sliding scale based on income, and other ways to try to make it available no matter an individual’s financial situation)
 - Some patients may be able to have their counselling covered through their Employee Benefits Program
 - Majority of the services are self-referral
 - For Children/youth:
 - ♦ Family Support Worker Program: Individual counselling for youth 13-18 years old
 - ♦ Helpful for youth struggling with anxiety, depression, anger, grief, loss, or challenges related to transitions
 - ♦ Therapeutic counsellor program: Specifically for children/youth who have been referred through Vernon CYMH
 - ♦ Sexual abuse intervention program: a counsellor works with the child/family to help understand and move beyond sexual abuse
 - For Men:
 - ♦ Community counselling program: short term individual counselling for men to overcome
 - ♦ Anxiety & depression
 - ♦ Life crisis
 - ♦ Life transitions
 - ♦ Grief & loss
 - ♦ Family Separation
 - ♦ Sexual abuse recovery for men: individual counselling sessions
 - For Women:
 - ♦ Community counselling program: short term individual counselling for women to overcome
 - ♦ Anxiety & depression
 - ♦ Life crisis
 - ♦ Life transitions
 - ♦ Grief & loss
 - ♦ Family Separation
 - ♦ Sexual abuse recovery for women: individual counselling sessions
 - ♦ Postpartum Depression: individual counselling sessions
 - Family/parent counselling
 - ♦ Couple/marriage counselling: short-term counselling to couples wanting to learn new ways to communicate, resolve conflicts, and become a stronger team
 - ♦ Counselling for families: help find a healthier balance within the family system

- ♦ Counselling for parents/guardians: through Family Support Worker Program, offer parent counselling to families looking for understanding and strategies to help their children succeed.
- Support groups:
 - ♦ Calm kids (Free) ages 6-8
 - ♦ Kids experiencing anxiety
 - ♦ Read Between the Lines (Free) ages 11-13
 - ♦ Focus is an increase in self-esteem, confidence and assertive communication
 - ♦ Ways to develop healthy relationships and prevent dating violence
 - ♦ Chronic Pain Self Management (Free) Adult
 - ♦ Information and practical skills on managing chronic pain
 - ♦ To register, contact self-management BC at 1-866-902-3767
 - ♦ CBT (Free) Adult
 - ♦ Educational group with 6 modules that teaches skills to help manage thoughts and is effective for anxiety and depression
 - ♦ Community Support Volunteer (Free) Ages 25-75
 - ♦ Educational group to train community support volunteers
 - ♦ Diabetes Self Management (Free) Adult
 - ♦ A 6-week workshop to help people with diabetes better manage their symptoms and their daily lives
 - ♦ To register, contact self-management BC at 1-866-902-3767
 - ♦ Men's Anger Management (\$30) Adult Men
 - ♦ 10-session course designed for men to understand and manage their anger more effectively
 - ♦ Family basket (Free)
 - ♦ Designed to help families learn budget-friendly recipes, how and where to shop locally, and to encourage children to be active in the kitchen.
 - ♦ Also provides a place to connect while sharing food prep and a meal
 - ♦ Little Owl Family Circle (Free)
 - ♦ Parent participation program to connect with other parents, discuss a variety of parenting topics, learn more about what our community offers and to play with your child
 - ♦ Natural Connections (Free)
 - ♦ Provides an opportunity for parents with children of all ages to come together for a nature walk and/or fun activities in one of our local parks, to learn a little about our local area and connect with one another.
 - ♦ Parenting through emotion (Free)
 - ♦ This 3-session group believes in the healing power of families and that parents have everything within them to support their children with tough emotions
 - ♦ Aims to help parents and caregivers feel better equipped to help their children understand and process emotion
 - ♦ Playful art (Free)
 - ♦ This program provides a chance to explore multiple art, craft, play, and baking activities and to connect with other parents and children

- ♦ LGBTQ/2S: there have been free support groups for both youth (14-19) and parents of LGBTQ/2S youth. Contact FRC for more information on if/when these groups are running.

Geriatrics

Cognitive/Capacity assessments

- Basic assessment can be done by family physicians in the office, including MOCA or MMSE assessments.
- For a helpful guide to reporting unfit drivers, search “driving” on pathways and the document is titled “Reporting Unfit Drivers Algorithm”
- Can contact your [ICC](#) for social work capacity assessment and tolerability risk
 - They are helpful for general capacity assessments, as well as assistance for vulnerable adults/abuse/neglect
- Geriatric psychiatry:
 - Can refer to psychiatry if behavioural challenges or worried about a pathology (i.e. pre-morbid depression, lewy body dementia, etc.)
 - 2 options for phone consultations/questions:
 1. Can call psychiatrist on call
 2. Can contact geriatric psychiatrist during working hours
 - Dr. Yu (full time geriatric psych work)
 - Dr. Pretorius (part time geriatric psych work)
 - Dr. Harvey (part time geriatric psych work)
- No formal memory clinic for screening in Vernon currently

Exercise, Rehab programs for Seniors

- If needing assistance in finding exercise programming, the [ICT](#) can help connect your patient to services in the community, and you can also directly refer to them for physiotherapy
- There are multiple programs for seniors through the Vernon Recreation Centre (<https://www.vernon.ca/parks-recreation/programs-select-activity>)
- Some of the private gyms in town offer senior specific programming
- Other places offering programming: Kal Tire Place (indoor track), Vernon Public Library (Walk n’ Talk program), Halina Centre (Recreation community for >50 yo)
- The EAST program
 - Short-term (12-week program, twice per week) assessment and treatment for older adults who have experienced changes in their functioning, which threaten their independence
 - Can be accessed by direct referral or can go through ICC
- [Lung Fit: Pulmonary rehabilitation program](#)
- GLAD Canada: Hip and Knee Osteoarthritis Program (<https://gladcanada.ca>)
- VSAN: Vernon Seniors Action Network
 - The Vernon Seniors Action Network [VSAN] is a coalition of community representatives working together to share information & resources and address priority issues that impact the health and wellness of Vernon seniors.
 - Produce the Vernon Seniors Resource Guide (<https://www.nexusbc.ca/VSAN.htm>)- a resource guide of many important supports for seniors in our community

Caregiver respite and relief

- For caregiver respite and relief for seniors, referral can be made to [ICT](#) (check both “Community Nursing - Respite Care” and “ICC” on referral form so that the ICC can follow the referral and ensure supports are put in place)
- Day break is a program held at Gateby, which is an adult day program designed to provide respite for caregivers at home.
 - Referral must be made through ICT, as the patient needs to have a long term care assessment in order to access the program
- Seniors mental health program: See [Community Mental Health and Substance Use Services under ‘Adult Mental Health’](#)

Homecare

NAV-CARE

- The Nav-CARE program improves the quality of life of older adults so they can stay in their homes for as long as possible. Nav-CARE uses specially trained volunteers to conduct regular visits in the home with older adults who are living with a serious illness that is affecting their quality of life. These volunteers are trained in assessing quality of life, advocating for clients and families, facilitating connections to community, supporting access to resources, and promoting active engagement.
- FREE
- More information and referral form: <https://nohs.ca/community-services/reach-initiative/nav-care-program>

IH Home Support Services (Home Care)

- Home and Community Care Office Vernon:
Phone: 250-541-2020
Address: 4505 - 25th Street Vernon, BC V1T 4S8
- Must meet eligibility requirements for Home and Community Care Services
- Go through [ICT](#) or make a referral on that community care referral sheet
- Trained, screened, and insured community health workers provide home support services
- Provide assistance with:
 - ADL's at home (bathing, dressing, grooming)
 - Special exercises, medication administration, and other care needs
 - Support and relief for the primary caregiver
- Does not provide:
 - House cleaning or laundry
 - Grocery shopping
 - Rehabilitation equipment/aids
 - Driving to appointments
 - Companions
 - Foot Care

Choice in Supports for Independent Living (CSIL)

- Provincial program that offers an alternative for eligible home support clients
- "Self-managed" model of care - patient receives funding to become the employer and purchase their own private home support services
- Must meet the eligibility requirements for both Home and Community Care Services AND the eligibility criteria for CSIL
- <https://www.interiorhealth.ca/YourCare/HomeCommunityCare/ChoiceInSupportsForIndependentLiving/Pages/default.aspx>

Private Services

- There are private services for homecare available as well.

Indigenous Health

North Okanagan Friendship Centre Society

Location and contact information:

2904 29th Ave, Vernon

Phone: 250-542-1247

- <https://www.vernonfirstnationsfriendshipcentre.com/>
- Indigenous non-profit affiliated with the BC Association of Friendship Centres
- Mission is to provide culturally appropriate health and social programs and services for the North Okanagan Community
- For Children:
 - Aboriginal Supported Child Development (ASCD)
 - ♦ Provides intervention services to children with special needs
 - ♦ By providing activities designed to maintain or prompt a planned change in the behaviour, condition or functioning of children, youth, and/or families/caregivers, the ASCD Program assists children to achieve their developmental goals
 - Aboriginal Infant and Early Childhood Development
 - ♦ Offering lots of free programs for families with children ages 0-6
 - ♦ Offers a drop-in centre, traditional Aboriginal teachings, individualized support, hot lunches, networking opportunities for parents, and programs.
 - ♦ Programs include:
 - ♦ Mother Goose (ages 0-6)
 - ♦ Tiny Tots Hand Drums (ages 2-6)
 - ♦ Free Swimming Lessons (ages up to 6)
 - ♦ Instruction to massage (infant-6 months)
 - ♦ Healthy Home Cooking with Chawow
 - ♦ Hot lunch program
 - ♦ Parenting Wisely (ages 0-6)
 - Canada Prenatal Nutrition Program (CPNP)
 - ♦ A pregnancy outreach program that offers accessible, culturally appropriate support to pregnant women and their families until their babies are 6 months old
 - ♦ A variety of services are offered including weekly group sessions, individual counselling, prenatal vitamins, and food supplements.
 - Mother Hubbard's Cupboard
 - ♦ A new neighbourhood outreach service that takes place in various locations in Vernon
 - ♦ Includes:
 - ♦ Children's Clothing Exchange
 - ♦ Nutrition Education
 - ♦ Educational Toys and Book Exchange
 - ♦ Parenting Support
 - ♦ Information about Community Resources
 - Pregnancy Outreach Program (POP)

- ♦ Free and confidential support during pregnancy until 6 months postpartum
- ♦ Offers:
 - ♦ Free vitamins
 - ♦ Food coupons and/or hampers
 - ♦ Birthing classes
 - ♦ Monthly cooking classes
 - ♦ Information on eating right, how to have a healthy baby, breastfeeding, baby development, alcohol and drug use
- ♦ Work with nutritionists, nurses, and outreach workers
- ♦ Patient can access the program without a referral by contacting the program directly:
<https://www.vernonpop.ca/contact>
 - ♦ If the physician feels more details would be helpful, with the patient's permission they can fax a referral letter to the program
- ♦ Open to Indigenous and non-Indigenous pregnant women
- For Youth and Family
 - Vernon Youth Safe House
 - ♦ Provides a safe residential alternative for youth ages 13-18 who are experiencing homelessness, at risk of becoming homeless, or at risk of being in an unsafe environment
 - ♦ Open to Indigenous and non-Indigenous youth
 - ♦ Operates out of the Kekuli Centre (same building but separate entrance to Kekuli Apartments)
 - ♦ Offers:
 - ♦ Information and support
 - ♦ Referral to other services
 - ♦ Access to emergency services
 - ♦ Housing 7 days a week
 - ♦ Meals
 - ♦ Laundry
 - ♦ Life skills workshops
 - ♦ Crisis intervention, stabilization, assessment, and individualized case planning services
 - ♦ Self referral, but can also be referred from mental health, social worker, physician, etc.
 - Kekuli Centre Apartments
 - ♦ Provides safe and clean accommodation for all youth from ages 19-29 years old who are homeless or at risk of being homeless because of a physical, social, or mental condition or disability.
 - ♦ Designed to improve the quality of life for all youth.
 - ♦ Open to Indigenous and non-Indigenous youth
 - Family Support Program
 - ♦ A culturally appropriate program that empowers families to choose effective attitudes and behaviours that are necessary in creating a safe and healthy environment.
 - ♦ Delivered in a confidential and sensitive manner that preserves the dignity and integrity of individuals, the Family Support Worker will provide on-going support to families and children in the areas of child protection, parenting skills, communication skills, self-esteem building, conflict resolution skills, health issues and asset building for children

- Employment & Training
 - ♦ Okanagan Training and Development Corp (OTDC)
 - ♦ North Okanagan Employment Services is a program designed to increase the employability and employment rate of First Nations people in the North Okanagan area
 - ♦ Services are delivered in a safe, supportive environment and include:
 - Employment counselling
 - Training and education opportunities
 - Life skills training
 - Advocacy
 - Career exploration
 - Resume/cover letter writing
 - Support groups
 - Community referrals
 - ♦ Community Connections
 - ♦ A youth and young people-oriented program intended to help individuals 16 years or older improve their mental health and overall wellness.
 - ♦ Support members to develop skills and strengths, as well as connectedness with themselves, others, and their environments.
 - ♦ Offer life skills training, cooking lessons, budgeting, pre-employment workshops, personal development planning and Rent Smart training.
- Health and Wellness
 - ♦ Mental Health and Addictions
 - ♦ Designed to provide outpatient counselling to Aboriginal people of the North Okanagan and surrounding area.
 - ♦ Services are culturally appropriate and include individual, family and group counselling, outreach services, cultural workshops and ceremonies, substance use and addiction counselling, and referrals to community services (i.e. residential treatment, detox, support recovery, etc.)
 - ♦ Self referral but may need medical information for the intake process.
 - ♦ Men's Wellness Wellbriety
 - ♦ Facilitated weekly meetings to talk about recovery, getting healthy and gaining understanding of our deeper meaning through Indigenous culture.
 - ♦ Mothers for Recovery
 - ♦ A program which helps women come together to build a social support network where they are able to support each other through the day-to-day struggles of being a mom in recovery.
 - ♦ Seniors Helping Seniors (Seniors outreach program)
 - ♦ An outreach program for Indigenous seniors who are in need of emotional support. They can also offer light housekeeping, shopping.
 - ♦ To help those who are isolated or require emotional or physical support.
 - ♦ This program helps aging, isolated seniors to maintain their dignity and independence and stay connected to their community and each other, This is done by providing support and linking Indigenous seniors to needed services.
- Other services

- ♦ Volunteer income tax clinic
 - ♦ A volunteer program to help with personal income tax preparation
 - ♦ Open to all people in the community (not just Indigenous individuals)
- ♦ Fetal Alcohol Spectrum Disorder (FASD)
 - ♦ A program designed to provide advocacy and community awareness through educational workshops, group initiatives, capacity building, partnerships, and a lending library.

Okanagan Indian Band Clinic

- More information will be available in the new year (2021).

Integrated Care Team (ICT) and Integrated Care Coordinator (ICC)

- The Integrated Care Teams (ICT) for Clinical Operations of the North Okanagan is attached to the physician groups.
- Can refer either using the ICC/Community Care referral form or can directly contact your ICC coordinator.
- The Integrated Care Team is comprised of:
 - Integrated Care Coordinator (ICC): supports the seamless movement of clients through the healthcare system and in accessing appropriate resources within Interior Health and the community.
 - Continuous Care RN and LPN: provide long term case management, home supports and accessing funded Assisted Living and Long Term Care Homes.
 - Time Limited RN and LPN: provide short term home support, wound care, pain/symptom management, in-home palliation.
 - Community Rehab: Physiotherapy (PT), Occupational Therapy (OT) and Rehab Assistants provide mobility and equipment assessments.
 - Respiratory Therapist (RT): support clients with accessing equipment and case management of respiratory health issues.
 - Dietitian: support and case manage patients with high nutritional risk.
 - Social Worker (SW): grief-loss support, caregiver support and assessing vulnerable adults.

Investigations (Outpatient)

Labs

- **Interior Health Lab Services:** (See [IH website](#) for most up to date information on requirements for appointments)
 - 2 locations:
 - Vernon Jubilee Hospital Lab
 - Vernon Downtown Lab (Sterling Centre 2nd Floor)
 - Currently offering walk-in and phone booked appointments with plans to introduce an online appointment booking system.
- **Valley Medical Labs:** owned and operated by a local group of pathologists
<https://valleymedicallaboratories.com/valley-medical-physicians.htm>
 - 2 locations:
 - Vernon Main Lab (main floor of Mainstreet Medical Building) - Walk in
 - Vernon North Lab (Railway Plaza by Village Green Shopping Centre) - Walk in and appointments available
 - Offers a house call program to a very limited number of patients who are medically incapable of attending the lab.
 - ♦ Requires a requisition from the doctor stating a house call collection is required
 - ♦ NOT for transportation issues alone
- Where to send patients for specific tests - VJH vs. outpatient labs
 - Most recent PDF summary available at Valley Medical Labs physician section under “Information for Physicians” titled “Test with Special Requirements or Limited by Location”
<https://valleymedicallaboratories.com/valley-medical-physicians.htm>
- Private companies such as NeedleMasters Vernon offer home phlebotomy services for a fee:
 - Mobile blood collection and lab services.
 - Rates start at \$40 + GST
 - Contact Dawn Gillies RT 250-309-6495

Imaging

- **Vernon Radiology Associates (VRA) – Great for:**
 - Certain types of ultrasounds:
 - ♦ Abdo, Pelvic, OB US (especially when booked in advance)
 - Xrays:
 - ♦ MSK, sinus, GI/Abdo plain film xrays, CXR
 - Booked appointments preferred but will accept walk ins for CXR, xrays of the foot or finger
 - Booked appointments needed for
 - ♦ Larger xray area (such as neck, knees, multiple body parts)
 - ♦ Children’s hip xrays (need to be booked)
 - EITHER fax or give the patient the requisition (not both - to avoid duplicates)
 - ♦ If you fax the requisition, they will call the patient to book their appointment
 - Does not do:
 - ♦ Pre-op imaging

- ♦ MSK US (e.g. Shoulder US)
 - ♦ No vascular US (e.g. Dopplers or Carotid arteries)
 - ♦ Mammograms
 - ♦ Veins or arteries
 - ♦ Bone scans
 - ♦ Barium swallows
 - ♦ Biopsies
 - ♦ CT or MRI
 - ♦ Echo
 - ♦ ECG
 - ♦ Bladder scan (will do US of bladder, but not PVR x2)
 - ♦ Bowel US
 - ♦ Xrays to rule out scoliosis
 - ♦ Mastoids
 - ♦ Leg length
- **Vernon Jubilee Hospital (VJH):**
 - Imaging modalities offered: Xray, CT, MRI, Echocardiogram, Interventional Radiology, Fluoroscopy, Mammography, Ultrasound, Nuclear Medicine, Pediatrics (see below for expanded details on specific imaging offered)
 - ♦ When in doubt about a specific imaging request, send a referral and if VJH is unable to complete the request, they will either forward it to another facility or send back options to the referring provider of where to refer
 - Tips:
 - ♦ VJH can provide STAT reports within 3 hours of patient being seen, between the hours of 8:00-16:00 if requested
 - ♦ CT scans can generally be done in Salmon Arm on an expedited basis compared to VJH (they don't have the same inpatient/acute load)
 - ♦ Kelowna imaging is another option, although VJH is often faster than they are
 - ♦ Speak to a Radiologist for:
 - ♦ Urgent imaging - Days are booked solid (US, MRI, CT, etc), but they try to fit in for urgent cases if you call them
 - ♦ Specialized exam when unsure of best modality to use
 - Max weight:
 - ♦ CT = 375 lbs; Fluoroscopy = 375 lbs MRI = 275 kg (500 lbs)- but it depends on the girth (bore is 70 cm)
 - Details of Imaging Offered:
 - ♦ CT (Longer wait (for P3-5) than Salmon Arm for a CT scan):
 - ♦ Angiography
 - ♦ Cardiac CTA
 - ♦ Colonography
 - ♦ General CT
 - ♦ Echo
 - ♦ Transthoracic (TTE)

- ♦ NOT transesophageal (TEE)
- ♦ Fluoroscopy
 - ♦ Fistulogram
 - ♦ GI
 - GI Barium enema
 - GI Barium swallow
 - GI SBFT
 - GI Swallowing assessment
 - ♦ GU
 - GU Cystogram
 - GU Hysterosalpingogram
 - GU Nephrostogram
 - ♦ MSK
 - MSK arthrograms
 - MSK joint aspirations (Ankle, Elbow, Hand, Hip, Knee, Shoulder)
 - MSK joint injections (Ankle, Elbow, Hand, Hip, Knee, Shoulder, Wrist)
 - Sinogram
 - Spine (Lumbar Puncture and Myelogram)
- ♦ General Xrays:
 - ♦ Plain films
 - ♦ Pre-op patients
 - ♦ Leg length views
 - ♦ Scoliosis films
 - ♦ Weight Bearing
- ♦ Interventional Radiology
 - ♦ Drainages (abscess/cyst, paracentesis, thoracentesis)
 - ♦ GI (percutaneous gastrostomy, gastrojejunostomy tube)
 - ♦ Pulmonary (pulmonary lung biopsy)
 - ♦ Spinal pain management including facet/SI joint injection
- ♦ MRI
 - ♦ General body MRI
 - ♦ Angiography
 - ♦ Breast
 - ♦ Cardiac
- ♦ Mammography
 - ♦ Screening
 - Patients can self refer (see screening section for more information)
 - ♦ Diagnostic
 - ♦ Guided Biopsy
 - ♦ Galactograms
- ♦ Nuclear Medicine (Bowel prep & hydration. Details given to patient when booked):
 - ♦ Adrenal scan
 - ♦ Bone scan
 - ♦ Gallium scan

- ♦ Gastric emptying test
- ♦ Hepatobiliary imaging
- ♦ Leukocyte imaging scan
- ♦ Lung scan (V/Q scan)
- ♦ MPI scan (MIBI scan)
- ♦ MUGA scan
 - radionuclide angiography / ventriculography
- ♦ Octreotide scan
- ♦ Renal imaging scan
- ♦ Thyroid uptake and scan
 - CT contrast interferes with exam and a delay of 4 weeks is required if the patient has had recent contrast.
- ♦ Pediatric radiology procedures (CT, plain films, and ultrasound)
 - ♦ Does not do pediatric sedation
- ♦ Ultrasound
 - ♦ Abdominal
 - ♦ Breast
 - ♦ Carotid
 - ♦ MSK
 - MSK Cysts etc.
 - MSK Specialty - shoulder, tendon, nerve etc.,
 - ♦ Obstetrical
 - ♦ Obstetrical Nuchal translucency
 - ♦ Pelvic
 - ♦ Venous doppler
- ♦ Ultrasound guided biopsy (Breast, Cyst, Liver, Prostate, Renal, and Thyroid)

Special Tests

- Ambulatory 24 hour BP monitoring
 - Not available through IH
 - Can be ordered through Mainland Sleep Clinic (<https://www.mainlandsleep.ca/>)
 - Check the “24 hr ambulatory BP” box on the referral form
 - There is a fee of \$40.00 even with a referral from a physician
 - The report will be interpreted and sent to the referring physician’s office
- Ambulatory EMG Services
 - Referral to local physiatrists in Vernon who will do ambulatory EMG and consultation (See Pathways for referral information)
 - Royal Inland Hospital (Kamloops) - Neurodiagnostic Services/Electromyography (EMG)
 - ♦ Offers EMG services
 - ♦ See Pathways for referral form with more detailed information including patient information
- Cardiology Services
 - See [Pacemaker and Cardiology Clinic](#) for full details
 - Services provided include: holter, ECG, pacemaker checkups, exercise stress test, MIBI
- ECG

- Can be done as a walk-in through the [cardiology services/pacemaker clinic](#)
- Can also be done at local labs ([IH and Valley Medical](#)) - check box on lab req form

- Pulmonary Diagnostic testing available through the hospital, including:
 - [See Pulmonary Services for full details](#)
 - Services include:
 - ♦ Pulmonary diagnostic tests
 - ♦ Complete lung function tests
 - ♦ Spirometry
 - ♦ Maximal inspiratory and expiratory pressures
 - ♦ Methacholine inhalation challenge
 - ♦ Blood gas labs
 - ♦ Venous blood gas (pediatrics only)
 - ♦ Arterial blood gas
 - ♦ Capillary blood gas
 - Referral form on Pathways under “Respirology Services - Shuswap North Okanagan”

Long term care

General Notes

- Currently, if a patient from your practice gets admitted to long term care, you are responsible to round on them at their long term care facility or find another provider who will accept a transfer of care
- To arrange long term care placement assessment, refer to [ICT](#)
- [Levels of nursing care](#)

Interior Health Facilities

- **Polson** (2101 South 32nd Street, Vernon, BC V1T 5L2)
 - Complex care
 - 97 long term care beds (single, double, and four bed accommodation) with ensuite
 - Must not be elopement risk as there is no specifically locked unit for dementia
 - There is a locked unit within the same building but under different management called “Polson Special Care”
 - ♦ Higher behavioural needs
 - ♦ Locked unit for dementia or other behavioural needs patients
 - ♦ 26 bed secure dementia unit
 - A nurse practitioner on site
- **Noric House** (1400 Mission Road, Vernon, BC V1T 9C3)
 - 85 long term care beds - single with ensuite
 - Dementia care with locked/secure unit ~21 beds
- **Gateby** (3000 Gateby Place, Vernon, BC V1T 8V8)
 - 62 complex care beds
 - ♦ 36 of which are dedicated to dementia care, however no locked units for higher behavioural needs
 - ♦ 2 respite beds
 - ♦ 13 flexible short stay beds
 - ♦ 6 beds for physio rehab
 - ♦ 7 for convalescent care
 - EAST program: Mobility program for seniors at home
 - Day break: adult day program to provide respite for caregivers at home
 - Layout of the building - there is a 2nd and 3rd floor, so keep in mind when navigating for seeing patients and liaising with nursing staff

LTC Partners (P3s - partnership between private, IH, and Ministry of health)

These all have BOTH Complex care/LTC housing and assisted living housing:

- **Creekside Landing** (6190 Okanagan Landing Rd, Vernon, BC V1H 1M3)
 - Complex care on lower level with assisted living on upper level
 - Secure area for those with exit-seeking behaviour
 - Complex care lower level has 70 private rooms with ensuite
- **Heritage Square** (3904 - 27th Street, Vernon, BC V1T 4X7)
 - Complex care on lower level with assisted living on upper level

- Locked doors for exit-seeking behaviour
- Complex care lower level has 50 private rooms with ensuite
- **Heron Grove** (4900 - 20th Street, Vernon, BC V1T 9W3)
 - Complex care, assisted living, and independent living suites
 - 76 complex care beds (divided into 6 cottages)
 - ♦ Four 12 bed dementia care cottages
 - ♦ Two 14 bed cognitively well residential care cottages
 - 40 assisted living apartments
 - 15 independent living apartments
- **The Hamlets** (3050 - 29th Ave, Vernon, BC V1T 9Y9)
 - 100 bed facility for complex care
 - 52 suites assisted living
 - Dementia care on 3rd floor with a secure/locked unit

Private

- **Hearthstone** (2800 - 40th Street, Vernon, BC V1T 6J7)
 - Completely private
 - 16 bed single room accommodation
 - Long Term/complex care (not assisted living)
 - Offers respite/short stay (min 14 days)
 - Offers palliative care to those who are current residents of Hearthstone
 - No locked unit or capability for individuals with dementia/higher behavioural needs13 flexible short stay beds

LEVELS OF CARE

Increased INDEPENDENCE of clients ← Less consistency in services provided on-site		Increasing CARE NEEDS More services available →		
INDEPENDENT LIVING / SUPPORTIVE HOUSING	ASSISTED LIVING	IH FUNDED RESIDENTIAL CARE		
<p>▶ <i>Independent living</i></p>	<p>▶ <i>Registered (Non-Licensed) facility</i></p> <p>▶ <i>24 hour care aide staffing (no professional staff on-site)</i></p>	<p>▶ <i>Licensed facility</i></p> <p>▶ <i>24 hour professional nursing care</i></p>		
<p>Care Services</p> <ul style="list-style-type: none"> ✓ Client can hire private care or, ✓ Care provided by IH Community Care staff. <ul style="list-style-type: none"> ▶ Day time hours, 7 days a week ✓ Scheduled professional care available <u>by referral</u> to IH Community Care: <ul style="list-style-type: none"> ▶ Community Nursing, OT, PT, Social Work, etc. 	<p>Care Services</p> <ul style="list-style-type: none"> ✓ 24 hour care aides on site ✓ Services include; personal care, housekeeping, laundry, meals and medication assist. ✓ Regularly scheduled professional care available <u>by referral</u> to IH Community Care: <ul style="list-style-type: none"> ▶ Community Nursing, OT, PT, Social Work, etc. 	<p>Care Services</p> <ul style="list-style-type: none"> ✓ 24 hour Nursing and care aides on site <ul style="list-style-type: none"> ▶ IV therapy, wound care, etc. ✓ Allied Health (OT, PT, Social Work, Dietitian) available daytime Mon. to Fri. <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 50%; vertical-align: top;"> <p>LONG TERM (permanent)</p> <ul style="list-style-type: none"> ✓ Secure supervised environment, accommodation, and access to 24/7 professional care for adults (19+) </td> <td style="width: 50%; vertical-align: top;"> <p>SHORT TERM (usually less than 3 months)</p> <ul style="list-style-type: none"> ✓ Convalescent Care – rehab, reactivation, recuperation prior to discharge home ✓ Respite – period of relief ✓ Palliative Care - support in the final days of weeks of life </td> </tr> </table>	<p>LONG TERM (permanent)</p> <ul style="list-style-type: none"> ✓ Secure supervised environment, accommodation, and access to 24/7 professional care for adults (19+) 	<p>SHORT TERM (usually less than 3 months)</p> <ul style="list-style-type: none"> ✓ Convalescent Care – rehab, reactivation, recuperation prior to discharge home ✓ Respite – period of relief ✓ Palliative Care - support in the final days of weeks of life
<p>LONG TERM (permanent)</p> <ul style="list-style-type: none"> ✓ Secure supervised environment, accommodation, and access to 24/7 professional care for adults (19+) 	<p>SHORT TERM (usually less than 3 months)</p> <ul style="list-style-type: none"> ✓ Convalescent Care – rehab, reactivation, recuperation prior to discharge home ✓ Respite – period of relief ✓ Palliative Care - support in the final days of weeks of life 			
<p>Client Profile</p> <ul style="list-style-type: none"> ✓ May or may not be able to direct own care. ✓ Owner / tenant arrangement. 	<p>Client Profile</p> <ul style="list-style-type: none"> ✓ Able to self-direct own care ✓ Patients cognitively aware (i.e. able to respond in an emergency) 	<p>Client Profile</p> <ul style="list-style-type: none"> ✓ People who cannot have their care needs met at home or in an assisted living facility ✓ Often (but not always) frail elderly, medically complex, many with dementia 		
<p>Note to Care Team:</p> <ul style="list-style-type: none"> ✓ No care services on site. ✓ Discharge planning requires ICC or Community Nursing involvement. 	<p>Note to Care Team:</p> <ul style="list-style-type: none"> ✓ Professional staff NOT available 24/7. ✓ REFER to Community Care for those discharged to IH funded Assisted Living to update care plans 	<p>Note to Care Team:</p> <ul style="list-style-type: none"> ✓ Nursing staff on-site 24/7. ✓ Able to manage post-acute recovery and end of life care. 		

See www.interiorhealth.ca for detailed descriptions

November 4, 2016

SUPPORTIVE HOUSING (NOT FUNDED BY IH)					ASSISTED LIVING						RESIDENTIAL CARE								
	Emergency Response (e.g. Lifeline)	Personal Care (Bath/Groom/Dress) on-site	Professional Care (Nursing/Rehab) on-site	Meals / Housekeeping / Laundry (Cost to Client)	Medication Assistance on-site		Emergency Response (e.g. Lifeline)	Personal Care (Bath/Groom/Dress) on-site	Professional Care (Nursing/Rehab) provided by Community Staff	Housekeeping / Laundry	Medication Supervision - On-site	IH Funded		Nursing Service on-site	Rehab Service available	Social Work available	Medication Supervision & Administration	Short Stay Beds	IH Funded
Carrington Place (some Assisted Living units)	✓			✓		Carrington Place (some Supportive Housing units)	✓	✓	✓	✓	✓		Carrington Place 12 Convalescent (transfer independently, shorter length of stay, lower care needs)					12	✓
Creekside Landing	✓			✓		Creekside Landing	✓	✓	✓	✓	✓	✓	Creekside Landing	✓	✓	✓	✓	-	✓
Coldstream Meadows (some Assisted Living units)	✓			✓		Coldstream Meadows (some Supportive Housing units)	✓	✓	✓	✓	✓		Gateby Residential, + 1 Respite, +13 Convalescent (longer length of stay/higher care needs)	✓	✓	✓	✓	14	✓
Canterbury Court	✓			✓		Heritage Square A/L	✓	✓	✓	✓	✓	✓	Heritage Square Residential	✓	✓	✓	✓	-	✓
Columbus Court	✓			✓		Heron Grove	✓	✓	✓	✓	✓	✓	Heron Grove	✓	✓	✓	✓	-	✓
Heron Grove	✓			✓		Pioneer Sq.	✓	✓	✓	✓	✓	✓	Monashee Mews (Lumby)	✓	✓	✓	✓	-	✓
McCullough Court													Noric Residential, +2 Respite	✓	✓	✓	✓	2	✓
Orchard Valley	✓			✓									Parkview Place (Enderby) Residential +1 Palliative/Respite	✓	✓	✓	✓	1	✓
Silver Springs	✓			✓									Pleasant Valley Manor (Armstrong) Residential +1 Respite	✓	✓	✓	✓	1	✓
The Victorian	✓			✓															
Ukrainian Village																			
Vernon Restholm	✓			✓									Polson Residential	✓	✓	✓	✓	-	✓

If you do not find what you are looking for, or find information that is incorrect or outdated, please send a detailed message to pcrough@divisionsbc.ca.

MAiD

IHA and North Okanagan Resources

- What to do in the following scenarios:
 - Patient comes to you requesting info about MAiD
 - ♦ Direct them to IH’s MAiD Care Coordination Team (info below)
 - Patient comes to you with a filled out “Patient Request Form” for MAiD
 - ♦ Fill out “HLTH 1642 Transfer of request form” and fax to Ministry of Health (info below). Link to form can be found here: <https://www2.gov.bc.ca/gov/content/health/accessing-health-care/home-community-care/care-options-and-cost/end-of-life-care/medical-assistance-in-dying/forms>
 - ♦ Fax generic referral letter to IH MAiD Coordination Team (info below)
 - ♦ Indicate on referral if you are or are not willing to be involved in the process
- **Interior Health’s MAiD Care Coordination Team**
 - Phone: 250-469-7073; 1-844-469-7073 (Toll-free) - can call with any questions
 - Fax #: 250-469-7066
 - E-mail: MAiD@interiorhealth.ca
 - Patients will make a formal request by completing the “Patient Request Record” form. They can submit this to their physician or can fax it directly to the MAiD Coordination Centre (number listed above). Once the formal request is received by the MAiD Coordination Centre, two independent physicians and/or nurse practitioners will be coordinated to complete the two required assessments. One of these assessors may be the patient’s Family Physician or nurse practitioner if they choose to participate in MAiD.
 - [Click here for “A Shared Journey” PDF](#) from the MAiD Care Team. This outlines what the patient can expect after requesting MAiD.
 - Nolan’s Pharmacy in Vernon is currently the only pharmacy providing medications for MAiD.
- **IHA MAiD Physician Information website**
 - <https://www.interiorhealth.ca/AboutUs/Physicians/PhysMAiD/Pages/default.aspx>
 - Contains information on MAiD, Education & Training, Credentialing/Privileging, Forms, Documentation for physicians. Also provides links to patient resources.

Province-wide Resources

- **Ministry of Health Information for Health-Care Providers**
 - <https://www2.gov.bc.ca/gov/content/health/accessing-health-care/home-community-care/care-options-and-cost/end-of-life-care/medical-assistance-in-dying/information-for-providers>
 - Has important information about requirements when a patient approaches physician about MAiD
 - “A practitioner who receives a patient’s written request for medical assistance in dying and transfers the request or care of the patient to another practitioner or MAiD Care Coordination Service for any reason, must report to the Ministry of Health within 30 days after the day of transfer.

- Reporting is accomplished by the practitioner completing and faxing or emailing the Transfer of Request (HLTH 1642) form to the Ministry of Health at 778 698-4678 or hlth.maidoversight@gov.bc.ca
 - ♦ Reporting caveats (under the federal Regulations):
 - ♦ The practitioner submitting a HLTH 1642 form is not required to report further information identified under categories 2, 3 and 4 below.
 - ♦ The reporting is not required if the transfer happens “after the 90th day after the day on which the practitioner received the request.”
 - ♦ The practitioner who is planning to be the provider of medical assistance in dying would be required to submit a HLTH 1642 form if they are unable to provide the service and instead refer the patient’s request to another provider.”
- **E-Learning Course for Assessors & Prescribers**
 - <https://learninghub.phsa.ca/Courses/8111>
 - Designed for potential assessors and prescribers of MAiD and available on the provincial Learning Hub through PHSA. This course is sponsored and approved by the Provincial Medical Assistance in Dying (MAiD) Working Group. (Please Note: Users must first create an account in order to access the course.)

Maternity Care

- **Prenatal Care in Vernon**
 - Referrals - Local FPs who do not do obstetrics, often refer their patients at the initial positive pregnancy confirmation visit to either our local family physicians who do obstetrics (FP-Obs) or local midwives, depending on patient preference. Local obstetricians take high risk referrals, but do not follow low risk ob patients.
- **Healthy From the Start:** Through public health. Physicians can refer a patient, but patients can also self-refer with this number: 1-855-868-7710
 - Available to all pregnant patients
 - Pregnancy support and information for patients. Usually they will call and set up a phone appointment and review several criteria where they can add additional supports (nutrition, sexual health, smoking/alcohol use, safety, immunization)
 - Hospital tours and breastfeeding classes, and can get patients in touch with prenatal classes (will pay for it if pt is eligible/can't afford it)
 - If a patient is higher risk, they can be triaged to the nurse family partnership program.
- **Nurse Family Partnership (NFP):** higher risk patients get referred to this program based on Healthy from the Start intake questions
 - Criteria for enrolment:
 - ♦ Under 25 years old
 - ♦ First pregnancy
 - ♦ Under 29 weeks GA
 - If accepted into NFP program
 - ♦ The public health nurses provide significant support including:
 - ♦ Go to the house with teaching
 - ♦ The public health nurse follows them until baby turns 2 years old
 - ♦ Provides great support and resources for the young moms needing extra support
- **Smart Mom:** (website: SmartMomCanada.ca; phone number: 1-855-871-2229)
 - Free text messaging program that sends information and links timed to the stage of pregnancy
 - Also a “local and online guide to services and programs available to support you”
 - No referral required; patients sign up on their own.
- **Canada Prenatal Nutrition Program (CPNP)**
 - See Friendship Centre section
- **Pregnancy Outreach Program (POP)** - through [North Okanagan Friendship Centre Society](#)
 - Free and confidential support during pregnancy until 6 months postpartum
 - Offers:
 - ♦ Free vitamins
 - ♦ Food coupons and/or hampers
 - ♦ Birthing classes
 - ♦ Monthly cooking classes
 - ♦ Information on eating right, how to have a healthy baby, breastfeeding, baby development, alcohol and drug use
 - Work with nutritionists, nurses, and outreach workers

- Patient can access the program without a referral by contacting the program directly:
<https://www.vernonpop.ca/contact>
 - ♦ If the physician feels more details would be helpful, with the patient's permission they can fax a referral letter to the program
- Open to Indigenous and non-Indigenous pregnant women
- **Lactation consultants**
 - There are lactation consultants who work at the hospital for postpartum inpatients
 - There are also private lactation consultants in Vernon
 - Public health does breastfeeding support as well (by phone or in person)
 - ♦ They also run a breastfeeding course
 - There are several breastfeeding supportive groups in Vernon, including La Leche League and Vernon Breastfeeding Café

Mental Health/Addictions (Adult)

Crisis Supports

- Crisis Lines
 - Crisis Line Association of BC: <https://crisiscentre.bc.ca/contact-us/>
 - ♦ 1-800-784-2433 (1800SUICIDE): For patients considering suicide or who are concerned about someone who may be
 - ♦ If patients call the main provincial line they will be transferred to their local line
 - ♦ 310-6789 (no area code needed): Mental Health Support - for emotional support, information and resources specific to mental health
 - ♦ Interior Crisis Line Network: 1-888-353-2273
 - ♦ <http://www.interiorcrisisline.com/>
 - KUU-US Indigenous Crisis Line: 24-hour Provincial Aboriginal Crisis Line (<https://www.kuu-uscrisisline.ca/>)
 - ♦ Adults / Elders (250-723-4050)
 - ♦ Children/Youth (250-723-2040)
 - ♦ Toll Free Line (1-800-588-8717)
- Vernon Mental Health Substance Use and Crisis Response Team (Formerly called “Community Response Team”)
 - Public phone number: 250-260-7893
 - Direct number for physician use only: 250-260-0491
 - Provides intervention in mental health crises from 0900-2400 every day except statutory holidays (1230-2030).
 - Addresses immediate psychiatric distress, and persistent acute mental illness.
 - Offers crisis intervention (by telephone, in the hospital, or in a public place), assessment, advocacy, and follow-up, and referral to counselling or health care.
 - Participation is voluntary.
 - Work very closely with the Vernon Health Unit and Intake Program
 - Can call them with questions of where to refer a patient (ie Mental health for counselling vs family resource centre)

Addiction Services / Supports

- 24/7 Addiction Medicine Clinician Support Line
 - Telephone consultation for addiction and substance use care in BC
 - Call 778-945-7619 at any time to be connected with an Addiction Medicine Specialist
 - ♦ The Addiction Medicine Specialist can help with diagnostic clarification, medication recommendations and treatment planning.
 - ♦ Support is available for a wide range of substance use concerns such as opioids, alcohol, stimulants, and benzodiazepines.
 - Differences from RACE: immediate access to addiction medicine specialists for urgent consultation and advice, 24/7, also available to nurses and pharmacists
 - For more information: <https://www.bccsu.ca/24-7/>
- Methadone and Suboxone Clinic: 778-475-5810
 - Privately-run outpatient methadone clinic for methadone or suboxone treatment

- Counsellor and physician staffed clinic
- Addiction patients may self-refer to see the counsellor and doctor
- Pain patients must have a referral to see the doctor
- Urgent consultation for pregnant patients available
- Does not do any other narcotic prescriptions, only methadone or suboxone
- Patient instructions
 - ♦ Bring identification and a list of medications
 - ♦ Must have bloodwork and ECG tests done prior to initial visit
 - ♦ Lab forms are given at initial counseling appointment
- Opioid Agonist Treatment (OAT) Nurse
 - Phone number: 250-503-8572
 - This service creates a priority response to individuals who have recently had an opioid overdose or are at high risk for overdose in the community.
 - The Opioid Agonist Treatment (OAT) Nurse will respond to individuals in the community and hospital within 72 hrs of referral.
 - The OAT Nurse will assertively engage and provide follow up to assist with linking individuals to care and provide assessment, support for connection to community services, assistance with treatment planning and facilitate the continuity of treatment during the transition between hospital and community and case management for individuals requiring more support.
 - Referrals are made by direct phone call
 - Patient must have an opioid use disorder to be eligible for this service
- The Bridge Youth and Family Services: 250-763-0456
 - <https://www.thebridgeservices.ca/>
 - Withdrawal management services for adults 19+ and youth 18 and under including:
 - ♦ a six-week live-in treatment program
 - ♦ a six-month supported recovery housing service
 - ♦ Naloxone training session
 - ♦ outreach overdose support in the community
 - In KELOWNA but accessible to patients from Vernon
 - Referral (form on their website) can be made by any member of the patient's care team but preference is given to those patients connected to Interior Health Mental Health and Addictions Services

General Mental Health Resources / Services

- Community Mental Health and Substance Use Services
 - Vernon, Cherryville, Lumby and Armstrong
 - ♦ Located at the Vernon Health Unit
 - Mental Health Intake:
 - ♦ Patients call 250-549-5737 Monday-Friday (08:30-16:00)
 - Substance Use Drop In:
 - ♦ Patients drop in at the Vernon Health Unit Monday-Friday (13:00-15:00)
 - Services include:
 - ♦ Psychiatric services: requires referral from family physician, ages 19 and up
 - ♦ Substance use services

- ♦ Adult short-term assessment/treatment: for adults experiencing moderate to severe anxiety, depression, complex bereavement, and severe adjustment problems
- ♦ Eating disorder clinic
- ♦ Adult community support services: case management services for adults who have a severe and persistent mental illness
- ♦ Seniors mental health: Available to individuals 65 years of age and older who are experiencing complex mental health disorders and issues related to aging including complicated dementia with associated psychiatric or behavioural problems.
- [Turning Points: See Social Services BELOW](#)
- [Family Resource Centre](#)
- Anxiety Canada: <https://www.anxietycanada.com/>
- Bounce Back: a free skill-building program designed to help adults and youth 15+ manage low mood, mild to moderate depression, anxiety, stress or worry. (<https://bouncebackbc.ca/>)
 - Eligibility:
 - ♦ BC resident
 - ♦ PHQ9 score 21 or lower
 - ♦ not at risk of harming self or others
 - ♦ can concentrate on materials
 - ♦ has not had a manic episode or psychosis in the last 6 months
 - ♦ does not have a personality disorder (19+)
 - ♦ has not self-harmed more than 3 times in the past month (adolescent participant)
 - Complete referral form found on their website (or on Pathways) and fax
- The Cognitive Behavioural Therapy (CBT) Skills Group program is an MSP-funded, physician-led program for adult patients (17.5-75 years old) who want to learn practical tools to improve their mental health. The CBT Skills Group program is a self-management course targeted at anxiety, depression and stress that integrates basic neuroscience concepts with introductory mindfulness and cognitive behavioural therapy teaching. It is delivered as an eight-week series of 90-minute group medical visits, with 15 patients per group. Patients learn practical tools to recognize, understand and manage patterns of feeling, thinking and behaving. They learn to be conscious of their choices as they respond to life stressors, and explore options for living a fuller, richer life, more aligned with what they value most.

Physicians across the province can now refer to the CBT Skills Group program directly and patients enrol and participate online, with little to no waitlist.

Referral forms have been embedded in [MOIS](#), [Oscar](#), and Med Access (type CBT in the search window) and is expected to be embedded in Intrahealth (March) and Wolf (April).

Click [here](#) for instructions to refer your patients and updates for embedded referral forms.

Grief and Bereavement

- BC Bereavement Helpline
 - Phone: 1-877-779-2223 (toll-free)
 - Email: contact@bcbh.ca

- Monday to Friday 9am-5pm
- Website: <https://www.bcbh.ca/index.php>
- Non-profit, free, and confidential service that connects the public to grief support services within the province of BC.
- Connects patients to Bereavement support groups, community events, information on BC Bereavement Day.
- BC Bereavement Helpline connects individuals with volunteers who can provide information on bereavement support groups, agencies, and peer-based support.

Indigenous Mental Health and Addiction Supports

- [First Nations Friendship Centre Society: Mental Health & Addictions Program](#)
 - Designed to provide outpatient counselling to Aboriginal people of the North Okanagan and surrounding area.
 - Services are culturally appropriate and include individual, family and group counselling, outreach services, cultural workshops and ceremonies, substance use and addiction counselling, and referrals to community services.
 - T: 250-542-5311
 - F: 250-542-4668
 - <http://www.vernonfirstnationsfriendshipcentre.com/mental-health-and-addictions/>
 - See [Friendship Centre section](#) for more information
- [KUU-US Crisis Line](#)

Mental Health (Pediatric/Youth)

- Tips
 - To get a child seen by a psychiatrist locally, they must go through Child and Youth Mental Health
 - The Healthy Essentials Clinic in Lake Country has a Child and Adolescent Psychiatrist you can refer to directly (Dr Heather Derry)
 - The local Vernon pediatricians will see consults for behavioural pediatrics and Dr Gingras, in particular, has a special interest in developmental and behavioural pediatrics.
 - The Compass program (below) is helpful for managing patients on your own or as a bridge until seen by specialty services
- Child and Youth Mental Health (CYMH):
 - Provides mental health assessment and treatment for children and youth under age 19, struggling with moderate to severe mental health symptoms.
 - Part of Ministry of Children and Families, not part of a health authority
 - <https://www2.gov.bc.ca/gov/content/health/managing-your-health/mental-health-substance-use/child-teen-mental-health/mental-health-intake-clinics>
 - In Vernon, this is the only current means to get a local consultation with a child or adolescent psychiatrist
 - Steps for your patient to be seen by a psychiatrist:
 1. Send Referral
 2. Refer patient to walk-in intake
 3. CYMH clinician must see and assess the patient first and decide if consultation is warranted

- Patients may also attend the walk-in for assessment and access to services not requiring psychiatry consultation
- Walk-In Intake:
 - ♦ Ages 6-18: Tuesdays and Thursdays 0900-1100 and 1300-1530
 - ♦ Parents up to age of 11 are asked to come without child for first intake appointment
 - ♦ Parents of ages 0-5 please call office
 - ♦ Phone 250-549-5404
 - ♦ Address: 3007-35th Ave, Vernon, BC, V1T 2S9
- [Family Resource Centre \(https://vernonfrc.ca/\)](https://vernonfrc.ca/)
- [First Nations Friendship Centre Society](#)
- OAK centre (Child and youth advocacy)
 - <https://www.oakcentreverson.ca/>
 - Child friendly environment where Children and Youth who have experienced abuse, sexual assault, or witnessed a crime such as domestic violence can share their story with police or social workers, who are specially trained to listen to children.
 - Child and Youth Service Coordinator helps to navigate the system and provide:
 - ♦ Emotional and practical support
 - ♦ Service referrals
 - ♦ Make sure the child's best interests remain at the centre of the process
 - Victim assistance program
 - ♦ Provides support to children and youth (18 years or younger) who have been the victim of a crime or are going to be a witness in court
 - ♦ Able to offer emotional support, information, and court updates to the child or youth as well as for their supportive family members, and to attend court as needed.
 - ♦ Able to help prepare children and youth for court
 - ♦ Assist them in writing a victim impact statement
 - ♦ Help them access programs such as Crime Victims Assistance Program and Victim Notification
- Interior Health Children's Assessment Network (IHCAN)
 - Offers assessment and diagnostic services for child and youth autism spectrum disorder, fetal alcohol spectrum disorder and other complex developmental conditions
 - Referrals must come from a pediatrician, psychiatrist or medical specialist in some cases, see Pathways for specifics of referral source (GP can refer for Query Autism Spectrum Disorder)
 - More information and referral form information: <http://www.phsa.ca/our-services/programs-services/bc-autism-assessment-network>
- North Okanagan Youth and Family Services (NOYFSS)
 - 3100 - 32nd Avenue, Vernon, BC V1T 2L9
 - Phone (250) 545-3572
 - NOYFSS provides counselling and support services to individuals and families in our community through a variety of community based and residential programs free of charge
 - Programs offered include:
 - ♦ Youth Services
 - ♦ Parent Teen Conflict:

- For families experiencing a high degree of conflict in parent-teen relationships. Families can access a counsellor that offers consultation, education, mediation and support. This service is offered to both parents and teens.
- There is a parenting group specifically for parents who have conflict with their teen(s). Focus is on communication, boundary setting, and conflict resolution. Teen group runs at the same time to share similar information and skills.
- ◆ Youth at Risk:
 - Supports youth in increasing positive youth engagement, skill building, reducing high-risk behaviours, and providing an environment that is non-threatening and youth friendly. Service may include a short-term intervention, referral to appropriate resources, connection to mental health, among others.
 - Youth may self-refer, or may be referred by one of a variety of other service providers
- ◆ Youth Agreements:
 - Supports Youth in:
 - Living independently
 - Completing their education
 - Finding suitable employment
 - Life skill development
 - Youth aged 16 to 19 are referred by MCFD. A social worker assesses youth for eligibility of a Youth Agreement
- ◆ Independent Living Program:
 - Similar to the Youth Agreement, this program is for youth who are in the care of the ministry of Children and Family Development
- ◆ Youth Justice
 - ◆ Re-Direct & Intensive Support and Supervision Program (ISSP)
 - A program for youth on probation who have been referred to the program by the courts.
 - Service focuses on:
 - Life skills development
 - Community integration and recreation
 - Individual support
 - Employment support
- ◆ School Based Outreach Program
 - ◆ For students and families that encounter stressors at home that affect the student's ability to manage at school. Families are referred by the School Based Team in individual schools.
 - ◆ Service is offered in the school and the family home.
- ◆ Family Services
 - ◆ ADD/ADHD Services
 - For parents whose children are diagnosed with Attention Deficit Disorder (ADD) or Attention Deficit Hyperactivity Disorder (ADHD). Parents work closely with the family counsellor to:
 - Explore and understand the diagnosis

- Review “Typical” ADD/ADHD child or teen development
- Identify strengths and related challenges
- Create parenting strategies to help the child be successful in their home, community, and school
- ♦ Young Parents Program
 - For pregnant and/or young parents (under age 19). Child and Family Counsellor works with participants to:
 - Promote healthy pregnancy and parenting
 - Increase safety of children born to young parents
 - Strengthen family connections
 - Provide knowledge or and access to community resources
- ♦ Family Services
 - Families work closely with the family counsellor to:
 - Develop parenting strategies
 - Improve family relationships
 - Increase family’s ability to problem solve
 - The family, social worker, and counsellor meet to develop goals and review progress
- ♦ Permanency Planning
 - For children who are being adopted through the Ministry of Children and Family Development (MCFD). The adoption triad (birth family, foster placement and the adoptive family) collaborate to fit the needs of the children as they adjust to their new family.
- ♦ Family Based Treatment Program
 - A voluntary service for families of children/youth age 7-17 with diagnosed mental health disorder.
 - Service focuses on:
 - Coping strategies
 - Life skills
 - Parenting ability
 - Emotional stability
- ♦ Intensive Family Support Program
 - A collaborative program developed with MCFD where reunification is the goal. IFSP program builds on the strengths of the family and develops clear and specific goals to support reunification. IFSP is accessed through referral from MCFD.
- ♦ Residential Services
 - ♦ Mara House
 - A family-oriented, residential facility for challenging/vulnerable children age 6-16. Parents and caregivers meet with a multidisciplinary team including a Clinical Family Specialist, and community specialists.
 - Staff at Mara House provide:
 - A nurtured home life and environment
 - Safety and security for all residents
 - Positive goal-oriented individual plans

- Mara House is in operation 24 hours a day 365 days a year in accordance with the Interior Health Community Care Facility Act.
- Access to Mara House is done through the Resource Team at the MCFD
- ♦ Sage House
 - A 4-bed regional treatment facility for children and youth with complex needs ages 6-16. Children live in the facility for up to 8 months before they transition back to home/community.
 - A trauma informed/attachment-based foundation is used in developing individualized programs for each child/youth living in the resource.
 - The facility is operational 24 hours a day, 365 days a year in accordance with the Interior Health Community Care Facility Act.
 - Access to Sage House is through MCFD regional team.
- ♦ Special Needs Programs
 - ♦ For families who have a child(ren) diagnosed with a special need and/or autism spectrum. The child has opportunities to develop life skills while families learn parenting strategies.
 - ♦ To access this program please contact Children and Youth with Special Needs (CYSN) at (250) 549-5404.
- [Vernon Mental Health Substance Use and Crisis Response Team \(Formerly called “Community Response Team”\)](#)
- Confident Parents: Thriving Kids
 - a phone-based coaching program to help parents develop skills effective in reducing mild to moderate anxiety or behavioural problems in children ages 3-12
 - FREE
 - <https://welcome.cmhacptk.ca/>
 - Complete referral form found on their website and fax
- Compass program
 - a province wide service that supports evidence-based care to all BC children and youth (0-25) living with mental health and substance use concerns. Provides telephone advice and support, identification and help with connection to local and online resources, PHONE CONSULTATION WITH A CHILD PSYCHIATRIST, tailored education.
 - <https://compassbc.ca/>
 - Phone 1-855-702-7272
 - Be prepared to give them a brief history, your current question or challenge, your contact information, and likely to be scheduled for a phone consultation later in the day or week if someone is not immediately available
- Triple P Positive Parenting Program
 - <https://www.triplep-parenting.ca/can-en/about-triple-p/positive-parenting-program/>
 - A parenting program that can include anything from single visit consultation to public seminars; group classes to private sessions. It can also be done online. Provides various tools and resources for parents with a focus on managing misbehaviour, setting rules and routines, encouraging positive behaviours.
 - Note this resource does have a cost to the family
- FASD Okanagan

- Website: <https://www.fasdokanagan.ca/>
- Phone: (250) 938-5022
- Address: The People Place, #104 - 3402 27 Ave, Vernon, BC
- A registered, non-profit society located in Vernon BC. Service area includes all of the central interior of BC including justice institutions to Mission, BC.
- Assessment and Diagnosis: They use the Canadian Standards of FASD Diagnosis to assess and confirm a diagnosis of FASD. After the assessment, the client is provided a complete report featuring the client's strengths, recommendations for additional medical intervention and education, employment, justice, psycho-social and daily living recommendations.
- Referrals:
 - ♦ Must be made with consent from the client or their legal guardian
 - ♦ Can be self-referred or referred by anyone who thinks the assessment may be helpful
 - ♦ Referrals can also be made by calling the clinic coordinator directly with the above phone number

Mental Health (Prenatal/Postpartum)

- Assertive Response Team (ART)
 - ART contact info:
 - ♦ Cell: 250-309-2414 (private physician number only, not for client use)
 - ♦ Office: 250-549-5737
 - Local team designated as the specialized MHSU clinicians in postpartum mental health.
 - ART provides consultation to public health, psychiatrists and general practitioners for women with moderate to severe postpartum mental health presentations.
 - ART completes postpartum assessment, treatment recommendation, participates in circle of care and brokerage to relevant services.
 - It is open to patients who are 19 years of age or older, are living within the Vernon catchment area and have moderate to severe mental health presentation/diagnosis.
 - Referral from psychiatrist, physician, midwife and/or, nurse practitioner can be done by phone consult or referral.
- Child and Youth Mental Health (CYMH) - ([peds/youth mental health](#) for details and contact)
 - In addition to seeing pediatric patients, they will see parents of young children locally who are struggling with postpartum depression or anxiety or other mental health issues.
 - They recommend that the parents call the office (parents of children ages 0-5).
- [Family Resource Centre](#)
- Pacific Postpartum society (www.postpartum.org)
 - Provincial Resource
 - Available 10am-3pm via phone or text. Toll-Free 855-255-7999; Texting support 604-255-7999
 - Mothers supporting mothers. Excellent support is offered by experienced postpartum counsellors who offer telephone counselling, postpartum support information and referrals to mothers and their families as well as partner support.
 - Texting support is now also available.
 - Self-referral is accepted.
- Reproductive mental health (<https://reproductivementalhealth.ca/>)
 - Provincial Resource
 - ♦ Offers in person or telehealth visits for patients
 - ♦ Offers telephone consultation for healthcare providers
 - *Crisis line: 310-6789* - patients can phone this number, and also access the resources online.
 - Physician referral required
 - Assessment and treatment of women in a multidisciplinary team (including psychiatrists) for mental health challenges or disorders and emotional difficulties related to the reproductive life cycle
 - ♦ Pre-pregnancy
 - ♦ Pregnancy
 - ♦ Postpartum
 - ♦ Pregnancy Loss
 - ♦ Infertility
 - ♦ PMS

- Anxiety Canada (Formerly Anxiety BC) “mothers to be” and “new moms” sections (www.anxietycanada.com)
 - Online resources for anxiety in mothers to be and new moms, including online tools, tips, and anxiety plans to help manage anxiety in the prenatal and postpartum periods.
- Here to Help - (www.heretohelp.bc.ca/infosheet/postpartum-depression)
 - Great info sheet for patients on postpartum depression and ways to manage it, as well as resources (websites and phone numbers) in BC that patients can access.

Oncology services

IHA and North Okanagan Resources

- **BC Cancer Community Oncology Clinic- Vernon aka Tom McMurtry - Peter Baerg Cancer Centre**
 - Located in the Vernon Jubilee Hospital
 - Monday-Friday, 8:30am-4:30pm
 - Phone: 250-558-1235
 - Fax: 250-558-4113
 - To Refer: Fax over [BC Cancer Referral form](#)
 - Patients are seen by a team made up of two Medical Oncologists and three GP Oncologists
 - Do NOT see: primary CNS cancer, Head and Neck Cancers
 - ♦ All radiation oncology is done in Kelowna
- **Oncology Clinic- Shuswap Lake General Hospital - Salmon Arm**
 - Monday-Friday, 8:00am-4:00pm
 - Phone: 250-833-3600 ext. 2233
 - ♦ Direct number for physician use only: 250-833-6146
 - Fax: 250-833-3647
 - To Refer: Fax over [BC Cancer Referral form](#)
 - Patients are seen by Dr. Christopher Main
- **BC Cancer Community Oncology Clinic- Kamloops**
 - Monday-Friday, 8:30am-3:45pm
 - Phone: 250-314-2734
 - Fax: 250-3142733
 - Located in Royal Inland Hospital
 - To Refer: Fax over [BC Cancer Referral form](#)
 - ♦ Please fax your referral letter/pathology reports/radiology reports/patient history/related consultations and procedure reports to the appropriate Cancer Centre. Please send additional documents as per the essential information list referred to at the BCCA website
- **BC Cancer Clinic- Kelowna**
 - Monday-Friday, 8:00am-4:30pm
 - Phone: 250-712-3900
 - New patient referrals should be faxed to: 250-979-4001
 - Website: <http://www.bccancer.bc.ca/our-services/centres-clinics/bc-cancer%E2%80%93kelowna/services>
 - To Refer: Fax over [BC Cancer referral form](#)
 - ♦ The information required for each referral is different for each type of cancer. Please refer to the appropriate link on pathways for details on providing complete referral information.
 - **Support Services:** The following support services are available at BC Cancer- Kelowna. For more information call 250-712-3900 (toll free: 1-888-563-7773) or click on the above website link. [Referral form](#) is on pathways (and link in PDF file)
 - ♦ Offers a wide range of programs to help BC Cancer patients manage the physical, emotional, social and practical concerns that come with having a cancer diagnosis and treatments
 - ♦ Cancer information centre/library

- ♦ Interpreter services
- ♦ Nutrition services, SLP
- ♦ Patient & Family counselling
- ♦ Psychiatry
- ♦ Social work
- ♦ Pharmacy
- ♦ Prevention
- ♦ Survivorship
- ♦ Telehealth

Province-wide Resources

- **BC Cancer Agency: CLINICAL PRACTICE GUIDELINES**
 - <http://www.bccancer.bc.ca/health-professionals/clinical-resources/cancer-management-guidelines>
- **Hereditary Cancer Program**
 - Phone: 604-877-6000 ext. 672198
 - Fax: 604-707-5931
 - <http://www.bccancer.bc.ca/health-professionals/clinical-resources/hereditary-cancer>
 - Monday-Friday, 8:00am-4:30pm
 - **To Refer:** Referral to central intake and indicate on referral form preferred HCP appointment location (virtual appointment is also an option). [Link to form](#).
 - ♦ The patient will need to fill out a family history form
 - Long wait: up to 12-18 months
 - The Hereditary Cancer Program provides genetic counselling and genetic testing for BC/Yukon residents who may have inherited an increased risk for specific types of cancer.
 - This program also provides high-risk screening for women in families with a known breast cancer predisposition gene mutation.
 - Travel is NOT required. Appointments can be booked at the following locations: Abbotsford, Surrey, Kelowna, Prince George, Vancouver, Victoria, Remotely via videoconference.
- **LEAF: Late Effects Assessment and Follow-up Clinic, BC Cancer**
 - Phone: 604-877-6070
 - Fax: 604-877-6097
 - Monday-Friday, 8:00am-4:30pm
 - Website: <http://www.bccancer.bc.ca/our-services/services/late-effects-assessment-follow-up>
 - Available to all BC residents. Appointments are offered in person in Vancouver, by video conference and by telephone.
 - To Refer: see [referral form](#) on Pathways
 - The LEAF Clinic is for anyone diagnosed with cancer age 17 and younger, now over 18, off treatment for at least 5 years. The Clinic was developed as part of the Adult Childhood Cancer Survivors (ACCS) Program to provide long-term follow-up care and monitor patients for late effects of childhood cancers.
 - People who are referred will see a Nurse Practitioner or Radiation Oncologist to review their past cancer diagnosis and treatment and can see a counsellor to discuss issues such as employment, education, and resources in their community.

- **Family Practice Oncology Network (FPON)**
 - Program Manager, Family Practice Oncology Network, Tel.604.219 9579
 - <http://www.bccancer.bc.ca/health-professionals/networks/family-practice-oncology-network#About>
 - FPON programs and initiatives include a GPO Education program (An eight-week learning opportunity for new General Practitioners in Oncology to strengthen their oncology skills and enhance cancer care in their communities), Cancer care guidelines customized to the needs of family physicians, CME opportunities, twice yearly Journal of Family Practice Oncology.
- **Learn Oncology**
 - LearnOncology.ca contains comprehensive information encompassing the discipline of oncology. The material is intended to teach medical students, residents, practicing or registered healthcare professionals the skills necessary to manage oncology cases
 - <https://www.learnoncology.ca/modules>

Patient Resources

- **Coping with Cancer: provided by BC Cancer (Kelowna)**
 - Toll free: 1-800-563-7773
 - Website: <http://www.bccancer.bc.ca/health-info/coping-with-cancer>
 - BC Cancer offers a variety of services aimed at helping cancer patients and their families deal with the physical, practical, emotional and psychological aspects of their care. Services include:
 - ♦ Advance Care Planning
 - ♦ Complementary & Alternative Therapies
 - ♦ Exercise Support
 - ♦ Facts & Feelings: Created for people to learn more about cancer, and also about the emotions that people might be experiencing.
 - ♦ Family Support: Provides information, handouts, workbooks and web links for supporting children, teens and caregivers when cancer comes to the family.
 - ♦ Emotional Support (Counselling): Provides patients with counsellors to help deal with the distress and challenges that come with a cancer diagnosis.
 - ♦ Practical Support: Provides resources on how to help with financial assistance, home support services, transportation, work and school.
 - ♦ Provides nutrition support
- **Cancer & Work: Helping Survivors Return to work (BC Cancer Agency)**
 - E-mail: info@cancerandwork.ca
 - Website: www.cancerandwork.ca
 - Provides information, tools and resources for cancer survivors and others to navigate employment following a cancer diagnosis.
- **Freemasons Cancer Car Program- Volunteer Drivers (Provided by Canadian Cancer Society)**
 - Phone: 1-800-299-0188
 - Bookings can be made between 7:00am to 5:00pm, Monday to Friday
 - Website: <https://fccp-bcy.weebly.com/>
 - This program offers round trip transportation to treatment appointments by volunteer drivers.
 - This service is provided in Vancouver (including Burnaby, Richmond and New Westminister), Vancouver Island, the Interior and Prince George. Patients can call to book a ride.

- **Canadian Cancer Society**
 - Various Programs/Services available to patients and their families. Information can be found on Pathways:
 - ♦ Cancer Connection: Online support
 - ♦ An online community forum that provides support for people with cancer and their loved ones.
 - ♦ Camp Goodtimes: Camp and events for children and families with Cancer
 - ♦ Cancer Information Service
 - ♦ Peer Match: Telephone Support for Cancer patients and Caregivers
 - ♦ Travel Treatment Fund & Financial Support Drug Program for Cancer Patients
 - ♦ Toll free: 1-888-939-333
 - ♦ Fax: 1-888-675-6507
 - ♦ E-mail: traveltreatmentfund@cancer.ca
 - ♦ Website: <https://www.cancer.ca/en/support-and-services/support-services/financial-help-bc/?region=bc>
 - ♦ The Travel Treatment Fund offers financial assistance with travel expenses associated with accessing cancer treatment to low-income individuals with cancer. The Financial Support Drug Program offers financial assistance with a portion of the cost of selected prescription medications that manage symptoms related to cancer treatment.
 - ♦ Eligibility requirements and steps to apply are described online.

Palliative care

IHA and North Okanagan Resources

- **Palliative Care & End of Life Services (PCEOLS) Resources in the North Okanagan**
 - **Community Care Home Health Teams**
 - ♦ Comprised of Palliative Care RN's, SW, OT/PT
 - ♦ Services include: Pain and symptom management, wound care, PICC line/drain care, Advance care planning, caregiver support, equipment and initiating home support, serious illness conversations, "Just-in-case" Symptom management kits
 - ♦ HOW TO REFER: MOA for office puts through HC EOL Referral through MediTech, which the team then accesses
 - ♦ Main NOK Home Health Reception: 250-541-2200, 0800-1630, 7 days per week
 - ♦ [More Information re: management](#)
 - FOR INPATIENTS:
 - ♦ Home Health Palliative Coordinators
 - ♦ Blair Girard, Leanne Knight
 - ♦ Mobile Cell: 250-309-1144
 - ♦ Contact for patients currently hospitalized who wish to return home or access hospice from hospital. Facilitation of whole community palliative rounds.

North Okanagan Hospice Society: Hospice House

- Phone: (250) 503-1800
- Fax: (250) 503-1844
- E-mail: info@nohs.ca
- Twelve bed hospice. Individuals at end-of-life can also stay at Hospice House temporarily for pain and symptom management and/or to allow families a break from caregiving. Family physicians remain MRP for admitted patients.
- **Admission Criteria:**
 - They have a diagnosis of a terminal illness with a prognosis less than three (3) months for permanent admission and less than one (1) year for respite admission.
 - They are residents of the North Okanagan.
 - They are eligible for palliative care services in BC and registered for the Palliative Benefits Program.
 - They are in need of pain and symptom management.
 - They have a declining score on the Palliative Performance Scale.
 - They require a holistic, team-based approach to care.
 - They have no primary caregiver available or whose caregiver requires respite and/or whose family/friend support system can no longer manage care needs.
 - They may request or have been approved for Medical Assistance in Dying.
 - They have been assessed by the family physician prior to or at the time of admission.

IHA Palliative Care: Clinical Practice Supports

- <https://www.interiorhealth.ca/sites/Partners/palliative/Pages/Clinical-Practice-Supports.aspx>

- Links to a wide variety of palliative tools and other resources used within Interior Health that can help guide clinical problem-solving and decision-making for best practice palliative care. Some of these include forms for BC palliative care benefits registration, pre-printed palliative orders and Toolkits (palliative sedation toolkit, ICD deactivation toolkit, Community Just in Case Symptom Management toolkit)

Province-wide Resources

- **BC Provincial Palliative Care Consultation Line**
 - Toll free, 24/7: 1-877-711-5757
 - For those who do not have access to a local palliative care service. In ongoing partnership with the Doctors of BC, the toll-free Provincial Palliative Care Consultation Phone Line is staffed by Vancouver Home Hospice Palliative Care physicians 24 hours per day, 7 days per week to assist physicians and nurse practitioners with advice about symptom management, psychosocial issues, or difficult end-of-life decision making.
- **After Hours Palliative Nursing Service**
 - Phone: 1-877-800-8882; Hours: 9pm to 8am, 7 days/week
 - Provincial telephone service to help support palliative clients and their family members while living at home. AHPNS brochure & number is given to clients registered as a palliative client in Home Health Services.
 - Individuals or caregivers who call the after-hours line speak first to a HealthLink nurse with enhanced skills to provide advice by telephone. If they require additional support, they are referred to a specially trained palliative response nurse from Fraser Health. More complicated calls involve further consultation with an on-call physician or a clinical nurse specialist. All palliative individuals who contacted the After Hour Palliative Nursing Service are automatically flagged for follow-up the next day by their Home Health nurse, who may call or visit. Depending on the nature of the call, the physician may also be contacted.
- **BC Centre for Palliative Care**
 - <https://bc-cpc.ca/cpc/all-resources/hcp-resources/>
 - Province wide resource. Practical, evidence-based programs to help health professionals integrate an early approach to palliative care in their routine care for seriously ill patients. Includes resource links for ACP, Serious Illness Conversations, Comprehensive symptom management Guidelines, links to publications by the BC Centre for Palliative Care
 - Phone #: 604-553-4866
 - E-mail: office@bc-cpc.ca
- **Palliative Care Benefits Plan (Plan P): Information for Prescribers**
 - <https://www2.gov.bc.ca/gov/content/health/practitioner-professional-resources/pharmacare/prescribers/plan-p-bc-palliative-care-benefits-program>
 - BC Palliative Care benefits are available to BC residents of any age who have reached the end stage of a life-threatening disease or illness and who wish to receive palliative care at home—meaning wherever the person is living, whether in their own home, with family or friends, in a supportive/assisted living residence, or in a hospice unit at a residential care facility (e.g. a community hospice bed that is not covered under PharmaCare Plan B).
 - Forms can be found on the above website

- Eligible patients receive coverage of medications used in palliative care through the PharmaCare BC Palliative Care Drug Plan, and Medical supplies and equipment through the local health authority.
- **Expected/Planned Home Death**
 - <https://www2.gov.bc.ca/gov/content/health/accessing-health-care/home-community-care/care-options-and-cost/end-of-life-care/expected-planned-home-deaths>
 - The Province of British Columbia developed the [Joint Protocol For Expected/Planned Home Deaths in British Columbia](#) to support individuals to die at home with their families or caregivers.
 - ♦ The Protocol provides guidance to individuals at the end of their lives, families, and health care providers on how to have an expected/planned natural home death. It provides clarity to roles, responsibilities, and activities involved in a home death.
 - ♦ Links to forms required can be found at the link above (No CPR form & A Notification of Expected Death in the Home form)

Pediatrics

- Our local pediatricians see a variety of pediatric patients for a diverse range of issues. See Pathways for more details.
- NONA (North Okanagan Neurological Association - <https://nona-cdc.com/>): Provide specialized services and developmental programs for infants, children, and youth. Services provided include:
 - Infant development program (<3 years of age):
 - ♦ provides home-based services to families of infants, birth to 3 years old, who are at risk for developmental delay or who have a diagnosed disability.
 - Supported Child Development Program (<13 yrs):
 - ♦ provides services to children with developmental concerns, aged birth to 12, who require extra support in a community child care setting, chosen by their family. Settings include group daycares, preschools, family daycares, in-home care and out-of-school-care.
 - Speech-language therapy (<5 yrs):
 - ♦ provides assessment, treatment and consultation for communication, feeding and hearing delays in children, five years and under. This program shares a waitlist with the Health Unit and a copy of each referral is forwarded to the Health Unit for recordkeeping purposes.
 - Physiotherapy & Occupational Therapy (<5 yrs):
 - ♦ services provide assessment and remediation of gross and fine motor dysfunction and delays including issues of self-help, feeding, positioning and mobility, splinting and casting. Also help provide strategies to support parents of children who have trouble settling themselves, are overly active and have difficulty with focusing their attention.
 - Family Support Program (<7 years):
 - ♦ provides families with special needs children with information, support, advocacy, one to one consultation, and networking opportunities within the home environment or at our Centre.
 - Key Worker Program and Parent Support Program (<19):
 - ♦ assists families in understanding Fetal Alcohol Spectrum Disorder (FASD) and other neurodevelopmental disorders by providing education, support and information specific to the needs of the child and family.
 - Autism Services (3 different programs: Under 6; 6-12; 13-18 years of age):
 - ♦ provides children diagnosed with Autism Spectrum Disorder (ASD) with goal-oriented programs according to the child's age and funding level. Services are available to children who are eligible for provincial Autism Funding.
 - Behaviour Consulting Program
 - ♦ available to families whose children are on NONA caseloads. This program works with the entire team to identify and understand the function of particular behaviours and to help implement alternative positive strategies.
- [Vaccinations: Pediatric vaccinations are done through public health at the Vernon Health Centre](#)
- [Lift the Lip](#)
- Speech and Language Pathology
 - Available through Vernon Health Unit and NONA for children aged birth to school entry - They have a shared waitlist

- ♦ See 'Preschool Speech & Language Services':
https://www.interiorhealth.ca/FindUs/_layouts/FindUs/info.aspx?type=Service&loc=Vernon%20Health%20Centre&svc=Speech-Language%20Pathology:%20Infant%20and%20Child&ploc=N/A
- Visiting children's clinics from BCCH to Vernon and area
 - Traveling pediatric cardiology clinic (604-875-3119)
 - ♦ They come once every 3 months to Vernon
 - ♦ Also go to Kelowna, Penticton, Kamloops
 - ♦ Prefer to be direct referral to this clinic from local pediatrician
 - Genetics (traveling clinic goes to Kelowna)
 - Pediatric Neurology (traveling clinic goes to Kelowna)

Rapid Access Clinics

RACE: Rapid Access Clinic Endoscopy (Vernon)

- Direct to endoscopy referral (patient does not have a consult with surgeon prior to scope)
- Referring physician needs to call surgeon on call and fill out referral form (on Pathways)
- The goal is for patients to be scoped within 14 days of that call
- Pt needs to meet specific criteria on referral form

Rapid Access Cardiology/Stress tests (Vernon)

- Done through [VJH pacemaker and cardiology clinic](#)
- For patients seen through ER needing rapid stress test and cardiology assessment
- They will see ER referred patients (within a 2 week wait period) for a stress test and a cardiology consult

Rapid Access Neurology Clinic (Kelowna & Kamloops)

- For patients with acute neurological symptoms not related to stroke or TIA
- See Referral form on Pathways
- Criteria:
 - Acute neurological issue, not related to stroke or TIA
 - Not already followed by neurologist (if so, refer to their neurologist)
 - Excludes non-emergency WorkSafe and ICBC

TIA/Stroke rapid access clinic (Kelowna & Kamloops)

- The TIA/Minor Stroke Rapid Assessment Clinics are out-patient clinics that offer rapid access to screening, diagnostics, and assessment by a Neurologist.
 - The clinic RN and Neurologist work together to screen and assess patients within 72 hours of referral, for the purpose of identifying the risk of a complete stroke outside of the Emergency Department.
 - Patients will receive diagnostic screening for their cerebrovascular symptoms and a neurology consultation
 - For any patient requiring immediate assessment, please contact the Neurologist on-call
 - Referral form and more information can be found on Pathways
 - See referral form for patient information:
 - NOTE:
 - ♦ Patients must be independent and ambulatory and appropriate for an outpatient clinic visit
 - ♦ Patients are not to drive themselves. Do not send by ambulance.

Rapid Consultation Services (Online/phone)

- RACE (Rapid Access to Consultative Expertise): Specialist telephone advice for urgent concerns (M-F 0800-1700) with calls being returned within two hours. Nearly every specialty available - refer to website for the most up to date list. Note: some specialties can only be accessed through their app, RACEapp+
 - <http://www.raceconnect.ca/>
 - Phone: 1-877-696-2131
 - Billing: 14018 (General Practice Urgent Telephone Conference with a Specialist or GP with Specialty Training Fee), billable in addition to the visit
- eCASE (electronic Consultative Access to Specialist Expertise): family physicians can ask a specialist a non-urgent question through a text-based system (dr2dr), receiving a response within one week.
 - <http://www.raceconnect.ca/ecase/>
 - You must register for the service prior to using it
- COMPASS: Phone consultation with a pediatric psychiatrist
 - See [Compass Program](#) under Pediatric/Youth Mental Health Section for more details.
- Consult Derm: a web-based program, free to doctors and patients, that allows doctors in BC to obtain a dermatological consultation through an online portal where they can upload pictures. The goal is to have a response within 48hrs.
 - <https://bc.consultderm.com/Login.aspx>
 - You must register for the service prior to using it (may take up to 7 days to be verified)
 - Billing: currently no fee code for referring physicians
 - [Click here for step by step instructions.](#)

Screening

Breast Cancer Screening (Mammography)

- Central Booking Phone #: 1-800-663-9203 or Vancouver area: 604-877-6187
 - List of clinic locations with local phone numbers can be found here: <http://www.bccancer.bc.ca/screening/breast/find-a-clinic/clinic-locator>
 - For Vernon
 - Vernon Jubilee Hospital, Radiology Department
 - 2101 South 32nd Street, Vernon, BC, V1T 5L2
 - Phone: 250-549-5451
 - Website: <http://www.bccancer.bc.ca/screening/breast/> - contains information about mammograms & breast health for patients and how to book appointments
- Referral process: Patients can book an appointment directly through the Central Booking Office, the individual clinics, or via E-Mail (a booking clerk will call the patient). The booking clerk will ask for the patient's Care Card or BC Services Card and healthcare provider.
 - Women from BC between the ages of 40 and 79 with a health care provider, can book a screening mammogram directly without a doctor's referral.
 - Screening mammograms are for women with no breast problems and are not considered urgent care. If unable to have a screening mammogram appointment at a centre or mobile van within two months with a travel time to the facility/van within one hour, a healthcare provider can book a screening mammogram at any diagnostic facility and it will be billed to MSP.
- Limitations: If under the age of 40 or over age 79, screening mammograms must be arranged by a doctor.
- Patients cannot book directly if they:
 - have breast enhancements like implants or injections.
 - are pregnant or breast-feeding (they can use SMP three months after completion of breast-feeding).
 - have any new breast complaints, such as a lump, nipple discharge (they should be seen by a healthcare provider immediately).
 - have had a mammogram on both breasts in the last 12 months (they must wait at least a year before having another screening mammogram).

Colorectal Cancer Screening (FIT and Colonoscopy)

- **Screening Recommendations**
 - All women and men ages 50 to 74 without symptoms should get screened regularly for colon cancer.
 - There are two screening tests available for colon cancer – the fecal immunochemical test (FIT) for average risk individuals, and colonoscopy for those at a higher risk of colon cancer.
 - ♦ FIT
 - ♦ Eligible patients can pick up FIT kits from any public or private lab across the province with a referral from their healthcare provider
 - ♦ Use the updated Standard Outpatient Lab Requisition and select the new 'Fecal Occult Blood, age 50-74, asymptomatic q2y (copy to BC Cancer Colon Screening)' option.

- ♦ See [FIT Decision Tool](#) for added information
- ♦ NOTE: FIT is not recommended for individuals less than 50 or over 74 years of age. Individuals between 75 and 85 years of age should be evaluated on a case-by-case basis. Regardless of age, FIT is not appropriate for individuals who are medically unfit to undergo colonoscopy.
- ♦ ***Physicians do not have to complete the Colonoscopy Referral Form for patients with abnormal FIT results if BC Cancer Colon Screening is copied on the lab report. BC Cancer will facilitate the referral of these patients to the appropriate health authority for colonoscopy.
- ♦ Colonoscopy:
 - ♦ Colon Cancer Screening Program (CCSP): [Use the colonoscopy referral form to refer patients for screening colonoscopy](#), or if positive FIT
 - Fax Form to BC Cancer Colon Screening: 1-604-297-9340
 - ♦ Colonoscopy is recommended every five years for people with at least one of the following: One first-degree relative (mother, father, sister, brother, daughter or son) with colon cancer diagnosed under the age of 60; or, Two or more first-degree relatives with colon cancer diagnosed at any age; or, A personal history of adenomas.
- **Exclusion Criteria**
 - Are up to date with colonoscopy screening or have had a normal FIT result in the past two years (average risk patients)
 - Have a personal history of colorectal cancer, ulcerative colitis or Crohn's disease. These patients should continue to obtain care through their specialist or health care provider.
 - Currently have symptoms, e.g. rectal bleeding, persistent change in bowel habits, abdominal pain, unintentional weight loss or iron deficiency anemia. These patients should be referred to a specialist, no FIT required.
 - Are on a definite surveillance plan through a specialist
- BC Cancer Colon Screening website: <http://www.bccancer.bc.ca/screening/colon>
 - Information for patients about colon cancer screening, colon health, what to expect at colonoscopy, laboratory locations in BC where FIT samples can be dropped off

Cervical Cancer Screening (Pap tests)

- BC Cancer Cervical Screening website: <http://www.bccancer.bc.ca/screening/cervix>
 - Information for patients about cervical cancer screening, cervical cancer health, colposcopy clinic and screening clinic locations in the province.
- For cervical cancer screening (pap tests), patients are required to make an appointment with their GP. If they do not have a GP, they can access screening at the Vernon Options Clinics:
 - Vernon Options Clinic
Phone: 250-549-5721
Tues/Thurs: 6:00-11:00pm, by appointment only
North Okanagan Health Unit
1440 14th Avenue, Vernon, BC, V1B 2T1
- Screening Recommendations: See BC Cancer Agency Resource (click on image below to view full document)

Clinical Summary of BC’s New Cervical Cancer Screening Policy

Screening in an asymptomatic population aims to identify high-grade pre-cancerous lesions which can be treated to prevent the development of cervical cancer.

High grade lesions may be treated with ablative and excisional therapies, including laser ablation, loop electrosurgical excision procedure (LEEP) and cold knife conization.

Cervical cancer may be treated with surgery (hysterectomy) and/or radiation +/- chemotherapy.

		Recommendation	Screening Test	Screening Interval	Balance of Screening Harms and Benefits
Average Risk	Age 25-69	Screen	Cytology	3 years	Benefits outweigh harms
	Never had sexual contact*	Do not screen	No test	N/A	Harms outweigh benefits
	Have received the HPV vaccine	Screen	Cytology	3 years	Benefits outweigh harms
	In same sex relationship	Screen	Cytology	3 years	Benefits outweigh harms
	Transgender with a cervix	Screen	Cytology	3 years	Benefits outweigh harms
	After total hysterectomy†	Do not screen	No test	N/A	Harms outweigh benefits
	Age < 25	Do not screen	No test	N/A	Harms outweigh benefits
	Age > 69‡	Do not screen	No test	N/A	Harms outweigh benefits
Higher than Average Risk	Immunocompromised women§	Screen	Cytology	Annual	Benefits outweigh harms
	History of pre-cancerous lesions or cervical cancer	Screen	Cytology	Please see section on Screening Recommendation for Individuals at High Risk of Developing Cervical Cancer	Benefits outweigh harms

* Sexual contact includes intercourse as well as digital or oral sexual contact involving the genital area of a partner of either gender.

† Including removal of cervix, with no history of pre-cancerous lesions or cervical cancer.

‡ Provided there are 3 negative tests in preceding 10 years and no high risk criteria.

§ Immunocompromised includes those diagnosed with human immunodeficiency virus (HIV/AIDS), lymphoproliferative disorders, an organ transplant, and those under long-term immunosuppression therapy.

Sleep studies

IHA Sleep Disorders Services

- See [Pathways](#) for more Information
- Assesses patients in the sleep disorders clinic and performs overnight studies in a sleep laboratory. In the initial evaluation, the patient is given a physical examination and a consultation with a physician specially trained in sleep disorders medicine. After the initial evaluation and depending on the disorder, the patient may begin treatment immediately or may be booked for an overnight sleep study. The program is also involved in a variety of research activities concerning the cause, consequences and therapy of sleep disorders.
- Referral by GP is required

Vernon Sleep Clinic

- Phone: 250-541-0500
- Fax: 250-541-0550
- E-mail: info@vernonsleepclinic.ca
- To Refer: fax generic referral or VSC Referral Form (<https://vernonsleepclinic.ca/handout/vsc-referral-form.pdf>) to above number
- Services include: Sleep disorder consultation with a sleep disorders physician, Sleep studies (lab and home testing), Dental sleep medicine (Oral appliances for OSA), Independent medical exams (clinical sleep evaluations for medico legal or insurance purposes)

Respiratory Home Care Solutions

- Toll free: 1-888-534-5024
- Fax:1-855-884-7884
- Referral form link: <https://rhscanada.com/referral-form/>
- Respiratory Homecare Solutions (RHS) is a home care provider certified by Accreditation Canada that provides testing for sleep disordered breathing, including snoring and obstructive sleep apnea. RHS specializes in sleep apnea treatment that includes CPAP treatment, oral appliance therapy and patient education.

Mainland Sleep clinic

- Phone: 236-426-4021
- Fax: 236-426-4046
- Referral form link: <https://www.mainlandsleep.ca/referral-forms/>
- Mainland sleep clinic is a private sleep clinic offering testing for sleep apnea, patient education, and treatment such as CPAP/BIPAP trials and oral appliance therapy.
- [They also offer 24-hour ambulatory blood pressure monitoring – fee \\$40.00](#)

Social Services

- **Vernon Survival Guide:**
 - Most up to date version found at: <https://socialplanning.ca/>
 - Contains local information including details on shelters, employment, clothing, food, legal supports, and financial supports.
- [Family Resource Centre](#)
- [Friendship Centre](#)
- **Turning Points Collaborative Society: 250-542-3555**
 - Turning Points Collaborative Society provides a continuum of housing options including emergency shelters, supportive housing, and affordable housing. They also provide addictions services including residential treatment and sober living housing. TPCS provides employment training and support through WorkBC and operates a social enterprise to employ persons who may otherwise have difficulty obtaining work experience.
 - More Information: <http://turningpoints.ngo/>
 - Cammy Lafleur Street Outreach Clinic: Harm reduction, education and support to those who use drugs, are homeless and/or have a mental illness - outreach provided to Vernon, Enderby, Armstrong, Lumby

Travel Medicine Clinic

- **Travel Medicine & Vaccination Centre**
 - <https://tmvc.com/locations/vernon-clinic/>
 - They offer travel medicine and vaccines, non-travel vaccines, travel consultations, occupational health services, TB skin testing
 - Care provided by travel medicine doctors and nurses
- Some of the pharmacies in town also advertise travel consultations ex. Hogarth's and London Drugs pharmacies

Vernon Urgent and Primary Care Centre (UPCC)

- Tel: 250-541-1097
- Open 7 days a week, including holidays
- The Vernon Urgent and Primary Care Centre can address medical needs that require same-day attention and will provide ongoing care for patients attached to the centre.
- For individuals who do not have a family doctor or nurse practitioner or can't get an appointment with their health care provider that day.
- The UPCC uses a team-based approach and includes a variety of health-care professionals who work closely together to provide care. Depending on the nature of the patient's injury or illness, they may be seen by a physician, a nurse practitioner, a registered nurse, or another health professional, such as a social worker, mental health worker or physiotherapist.
- UPCC services are similar to that of a family physician's office. Services are available for urgent, non-life-threatening illnesses or injuries that need attention within 24 hours

Women's health services

Options (OPT) Clinic [Vernon Tuesdays & Thursdays 6pm-11pm; (250) 241-3154]

- Provide sexual and reproductive health services for all ages, all genders and orientations by physicians and nurses.
- Services include low-cost birth control, STI screening and care, Pap screening, pregnancy testing and pregnancy options counselling.
- Appointment needed for IUD (insertion, removal & check) and Pap screening only. Drop-in for all other services.

Sexual assault team

- Call hospital switchboard (250 558-1200 ext 0) and ask to speak to physician on call from the sexual assault team - through consultation they will help determine if the patient needs to be seen directly by them or can be managed as an outpatient and they will provide advice

Sexual Abuse Recovery for Women Program

- A free, self referral counselling program through Family Resource Centre ([See Family Resource Centre section](#))

Women's Services Clinic - Kelowna (250-980-1399)

- Abortion/termination services for up to 12 wks GA
- Free if valid MSP; no referral required (in fact, patients must refer themselves)
- For women who are experiencing unplanned/unwanted pregnancy, and who are considering having an abortion
- Services offered:
 - ♦ Pregnancy options
 - ♦ Supportive abortion counselling
 - ♦ Abortion services (up to 12 weeks GA)
 - ♦ Need to know LMP, or an US for dating of pregnancy (if unknown, they can arrange)
- Self-referral only

Pregnancy Options

- Phone Line: 1-888-875-3163
- Phone number for patients to call to discuss pregnancy options
- Number to call if >12 weeks pregnant and wondering about what abortion services are available to them

Elizabeth Fry Society

- <https://empowerific.com/>
- Provides numerous services including but not limited to victim assistance and sexual assault counselling

- Elizabeth Fry Society also offers third party reporting ie. the patient can do an anonymous police report through them

Archway Society for Domestic Peace (formerly Vernon Women’s Transition Society)

- Provides a wide range of supportive services for survivors of domestic and sexual violence
- Transition house phone number: 250-542-1122
- Community programs & Administrative office phone number: 250-558-3850
- Services include:
 - ♦ Safe shelter (transition house program)
 - ♦ Counselling
 - ♦ Child and Youth Advocacy
 - ♦ Outreach Services
 - ♦ Collaborative Community Projects

Willow Clinic (located in Vancouver)

- Offers “Abortions at a Distance” for patients more than a 2hr drive from Vancouver
 - ♦ <https://willowclinic.ca/index.php/abortions-at-a-distance/>
 - ♦ Done virtually through Skype or FaceTime
 - ♦ They manage labs and ultrasounds - they will follow until the abortion is complete
 - ♦ Patient can self refer
 - ♦ Must be less than 10 weeks pregnant
- Also offers IUD insertion information for clinicians on their website

Wound Care/IV Infusions/Ambulatory Care

Wound care

- There are nurses in the community and at VJH who specialise in this area, called “Nurses Specialised in Wound, Ostomy, Continence” (NSWOC)
- For inpatients at VJH:
 - Wound care for in-patients
 - ♦ Order by writing: “Wound care to see” in chart
 - ♦ Nurses can refer without physician referral
 - ♦ NSWOC will do an assessment and put notes in patient care section of patient’s chart
 - Ostomy
 - ♦ They will see every ostomy patient for life (as outpatients too)
 - ♦ Can be referred or call to make arrangements to see as outpatient
 - ♦ Help with:
 - ♦ Pouch issues, skin rashes around stoma
 - ♦ Pre-op ostomy markings
 - ♦ Teaching re: ostomy care
 - Continence and catheter troubleshooting, especially if getting skin breakdown/wounds from it
- For Community patients
 - Refer:
 - ♦ Use the [ICT](#) form for wound care or talk with your ICC coordinator.
 - ♦ Patients can self refer, but they prefer to have a physician referral
 - ♦ Patient needs to have an active wound to be seen
 - Clinic locations:
 - ♦ Vernon, at the community care clinic
 - ♦ Occasionally home visits, but that is more of an exception
 - ♦ Lumby clinic 2x per week
 - ♦ Armstrong clinic
 - ♦ Enderby once or twice a week
 - Physicians can see wound care team notes through Meditech (further details available under External documents via Pixalere)
 - In addition to wound care, other services offered by the NSWOC team include:
 - ♦ Diabetic offloading casts (very specific patient inclusion criteria - this is determined by the NSWOC team)
 - ♦ Ongoing catheter concerns, PICC line care, ostomy care

Ambulatory care - at VJH

- Need hospital privileges
 - If you don't have privileges, you need to have another doctor co-signing or covering, or you need to phone Dr. Bosma (Chief of Staff)
- IV services
 - IV infusions
 - Medication infusions (eg Rituxiban, Remicade)

- Blood transfusions
- Phlebotomies
- Platelets infusions
- ACTH stimulation tests
- Albumin injections
- Iron infusions
- Other services
 - Portacath flushes (once per month)
 - PICC line flushes
- Endoscopy - organized through General Surgery
- BCG every Friday - organized through Urology
- Minor procedures
 - All surgical specialties
- Home IV
 - A hospital program to help patients get set up and learn how to manage IV antibiotics or other IV medications at home.
 - Can also do PICC line insertions ordered by a physician
- Standing order for phlebotomies and ACTH