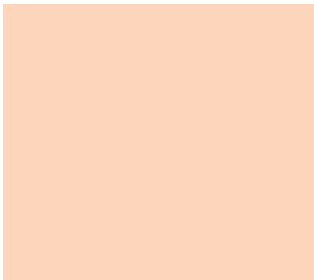
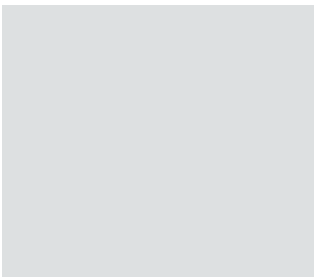


# Finding your way around our health care system

A guide for newcomers to Canada





**fraserhealth**

Better health.  
Best in health care.

**We recommend that you keep this booklet,  
so you can look at it again if you have any questions.**

**In English, my language is: \_\_\_\_\_**

**(▶ see pages 7, 8, and 10)**

# Table of Contents

## General Information

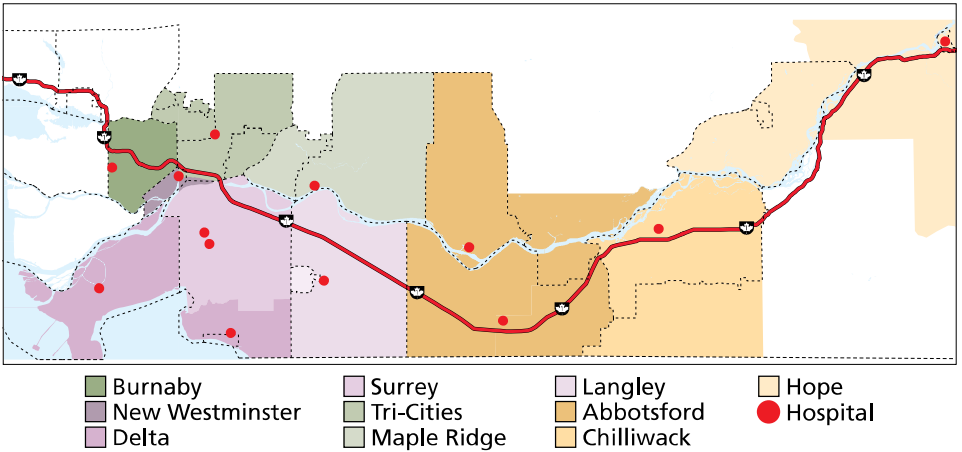
<b>What is this booklet about?</b> .....	<b>5</b>
<b>About health care</b> .....	<b>6</b>
What is health care like in Canada? .....	6
Can I get health care in my own language? .....	7
Family Doctors and Nurse Practitioners .....	7
How do I find a Family Doctor who speaks my language? .....	8
Fraser Health Virtual Care .....	8
Specialists .....	9
When and how to call 811 (HealthLinkBC) .....	10
Can I ask for a health care provider who is the same gender as me? .....	11
Who is taking care of me? .....	12
What are prescriptions? .....	13
Will the health care providers ask me questions? .....	13
Can I ask questions? .....	14
I feel like the doctor did not do anything .....	14
When will I have to wait? .....	15
How long is an appointment with a Family Doctor or Nurse Practitioner? .....	16
How long do I have to wait in the Emergency Room? .....	16
<b>Medical Insurance (MSP/IHFP)</b> .....	<b>17</b>
What does MSP pay for? .....	18
Health Insurance BC .....	18

## Services

<b>Emergency Room</b> .....	<b>19</b>
How to call 911 if you do not speak English .....	20
Ambulance Information .....	21
Emergency Room Locations .....	22
<b>Primary Health Care</b> .....	<b>24</b>
<b>Healthy Living</b> .....	<b>27</b>
<b>Public Health Units</b> .....	<b>29</b>
<b>Pregnancy and Baby Care</b> .....	<b>30</b>
<b>Child and Youth Health Services</b> .....	<b>33</b>
<b>Youth Clinics</b> .....	<b>35</b>
<b>Mental Health and Substance Use</b> .....	<b>36</b>
<b>Home Health</b> .....	<b>39</b>
<b>Long-term Care and Assisted Living</b> .....	<b>42</b>
<b>Important Phone Numbers</b> .....	<b>Back Page</b>

# What is this booklet about?

This booklet is made for newcomers to Canada. It is about health care offered by Fraser Health, from Burnaby, B.C. to Hope, B.C. If you live in one of the regions on this map, you are in the Fraser Health Authority.



## You can use this booklet to:

- Answer questions you might have about the health care system in Canada and in British Columbia.
- Find out about some health care services offered by Fraser Health.
- Learn how to access these services.

# About health care

## What is health care like in Canada?

Health care in Canada might be different than health care where you came from. An important part of health care in Canada is 'preventative care', which aims to keep you from getting sick. Doctors, nurses, and other people who take care of your health are called **health care providers**. Health care providers work with you to keep you healthy. (For more about healthy living: ► **see page 27**). They also help you if you are hurt, sick, or do not feel well. A health care provider will help you no matter what is making you feel sick or unwell.

There are two different types of doctors in Canada: **Family Doctors** (sometimes called **General Physicians**, or **GPs**) and **Specialists**. **Nurse Practitioners (NPs)** also provide care to patients, sometimes with doctors and sometimes separately.

In Canada, if you have medical insurance, it is free to go to a hospital or doctor's office. You might have to pay to see a dentist or an eye doctor, or to get certain medicines. (For more information on medical insurance: ► **see page 17**).



## Can I get health care in my own language?

If you are going to a service that is offered by Fraser Health, and if you do not understand or speak English well enough to have medical conversations, we can get a medical interpreter who speaks your language. This includes sign language.

Yes!



The medical interpreter will help you communicate with your doctor and health care team. The interpreter may be available by phone or in person. Please be patient. It might take time. You do not pay for this. For informal conversations, your family and friends can help you explain your needs to the health care team.

Most of the services we talk about in this booklet are offered by us at Fraser Health. You can get an interpreter at our services for free. This includes services at hospitals, public health units, and more.

## Family Doctors and Nurse Practitioners



Family Doctors and Nurse Practitioners work in both doctor's offices and walk-in clinics. Family Doctors and Nurse Practitioners are able to work with you to help you stay healthy. They can also help you when you are sick and it is not an emergency.

To see your Family Doctor or Nurse Practitioner, call their office in advance and make an appointment. You may have to wait up to a week or so for your appointment. If you do not have a Family Doctor or Nurse Practitioner, you can go to a walk-in clinic without an appointment. Walk-in clinics are sometimes open late. Normally, the people who arrive first at a walk-in clinic are seen first.

## How do I find a Family Doctor who speaks my language?

Doctor's offices and walk-in clinics are privately owned, which means that they are not owned by Fraser Health. **You may not be able to get an interpreter at a doctor's office or walk-in clinic, or you may have to pay for an interpreter if one is available.**

You can try to find a doctor who speaks your language by asking friends or family. You can also search this website: [cpsbc.ca/public/registrant-directory](https://cpsbc.ca/public/registrant-directory). Use the "Advanced Search" option to select your language from the drop-down list.

If you cannot find a doctor who speaks your language, and if the doctor's office or walk-in clinic does not have an interpreter, try to bring a friend or family member who can interpret for you at your appointment.

## Fraser Health Virtual Care

Fraser Health Virtual Care is where you can connect to a registered nurse about a health concern or question. Nurses are available to answer questions from 10:00 a.m. to 10:00 p.m. every day of the week. After hours, call **811** (► **see page 10**).

You can connect with a nurse in 3 ways:

**1. Phone at 1-800-314-0999**

For an interpreter, say your language in English 3 times. Then wait until an interpreter comes on the phone.



**2. Web chat** by going to [fraserhealth.ca/virtualcare](https://fraserhealth.ca/virtualcare).

Click on the smiling chat bubble in the lower right corner of the screen.



**3. Video call** by first phoning or using web chat. You have the option to switch to a video call so you and the nurse can see each other.

For more about virtual care, go to [fraserhealth.ca/virtualcare](https://fraserhealth.ca/virtualcare).



## Specialists

If you have a special type of health issue, like diabetes or a heart condition, a health care provider might send you to see a **Specialist**. Specialists have taken extra training in one specific area of health. Some examples of Specialists are eye doctors, heart doctors, women's health doctors and mental health doctors. Specialists are not Family Doctors.



If your health care provider thinks you need to see a Specialist, they will send a note to the Specialist. This note is called a **referral**. **You may have to wait for many, many months before your appointment to see a Specialist.**

Your Family Doctor or Nurse Practitioner will help you with pain or any other health concerns while you are waiting to see the Specialist or to get a medical test.



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## When to call 811 (HealthLinkBC)

HealthLinkBC gives confidential health information and advice all day and all night, every day. When you call HealthLinkBC, you can speak to a person (called a **health services navigator**) who can:

- Help you find health information and services.
- Connect you with:
  - a registered nurse at any time, every day of the year
  - a registered dietitian from 9:00 a.m. to 5:00 p.m., Monday to Friday (► **see page 27**)
  - a qualified exercise professional from 9:00 a.m. to 5:00 p.m., Monday to Friday (► **see page 27**)
  - a pharmacist from 5:00 p.m. to 9:00 a.m., every night of the year (► **see page 12**)

## How to call 811 (HealthLinkBC)



If you do not speak English well, **you can get a medical interpreter on the phone when you call HealthLinkBC**. Medical interpreters are available in more than 130 languages.



To get an interpreter:

- Dial **811** and wait to be connected with an English-speaking health services navigator.
- In English, say the name of the language you speak (for example, say “Punjabi”), and an interpreter will join the call. Please be patient. This may take time.

## Can I ask for a health care provider who is the same gender as me?

Health care providers are both female and male. **You might be cared for by someone who is a different gender than you are.** If you ask to see a health care provider of a specific gender, the staff will try their best to meet your request, but it might not be possible. For example, there may not be a female doctor working while you are there, or she may be taking care of another patient.

If you are receiving care from a health care provider who is a different gender than you, you will still be respected and receive the best medical care. If it makes you feel more comfortable, bring one family member or friend with you when you see the health care provider.



## Who is taking care of me?

There are many different people who work in hospitals and clinics. Along with doctors and nurses, there may be other trained professionals who help take care of your health.

Who they are...	What they do...
<b>Counsellor</b>	Counsellors help you to talk about difficult thoughts and feelings (like sadness, anger, grief, or others) in a safe place, so you can make sense of painful or confusing experiences.
<b>Health Care Aide</b>	Health Care Aides help you with daily activities, like getting dressed and eating.
<b>Occupational Therapist</b>	Occupational Therapists help you relearn the activities of daily living after an injury, illness, or surgery.
<b>Pharmacist</b>	If your doctor gives you a prescription for a certain medicine (► see page 13), you can get it from a Pharmacist. Pharmacists also give advice to help you get medicines you might need.
<b>Physiotherapist</b>	If you have difficulty with movement, a Physiotherapist can help you to move again.
<b>Porter</b>	Porters help move you between areas of a hospital (for example, on a stretcher or in a wheelchair), but are not involved in your medical care.
<b>Social Worker</b>	Social Workers help you understand your health care by listening to your concerns, and helping you find answers or services you need.
<b>Technologist</b>	Technologists run medical tests you might need.

## What are prescriptions?

**Prescriptions** are special notes doctors give you so that you can get a certain medicine. A pharmacist (► **see page 12**) can take your prescription and give you the medicine you need. The doctor might not always give you a prescription if you are sick. The doctor might make other suggestions that will help you to become healthy again.



## Will the health care providers ask me questions?

Yes!

Health care providers might ask you many questions. They do this so they can help keep you healthy or find out what is making you feel sick and give you the right treatment to become healthy again. They will ask about your health concerns, and may also ask you about other things, like:

- Your family, including your children and parents
- Your life at home
- Your job
- Your health before coming to Canada
- Other treatments you have tried

The doctors and nurses respect your privacy. If you have questions about who they might share your information with, ask them.



## Can I ask questions?

Yes!

Your doctors and nurses want you to be involved in your health care. If you do not understand what your doctor or nurse is saying (or do not know how to follow the advice they give you) you can ask them to explain. **It is not rude to ask a question if you do not understand.**

## I feel like the doctor did not do anything.

The doctors and nurses sometimes know what is making you sick by your answers to the questions they ask. They might ask you to do more tests so that they can find out exactly why you are not feeling well. The doctor will not always touch you (for example, by feeling your forehead or pushing on your stomach) during an appointment.

## When will I have to wait?

You might have to wait to:

- See your Family Doctor or Nurse Practitioner (▶ **see page 7**)
- See a health care provider at a walk-in clinic
- Get a medical test done
- Go to a Specialist (▶ **see page 9**)
- See a health care provider at the Emergency Room (▶ **see page 16**)

All people have to wait to be seen. Normally, wait times will depend on how sick you are and on how busy the doctors and nurses are. You might have to wait many, many months if you need to get a special medical test or treatment, or to see a Specialist.

**Please be patient. You will be seen, even if there is a long wait time.**



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## How long is an appointment with a Family Doctor or Nurse Practitioner?

Appointments with a Family Doctor or Nurse Practitioner are normally about 5 to 10 minutes long. In one appointment, there is enough time to talk about 1 or 2 health issues. You might need more than one appointment if you have many health issues to talk about. If you are able, it may be helpful to write down your health questions before the appointment.

## How long do I have to wait in the Emergency Room?



If you go to the Emergency Room, a nurse will ask you questions to see how sick you are. The nurse decides who is sickest, and the people who are sickest will see a doctor first. If there are many people in the Emergency Room, the people with a less serious sickness could have to wait many hours to be seen. To make these wait times shorter, **only use the Emergency Room for emergencies.**



You can call **811** any time you have questions about your health or what to do if you are sick.

For more information about **811**, ► **see page 10.**  
For more information about the Emergency Room, ► **see page 19.**



# Medical Insurance (MSP/IFHP)

In Canada, the government, companies, and individuals all give money to pay for health care. To get health care in B.C., you need to have a type of medical insurance called **MSP (Medical Services Plan)**. As soon as you arrive in B.C., apply for MSP. Once you are approved for MSP, you are sent a **BC Services Card**, which can take up to 3 months to come. While you are waiting for MSP coverage, you may need to apply for private health insurance.



Talk to your local settlement agency or call **811** for more information about private health insurance (► see page 10).

Bring your BC Services Card with you every time you use a health care service.

This picture shows what a BC Services Card looks like.



Source:  
[www.bcservicescard.ca](http://www.bcservicescard.ca)

The **Interim Federal Health Program (IFHP)** is a program that provides temporary health care coverage to refugees during the first 12 months they are in Canada. You can have IFHP and MSP at the same time. If you are a refugee, you might be able to get health care benefits through IFHP. Ask your local settlement agency or Health Insurance BC for more information (► see page 18).

## What does MSP pay for?

MSP pays for basic visits to a doctor or nurse practitioner, to a Specialist, or to the hospital. **MSP does not normally pay for eye glasses, dental care, or medicines.** MSP pays for some, but not all, medical tests and treatments. If you are not sure if your medical test or treatment will be paid for by MSP, make sure to ask your health care provider in advance.

You can buy extra private medical insurance to help pay for these costs, or you can pay for them yourself. Sometimes you might have extra medical insurance through your job.

PharmaCare is a government program that helps pay for the cost of some medicines. You can apply for PharmaCare once you have been in Canada for more than 12 months.

For more information about MSP, IFHP, and PharmaCare, you can talk to your local settlement agency. Or, you can call Health Insurance BC for information in English, Mandarin, French, Punjabi and Cantonese. Language Service Agents are available from 9:00am to 3:30pm, Monday to Friday.



### Health Insurance BC:

If you are calling from the Lower Mainland: **604-683-7151**

If you are calling from somewhere else in B.C.  
(Toll-free): **1-800-663-7100**

# Emergency Room

**Emergency Rooms are located in all of our hospitals.**

**If you, or someone you know, have any of these symptoms, go to an Emergency Room right away.**

- Trouble breathing or speaking
- Pain, tightness, or discomfort in your chest
- Severe bleeding or serious wounds or injuries
- Severe pain
- Sudden loss of feeling or weakness of the face, arms, or legs
- Sudden trouble seeing
- Sudden trouble walking, dizziness, or loss of balance
- Fainting
- Broken bones
- Any other health emergency, including sexual assault



If you have any of these symptoms and cannot get to an Emergency Room, call **911** and an ambulance will come. Only use the Emergency Room if it is an emergency (► **see page 20**).



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## How to call 911 if you do not speak English



- Dial **911** and wait for someone to answer the phone in English.
- Stay calm and speak clearly.
- In English, say the name of the language you speak (for example, “Punjabi”), and an interpreter will join the phone call. Do not hang up the phone.
- If you can, it is also helpful if you can say your emergency (“Medical”, “Fire”, or “Police”) and your address, in English.
- For more information about calling **911**, you can go to [ecomm911.ca](http://ecomm911.ca)

## Do **not** go to the Emergency Room if:

- You have a cold or flu.
- You forgot to get a prescription.
- You missed work and need a sick note.
- You are possibly pregnant.
- You need a medical test and you have had to wait for a long time.
- You need your blood sugar tested.



The Emergency Room should only be used for emergencies.

If you need to see a doctor right away, but it is not an emergency, here are your options:

- Go to an **Urgent and Primary Care Centre** or a walk-in clinic.
- Make an appointment to see your Family Doctor or Nurse Practitioner.
- Call 811 to speak with a registered nurse.

For more information about Urgent and Primary Care Centres, go to [fraserhealth.ca](http://fraserhealth.ca) and search “Urgent and Primary Care Centres”.

## Ambulance Information



If you need to go to the hospital and cannot get there, you might need an ambulance to take you. It is important to go to the Emergency Room for medical emergencies. Your sickness might become more serious the longer you wait.



Call **911** if you need an ambulance. MSP pays for most of the cost of an ambulance, but will send a bill to your house afterwards for part of the cost. If you are on MSP Premium Assistance, you may be able to get help with paying the bill. Talk to your local settlement agency or the Ministry of Social Development for more information.



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## Emergency Room Locations

<b>Location</b>	<b>Address</b>
<b>Abbotsford Regional Hospital and Cancer Centre</b>	32900 Marshall Road, Abbotsford
<b>Burnaby Hospital</b>	3935 Kincaid St, Burnaby
<b>Chilliwack General Hospital</b>	45600 Menholm Road, Chilliwack
<b>Delta Hospital</b>	5800 Mountain View Blvd, Delta
<b>Eagle Ridge Hospital</b>	475 Guildford Way, Port Moody
<b>Fraser Canyon Hospital</b>	1275 7th Avenue, Hope
<b>Langley Memorial Hospital</b>	22051 Fraser Hwy, Langley
<b>Mission Memorial Hospital</b>	7324 Hurd Street, Mission
<b>Peace Arch Hospital</b>	15521 Russell Avenue, White Rock
<b>Ridge Meadows Hospital</b>	11666 Laity St, Maple Ridge
<b>Royal Columbian Hospital</b>	330 E Columbia Street, New Westminster
<b>Surrey Memorial Hospital</b>	13750 96 Avenue, Surrey

## Information for the Emergency Room



Open all day and all night.



Medical interpreters are available for the Emergency Room, either in person or on the phone (► see page 7).

There is a Punjabi-speaking interpreter available from 7:30 a.m. to 11:30 p.m. at the Surrey Memorial Hospital Emergency Room.



Going to the Emergency Room and staying in the hospital is paid for by MSP or IFHP.

If you do not have health insurance, you will have to pay the cost of going to the Emergency Room or staying in the hospital. You will not be turned away if you do not have the money to pay for treatment.

If you use an ambulance, you will be sent a bill.



For a non-emergency illness, you can call HealthLink BC at 811 (► see page 10).



**For an emergency, call 911.**

# Primary Health Care



**Primary health care services cover basic health care needs like pregnancy and baby care, mental health care, end-of-life care, and more.** Primary health care providers can also give you a referral to visit another type of health care provider, like a Specialist, if necessary.



Primary health care providers help you manage **chronic diseases**. A chronic disease is a disease that lasts more than 3 months, like high blood pressure or diabetes. In Surrey and Abbotsford, there are classes in Punjabi that offer information about diabetes, pregnancy health, and more. You can find out more by going to [www.fraserhealth.ca](http://www.fraserhealth.ca) and typing 'South Asian Health' in the Search box (top right). Click on the search result called 'South Asian Health'.



Photo by World Sikh Organization of Canada/Pewells.com





The Surrey New Canadian Clinic is on the 3rd floor of the Jim Pattison Outpatient Clinic and Surgery Centre (this building).

**There are 2 primary care clinics called [New Canadian Clinics](#) for newcomers.** One is in Surrey and one is in Burnaby. The staff at the New Canadian Clinics provide health care to people of all languages, backgrounds, ethnicities, and religions. You need a referral to go to the New Canadian Clinics.

The [Global Family Care Clinic](#) is in the same building as the Burnaby New Canadian Clinic. It provides primary health care for immigrants, privately sponsored refugees, and refugee claimants within their first three years in Canada. You need a referral to go to the Global Family Care Clinic. Referrals are accepted from public health, social service, and settlement providers.



This is the shuttle for transportation. Shuttle locations are on the next page.

## Information for Primary Health Care

	New Canadian Clinics are open from 8:30 a.m. to 4:30 p.m., Monday to Friday.
	You can get an interpreter for free at any of our services. If you know you will need an interpreter, ask for one in advance (► <b>see page 7</b> ).
	Some Primary Health Care services are paid for by medical insurance, while other services charge a fee.
	Free shuttle services are offered Monday to Friday for patients, family, and staff between: <ul style="list-style-type: none"><li>▪ King George SkyTrain Station</li><li>▪ Jim Pattison Outpatient Care and Surgery Centre (Surrey New Canadian Clinic)</li><li>▪ Surrey Memorial Hospital</li><li>▪ Central City Mall (outside Blenz)</li></ul>
	<b>Surrey New Canadian Clinic:</b> 9750 140 Street, Surrey  <b>Burnaby New Canadian Clinic:</b> 7315 Edmonds Street, Burnaby
	For more information, contact your local primary health care clinic.
	If you don't know where your local primary health care clinic is, you can call <b>811</b> to get directions (► <b>see page 10</b> ).

# Healthy Living

**Eating well** is important for staying healthy. People who do not eat well are more likely to become very overweight (**obese**) or develop a chronic disease, like high blood pressure, heart disease, or diabetes. **Having a healthy lifestyle and eating well lowers your chances of getting many chronic diseases.**



People who are active have a lower risk of developing heart disease, high blood pressure, certain kinds of cancers, and depression. They have stronger bones, stronger muscles, and their hearts and lungs work better. They are more likely to be a healthy weight.



**Smoking** is extremely bad for your health since it can cause cancer and other sicknesses in you and those around you. If you are thinking about quitting smoking and need support, or are just looking for more information, you can go to [www.quitnow.ca](http://www.quitnow.ca) or call **811** (► see page 10).



## Information for Healthy Living



It is free to get information about programs to help you to live healthier.



You can call **811** to speak to a registered dietitian (someone who has education about nutrition) for more information about how to eat well.

**(▶ see page 10).**

You can call **811** to talk to an exercise professional for more information about being active

**(▶ see page 10).**



We at Fraser Health offer many programs to help you achieve a healthy lifestyle. Contact your primary health care provider or local public health unit (**▶ see page 29**) for more information.



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# Public Health Units

Public health units offer many different services that help with health and wellness in the community. Some of the services they offer are:

- Immunizations
- Pregnancy and early motherhood care
- Early childhood development
- Speech therapy
- Hearing clinics
- Nutrition
- Dental care
- Youth clinics
- Harm reduction

For more information, contact your local public health unit.



If you do not know where your local public health unit is, you can call **811** to give you directions to the nearest public health unit (► **see page 10**).

Or, go to [www.fraserhealth.ca](http://www.fraserhealth.ca) and type 'public health unit' in the Search box (top right). Click on the search result called 'Public Health Unit'.



# Pregnancy and Baby Care

It is important to see a health care provider during and after your pregnancy to help you and your baby stay healthy. There are classes you can go to before birth, called **pre-natal classes**, which help you learn about things like healthy living during pregnancy, how to give birth, and feeding your baby.

**Your medical insurance will pay for you to have a health care provider take care of you during your pregnancy (► see page 17).** You can see a Family Doctor, a Nurse Practitioner, a registered midwife, or a doctor who specializes in pregnancy care (called an **obstetrician**).

During your pregnancy, your health care provider will ask you to get tests done, like blood tests and ultrasounds. These are normal and are done to make sure that you and your baby are healthy. Routine pregnancy tests are paid for by MSP.





This is an example of what a hospital **maternity room** looks like.  
A maternity room is where you give birth to your baby.

Your health care provider or public health nurse can give you more information about how to register your pregnancy at the hospital where you will give birth. If you have had a healthy pregnancy, sometimes midwives offer you the choice of giving birth at home or in a hospital. If you go to a hospital, **you will be able to give birth in a private room.** Health insurance pays for your stay in the hospital after you deliver your baby, but some hospitals charge an extra fee to stay in a private room after the birth. In a hospital, emergency services are available if you or your baby need them at any time before, during, or after birth.

**Vaccinations** help keep your baby from getting very sick in the future. Vaccinations for babies and children are paid for by MSP. **It is important for your baby to get the right vaccinations at the right times.**



# Information for Pregnancy and Baby



You can get an interpreter for free at any of our services. If you know you will need an interpreter, ask for one in advance (► **see page 7**).



Most health services are paid for by medical insurance, although some charge an extra fee. If you are not sure if you will have to pay a fee, make sure to ask before your appointment.



You should book in advance for most of these services.



For more information, contact your local public health unit (► **see page 29**) or your pregnancy health care provider.



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# Child and Youth Health Services

We offer many health services for children. If your child is in school, they have access to services like vaccinations and mental health services.

All children can get free eye exams through MSP, although some doctor's offices might charge a small fee. Make sure to ask when you make an appointment if there is an extra fee.

There are public health dental programs that your child may be able to go to, which help to pay for dental care. In some cases, dental care is free. Contact your local public health unit for more information (► see page 29).



**Children of low-income families can get help with costs for basic dental care and prescription eyewear through the [Healthy Kids Program](#).** You do not need to apply. Your children are eligible if they are under 19 years old and if your family gets MSP Premium Assistance. Before the appointment, ask the doctor's office to make sure your MSP pays for the charges, or whether there are any extra charges that are not paid for by MSP. When you arrive at the dental or optical (eye) office, simply show your child's BC Services Card (► see page 17).

## Information for Child and Youth Health Services



Hours change depending on the service.



You can get an interpreter for free at any of our services. If you know you will need an interpreter, ask for one in advance (► **see page 7**).

Remember, doctor's offices are privately owned, so you may not be able to get an interpreter for free. If your doctor does not speak your language, make sure to bring a family member or friend to your appointment who can interpret for you.



Some services are paid for by medical insurance, while other services charge a fee.



For more information, contact your local public health unit (► **see page 29**).



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# Youth Clinics

Youth clinics are for youth aged 21 and under only. You do not need an MSP card to go to these clinics. Clinic staff will not share your health information with anyone else without your permission. These clinics can help youth with questions related to mental health and sexual health.

## Information for Youth Clinics



Hours change depending on the service.



You can get an interpreter for free at any of our services. If you know you will need an interpreter, ask for one in advance (► **see page 7**).



The youth clinic is free, but there may be a cost for some medications or tests.



To find a youth clinic near you, call **811** (► **see page 10**).

Or, go to [www.fraserhealth.ca](http://www.fraserhealth.ca) and search for 'Youth Clinics' in the search box (top right). Click on the search result called 'Youth Clinics'.



Contact the youth clinic in advance to find out if you need an appointment.

# Mental Health and Substance Use



If you need to talk to someone because you are finding it **difficult to cope with feelings, thoughts, or worries that will not go away**, you can get help through a Family Doctor, your local community mental health centre, the Fraser Health Crisis Line, or 310Mental Health.



Mental health centres are located in every community. You can find one near you by looking on the Fraser Health website, or by calling **811** (▶ **see page 10**). There are also outreach and support programs available specifically for youth living with a mental illness.

**Go to your nearest Emergency Room right away if you or someone you know is in either of these situations:**

- Currently experiencing a serious mental health issue and is at risk of hurting themselves or someone else
- Experiencing serious withdrawal symptoms and/or has stopped breathing



If you cannot get to the Emergency Room, call **911** for an ambulance (▶ **see page 20**).

**Substance use services** are for people who want or need help to deal with using drugs and/or alcohol. Trained substance use professionals will respect you and your privacy. They can help find out what you might be struggling with and connect you with the right support services.

**Many different programs are available to help you deal with substance use.** You can access some programs while you continue to live in your own home. Other programs are available where you can temporarily move into another home while you recover.

**Different services can also help you, your family, or anyone you know manage their alcohol and drug use so that harm can be prevented or reduced.** Family members can also get help when someone in their family is using drugs and/or alcohol and it is hurting the family. These services are private and service providers will not share your information with others.

Services for adult and youth rehabilitation and recovery, family support, and emergencies are also available by calling the Fraser Health Crisis Line at **1-877-820-7444**. This service is offered in English.

Free and confidential emotional support, crisis intervention, and information about resources in the community are available for people of all ages by calling **310Mental Health Support at 310-6789** (no area code needed). This service is offered in English. An interpreter can be added into the conversation, if you speak enough English to ask for one.

# Information for Mental Health and Substance Use



Hours change depending on the service; many emergency services are available every day, all day and all night.



You can get an interpreter for free at any of our services. If you know you will need an interpreter, ask for one in advance (► **see page 7**).



Most services are paid for by medical insurance, while some might charge a fee.



For more information, you can:

- Call the Fraser Health Crisis Line at **1-877-820-7444**
- Call 310Mental Health Support at **310-6789**
- Call Health Link BC at **811** (► **see page 10**)
- Visit [www.fraserhealth.ca/mentalhealth](http://www.fraserhealth.ca/mentalhealth)
- Make an appointment to see your Family Doctor or Nurse Practitioner.



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# Home Health



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The goal of Home Health is to keep you safe and healthy at home. In Home Health, many types of health care providers work together to provide both **short-and long-term health care services**.

Short-term care can help you get better after an illness, injury, or surgery. Long-term care gives you the support you need to stay independent while living at home.

Home Health nurses provide many different services, such as wound care and education. The health care providers who work in Home Health can help you decide what services will be most useful for you.



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If you take care of someone with a serious health care need, who cannot be left alone even with the appropriate supports, respite care is available. **Respite care** is when someone comes into your home and gives the care you normally give so that you can take a rest.

**Rehabilitation services** are available for people who have been in an accident, have been hurt, or have had a surgery and need help to get better. Some of these services are provided in your home, but for some you need to stay in a medical care centre.

Services through Home Health can help you manage chronic conditions like diabetes, Alzheimer's, and more.





## Information for Home Health



Open every day of the week, from 8:30 a.m. to 4:30 p.m.



You can get an interpreter for free at any of our services. If you know you will need an interpreter, ask for one in advance (► **see page 7**).



Some services are paid or by medical insurance, while some charge a fee based on how much money you make. You may have to pay for your own health supplies, such as bandages and equipment.



For more information, call the Fraser Health Home Health Service Line at **1-855-412-2121**. This phone line is only available in English. If you are not able to have a medical conversation in English, please have a friend or family member who speaks English call the line for you.



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# Long-term Care and Assisted Living

Long-term care and assisted living centres are available for people who need help with their health care. The following information is for Fraser Health (public) services, but you can also pay to stay in a private assisted living or long-term care centre.

## Assisted living centres



- You can apply to live in assisted living centres.
- There is a cost to assisted living, similar to rent.
- There are 2 meals a day and a small amount of housekeeping.
- You might be able to get help with medicine, bathing, and managing money.
- There is an assisted living residence to help South Asian seniors called the Guru Nanak Niwas Assisted Living Centre. Service is available in 8 languages (mostly South Asian).
- You must be able to mostly take care of yourself.

## Long-term care centres



- Long-term care is only for people who have many health care needs and cannot take care of themselves. Your doctor must give you a referral to live in long-term care.
- Care is available all day and all night.
- You can get help with medicine, bathing, dressing, eating, and more.
- There are meals, housekeeping, activities, doctor visits, and more.

## Information for Long-term Care and Assisted Living



Hours change depending on the service.



You can get an interpreter for free at any of our services. If you know you will need an interpreter, ask for one in advance (► **see page 7**).



Long-term care and assisted living services charge a fee based on how much money you make.



For information on assisted living or long-term care centres – including private facilities – make an appointment to speak with your primary health care provider, or call **811** (► **see page 10**).



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# Important Phone Numbers

Phone number	When to call	For more information
<b>911</b> Emergency	Any serious emergency (fire, police, and ambulance).	▶ <b>page 19</b>
<b>1-800-314-0999</b> Fraser Health Virtual Care	Connect to a registered nurse about a health concern or question.	▶ <b>page 8</b>
<b>811</b> HealthLinkBC (or <b>604-215-8110</b> )	General questions about your health and health care services.	▶ <b>page 10</b>
<b>310-6789</b> 310Mental Health	Free and confidential emotional support, crisis intervention, and information about resources in the community.	▶ <b>page 37</b>
<b>1-877-820-7444</b> Fraser Health Crisis Line	If you are affected by abuse or violence, or if you are struggling with feelings of sadness, loss, or anger.	▶ <b>page 37</b>
<b>1-855-412-2121</b> Fraser Health Home Health Service Line	Information about health care services that you can access at home and in the community.	▶ <b>page 41</b>
<b>604-683-7151</b> Health Insurance BC	Information about MSP, IFHP, and PharmaCare.	▶ <b>page 18</b>

[www.fraserhealth.ca](http://www.fraserhealth.ca)

This information does not replace the advice given to you by your healthcare provider.

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