



# British Columbia Operational Stress Injury Clinic

The BC OSI Clinic provides specialized mental health services to Veterans, members of the Canadian Forces (Regular and Reserve), the Royal Canadian Mounted Police (RCMP) and their families living in British Columbia who have ongoing difficulties as a result of service-related psychological injury and traumatic events.

The BC OSI Clinic is funded by Veterans Affairs Canada (VAC) and managed by Vancouver Coastal Health.

# Operational Stress Injury

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An operational stress injury is any persistent psychological difficulty resulting from operational duties performed during military or RCMP service. It includes a range of health problems such as anxiety disorders, depression, problematic substance use and Post-Traumatic Stress Disorder (PTSD) as well as other conditions that may be less severe, but still interfere with daily functioning.

Many experiences can cause operational stress. Although active combat is certainly one of them, there are many other events that are part of the risk of serving in the military or RCMP that can cause such injuries. Taking part in search-and-rescue operations, being involved in a training accident, handling injured bodies, witnessing civilian atrocities or being involved in civilian disaster aid can all cause moderate to severe stress reactions. When these experiences interfere with a person's life, the result is an operational stress injury (OSI).

An OSI can affect others in the person's life, leading to marital and family problems. OSIs can also produce physical symptoms such as stomach upset, headaches, and sleep problems, and they can make chronic pain problems worse.

## Available Services

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The BC OSI Clinic offers specialized assessment and treatment provided by an interdisciplinary team including psychiatry, psychology, social work and nursing staff. The BC OSI Clinic collaborates with other health care providers and services to ensure that care is comprehensive and coordinated. This includes the use of Telehealth as appropriate. The services include:

- Psychological and psychiatric assessments
- Individualized treatment plans with collaborative, interprofessional care
- Individual psychotherapy
- Medication treatment
- Relationship and family counselling
- Group therapy and skills training (anger, pain and stress management)
- Addiction counselling
- Education for family members, health care providers and others interested in OSIs
- Referrals to other specialized services and links to community support
- Consultation with community professionals

# Referral Process

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Clients must be referred to the BC OSI Clinic in one of the following ways:

**Veterans of the Canadian Forces** and retired **RCMP** should speak to their Area Counsellor at Veterans Affairs Canada at:

- 1 866.522.2122 (English)
- 1 866.522.2022 (French)

Current **Regular** and **Reserve** members of the **Canadian Forces** should approach their Medical Officer or Social Worker on bases to discuss their concern.

Members of the **RCMP** should speak to their Health Services Officer or RCMP Psychologist.

Persons who have not made contact with Veterans Affairs and have served in the military or RCMP should call the VAC National Client Contact Centre at:

- 1 866.522.2122 (English)
- 1 866.522.2022 (French)

To talk with a Peer Support Coordinator, call the Operational Stress Injury Social Support (OSISS) Program at: 1 800.883.6094

# What Clients Can Expect

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- A thorough assessment and review of prior treatment to determine specific needs.
- Involvement with the BC OSI clinical team in setting goals and making treatment decisions.
- Treatment that is both evidence-based and tailored to individual needs.
- Active treatment and follow-up for as long as clinically necessary.
- If you authorize BC OSI clinicians to do so, we will also collaborate with and support your family physician and any other health professionals you identify.

# Research

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The BC OSI Clinic is working with British Columbia universities and the Veterans Affairs Canada OSI clinic network in the area of applied clinical research. The goal of all research is to improve our ability to treat OSIs and restore quality of life to clients and their families. From time to time, we may ask clients if they are interested in participating in various research projects. All research with clients is voluntary and does not affect the services we offer to our clients and their families.

# Education

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BC OSI Clinic staff are available to deliver presentations on OSI topics. Please call 604.827.0556 for more information.

# Location

UBC Hospital, Purdy Pavilion  
M41- 2221 Wesbrook Mall Vancouver BC V6T 1Z9

**Phone:** 604.827.0556 **Fax:** 604.827.0557

**Website:** [www.bcosi.ca](http://www.bcosi.ca)

# Hours Of Operation

8:30 a.m. – 4:30 p.m. Monday to Friday

To book, change, or cancel an appointment call:  
**604.827.0556**

The BC OSI Clinic is not equipped to address crisis situations. If you need immediate assistance for a mental health concern, please go to your nearest hospital emergency department or call the Veteran Affairs Canada 24 hour toll-free Crisis Line at 1.800.268.7708.

For more copies go online [www.bcosi.ca](http://www.bcosi.ca), or call the clinic.

# Parking

## UBC Hospital Parking Lot

There are a number of paid parking lots within walking distance of the BC OSI Clinic. Please refer to the map below for specifics.

