

**CENTRE OF
CLINICAL
EXCELLENCE**

VETERANS AND FIRST RESPONDERS HEALTH™

Programs and Services for CAF & RCMP Veterans



CENTRE OF CLINICAL EXCELLENCE

VETERANS AND FIRST RESPONDERS HEALTH™

Situated within the Legion Veterans Village in Surrey, BC, the Centre of Clinical Excellence for Veterans and First Responders Health stands as a beacon of collaborative effort involving dedicated organizations.

Veterans and First Responders Health, Actum Health, City Parkway Dental, Neuromotion, and BrainStim have joined forces to deliver a comprehensive, multidisciplinary healthcare experience.

The Centre of Clinical Excellence is dedicated to providing an integrated continuum of health services with a focus on clinical healthcare, rehabilitation services, innovative research, and health technologies.

Our services are available in person and virtually across BC.


At the forefront of our mission is the provision of leading-edge treatments for PTSD, mental health, and physical well-being.

This commitment ensures the highest standard of care for individuals and their family members who have served or are currently serving.



"At the heart of our mission, we established a Centre dedicated to dismantling barriers for Veterans and First Responders and their families, ensuring seamless access to essential health support. Serving as a central healthcare hub, the CCE is where individuals can connect with confidence, knowing they will receive the assistance they need and deserve."

Please connect with us
to learn more

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Primary Care

The Centre of Excellence for Veterans and First Responders is proud to offer Primary Care Services starting in April, 2024.

One of the primary challenges facing veterans seeking health services is the lack of access to primary care. We will prioritize those veterans who:

- Are transitioning from active service
- Are medically discharged
- Veterans who don't have a family physician

In addition to local Veterans, we will admit Veterans who don't live in the immediate area and provide services primarily through virtual care. Out of town Veterans will need to agree to attend the Centre of Clinical Excellence a minimum of once per year.

Veterans need to have access to primary care for several reasons:

- **Continuity of care.** Access to primary care ensures that veterans receive consistent and ongoing medical attention. This continuity is essential for managing chronic conditions and preventing potential health issues.
- **Preventive care.** Primary care providers can help veterans stay healthy by conducting routine check-ups, screenings, and vaccinations. This prevents diseases and complications before they occur.
- **Management of physical and mental health conditions.** Primary care providers play a crucial role in managing both physical and mental health conditions commonly experienced by veterans, such as PTSD, traumatic brain injuries, and musculoskeletal problems.

Primary Care

- **Coordination of care.** Primary care providers serve as the central point of contact for coordinating care between specialists and healthcare providers. This ensures that veterans' health needs are met holistically, comprehensively and in a timely manner.
- **Health education and support.** Primary care providers can educate veterans about healthy lifestyle choices, provide counselling on mental health issues, and offer support for managing chronic conditions. This empowers veterans to take control of their health and well-being.

Through the primary care clinic, Veterans will receive high-quality, comprehensive, and coordinated healthcare that addresses their unique needs and challenges as former service members.

Specialist Assessments and Care

Psychiatry Services

Psychiatry assessments and care is available both in-person and virtually.

These services include:

- VAC medical benefits assessments
- Urgent assessments for individuals in need (particularly those requiring immediate attention and a referral for additional support services)
- Psychiatric follow up care

Our psychiatrists are skilled in evaluating various mental health and concurrent conditions and determining the most appropriate course of action.

This ensures the timely and effective assistance for those seeking mental health support and helping them do better right away.

Physical Medicine & Rehabilitation Specialist

Our Physiatrist offers in-person Physical Medicine & Rehabilitation assessment and treatment of musculoskeletal and other conditions such as:

- Neck, back, and joint injuries
- Chronic pain
- Concussions
- Other neurological injuries

Physiatrist services includes ultrasound guided injections, trigger point injections, therapeutic exercise and prosthetic and orthotic prescription.

Specialist Assessments and Care

Internal Medicine

In-person & virtual Internal Medicine services are available for Veterans requiring guidance for a broad spectrum of medical conditions.

In particular, Internal Medicine services focus on long-term illnesses and chronic metabolic health issues such as diabetes and cardiovascular disease.

Our Internal Medicine specialist prioritizes a comprehensive understanding of the body's interconnected nature to ensure thorough and cohesive healthcare.

The 360 Degree Interdisciplinary Assessment (Provided by Actum Health)

For those Veterans needing a comprehensive review of their condition, we offer the 360 Degree Interdisciplinary Assessment through Actum Health.

Our team of physicians, psychologists, occupational and physical therapists, psychiatrists, clinical counsellors, kinesiologists, and pharmacists join together for this assessment.

This **integrated bio-psycho-social assessment** allows the team and the Veteran to gain a comprehensive understanding of the Veterans' barriers to recovery.

Following the assessment a **Personalized Treatment Action Plan** is co-developed to help Veterans achieve their desired outcomes.

Specialist Assessments and Care

When all parties have the information gathered in one place and work together to formulate a plan, success and recovery rates are much higher.

Veterans feel more empowered and in control of their outcomes and are more motivated to take care of themselves. This makes the treatment plan more effective and resources invested in the health and well-being of the Veteran are well utilized.

Mental Health & Well-being

The Brain Fog Program

The multi-disciplinary Brain Fog Program begins with a comprehensive assessment to evaluate the cause and severity of symptoms.

Based on the results of the initial assessment, a personalized therapeutic program is created to meet the individual needs of the client.

CAF and RCMP Veterans and their family members receive full coverage for the Brain Fog program through a generous grant provided by **Veterans Affairs Canada** and the **Legion Veterans Village Research Foundation**.

We are proud to offer this comprehensive program to address this growing issue.

The Brain Fog program is ideal for addressing symptoms from those with:

- A history of Long COVID
- Concussions and/or Traumatic Brain Injury (TBI)
- Mental health issues
- Sleep disorders
- Other conditions which result in brain fog symptoms

Over the course of the program, participants undergo two six-week treatment blocks. (Additional treatment blocks can be added).

These are accompanied by regular reassessments, available both virtually and in-person, to ensure consistent monitoring of progress.

Additionally, participants receive expert individual consultation and guidance in various health areas, including nutrition, mental health, sleep, and exercise.

Mental Health & Well-being

Group-based education, support sessions, and digital tools are also integral parts of the program.

Participants feel connected to others experiencing brain fog. This connection is both regulating and resourcing for the participant- which leads to feelings of well-being and healing.

All components of the program are aimed at helping participants understand and manage their symptoms from a more positive perspective.

Community Addiction Program (Provided by Actum Health)

The Community Addiction Program for Veterans addresses addiction and mental health. It includes community medical detox, relapse prevention, rehab and recovery.

The program is not suitable for Veterans needing in-patient care, those with severe addictions or those who are at risk of suicide.

This program is led by addiction specialists, and supported by a Psychologist, Counsellor and Occupational Therapist. It is designed to stabilize mental health and substance use and for those aiming for abstinence or medication management and relapse prevention.

The 8-12 week program has two comprehensive levels, is abstinence based and devised on ASAM criteria:

- **Level 1.** This level is equivalent to ASAM's Intensive Outpatient Services, involves three days of therapy per week.
- **Level 2.** This level is akin to Partial Hospitalization Services and requires five days weekly.

Mental Health & Well-being

Again, all aspects of the Veteran are taken into consideration so that the program is successful and the Veteran is then equipped to take the next steps in their health and well-being journey.

Intense Mental Health Programs - Trauma, PTSD and Depression (Provided by Actum Health)

PTSD, Depression and mental health disorder are complex conditions and require a variety of approaches to support the Veteran.

Actum Health offers a comprehensive and interdisciplinary treatment for Veterans with complex mental health conditions.

The team includes:

- Psychiatrists
- Psychologists
- Clinical counsellors
- Occupational therapists
- Other trauma informed allied health professionals

These programs offer intensive, customized treatments, five hours a day, five days a week, with options for in-clinic or virtual sessions over a four to eight week period.

Before enrolling a Veteran, a comprehensive two-day in-person assessment is completed.

This helps tailor treatments to individual needs and considers all the various mental health aspects present.

Mental Health & Well-being

This interdisciplinary program is a great choice for Veterans who have:

- PTSD
- Concurrent conditions
- Depression
- Anxiety and its related conditions

Veterans will feel well supported and will get results from this program.

Concurrent Disorder program (Provided by Actum Health)

The aim of this program is to optimize health outcomes, reduce risks and increase functioning for those struggling with complex conditions such as mental health, addictions and/or chronic pain.

Complex mental health and comorbidity issues need a higher level of support and care.

This 12 week program is led by team psychiatrist who has expertise in Concurrent Disorder.

Other team members include:

- Experienced physicians
- Psychologists
- Occupational therapists
- Physiotherapists
- Pharmacists
- Allied specialists

Components of the program include:

- medication management
 - evidence based psychological interventions
 - functional recovery
-

Mental Health & Well-being

Registered Clinical Counsellor Services

Our Registered Clinical Counsellors offer both virtual and in-person services. **They utilize evidence-based methods like:**

- Eye Movement Desensitization and Reprocessing Therapy (EMDR)
- Sensorimotor Psychotherapy
- Accelerated Experiential Dynamic Psychotherapy (AEDP)
- Focusing
- Cognitive Behaviour Therapy (CBT)
- Neurofeedback

Sessions are tailored for individual needs and appropriate and effective tools are used in each session.

Sessions empower individuals in developing coping strategies, enhancing emotional well-being, and fostering healthier lifestyles.

Sessions with a Clinical Counselor are also provided in groups.

Safety, trust, support, and positive feedback in sessions create an environment for co-regulation and healing.

Counselling services are also available for families of Veterans and are available in person and virtually.

Clinical counsellors are full equipped to deal with:

- Anxiety
 - Trauma
 - Substance Abuse
 - Depression
 - Complex dynamics in relationships which are related to trauma
-

Mental Health & Well-being

Repetitive Transcranial Magnetic Stimulation (Provided by Brainstim)

Repetitive Transcranial Magnetic Stimulation (rTMS) is a cutting-edge, evidenced based, non-invasive therapeutic approach for various psychiatric and neurological conditions.

It is an **FDA and Health Canada approved** treatment option for individuals who have not responded to initial antidepressant treatments and/or medications.

Some of the conditions which can be addressed by this method are:

- Major depressive disorder
- Bipolar with depression
- Obsessive Compulsive Disorder (OCD)
- Anxiety
- Post traumatic stress disorder
- Chronic pain

TMS is especially effective for those who have not had a good response to medications for the treatment of their condition.

How does it work?

rTMS uses magnetic fields to stimulate or depress neural activity in targeted brain areas promoting neuroplasticity.

This involves placing an electromagnetic coil against the scalp on a specific part of the head. The coil delivers a high intensity magnetic pulse that stimulates the part of the brain associated with mood control and depression.

During treatment, patients remain awake and alert as anaesthesia isn't required. Best of all, there is no down time after the treatment - normal activities such as driving or work can be resumed.

Mental Health & Well-being

In addition, rTMS is known for having minimal side effects compared to other treatment options.

Possible common side effects might be a mild headache or discomfort at the site of stimulation. This usually subsides shortly after the session. This is a significant advantage over medication, which can have undesirable side effects in the short and long term.

A course of rTMS is typically administered as daily treatment sessions over four to six weeks followed by tapering sessions for several more weeks.

Lifestyle Medicine & Cardio-Metabolic Health

The Optimal Health Program

The Optimal Health Program is one of our flagship programs and has been delivered to hundreds of RCMP members across Canada, and is also available for Veterans. This program is available in virtual, in-person, and hybrid formats.

This lifestyle medicine program focuses on long-term, sustainable health improvements offering individualized plans crafted by our multi-disciplinary team.

These plans are tailored to each participant's unique health goals and needs so they can experience long term health and well-being success.

The program includes:

- Nutritional coaching and eating plans
- Cognitive Behaviour Therapy for Insomnia and sleep coaching
- Personalized exercise and movement plans
- Mental well-being counselling and coaching for personal and professional success

The program's flexible delivery model ensures that all participants can access the support they need in a manner that suits their lifestyles and individual needs.

Participants can co-design their program which helps them focus on the areas that are most meaningful to them. Then, when they are ready, they can transition and focus on a new area that feels most relevant to them.

Each clinician and health professional have skills and tools to support the participants mental and physical health at the same time. This program has excellent outcomes when the participant fully engages.

Lifestyle Medicine & Cardio-Metabolic Health

The Restorative Sleep Program

The Restorative Sleep Program offers a supportive and educational experience with our sleep trained Registered Clinical Counsellors.

These one-on-one sessions are guided by the gold standard of insomnia treatment, cognitive behavioural therapy for insomnia (CBT-I).

The program is designed to provide participants with the skills and knowledge necessary to achieve consistently good sleep. This is critical for Veterans who need to be sharp to carry out their duties.

Of all the lifestyle areas, sleep has the greatest impact on health and well-being.

The entire biological system is renewed with high quality sleep so helping Veterans get better sleep will give them excellent results in their health and healing journeys.

The program focus is on understanding individual sleep patterns and learning practical, effective strategies to improve sleep quality.

In addition to the personalized coaching, participants will have access to a wealth of resources.

These include:

- Informative and educational videos and materials
- Tools and exercises that complement the coaching sessions, offering valuable personal insights, and building critical sleep skills

The goal is to empower participants with both the understanding and the means to enhance their sleep.

Participants take responsibility for the quality of their sleep and take meaningful actions which contribute to their overall health and well-being.

Neurological Rehabilitation

Neurological Rehabilitation Services

Neurological Physiotherapy is available virtually and in-person and is provided by our Centre of Clinical Excellence partner [Neuromotion](#).

In addition to hands-on care, Neuromotion makes use of leading edge specialty equipment designed to improve mobility in individuals with neurological diseases and injuries. Examples include the Lokomat™ system and Functional Electrical Stimulation.

Find out more about this specialized equipment and its uses at:

<https://neuromotion.ca/pages/our-equipment>

Therapists work collaboratively with clients to develop treatment plans that stimulate neurological pathways and enhance movement goals.

This is achieved using therapeutic handling and task-specific training in ongoing sessions. Neuromotion also utilizes a combination of robotic gait orthosis, body weight-supporting systems, and treadmill training to facilitate natural walking patterns after injury.

Pain Management & Physical Rehab

Physiatry

Physical Medicine and Rehabilitation (PM&R) physicians, treat a wide variety of medical conditions affecting the brain, spinal cord, nerves, bones, joints, ligaments, muscles, and tendons.

Expert physiatry treatments and guidance available through the Centre of Clinical Excellence includes:

- Ultrasound guided joint and spinal injections
 - Segmental neuromyotherapy (trigger point injections)
 - Therapeutic exercise prescription
 - Prosthetic and orthotic assessment and prescription
-

Physiotherapy

Physiotherapy is offered in-person or virtually by a Registered Physiotherapist.

Physiotherapy aids in recovery from injuries, manages chronic conditions, and enhances physical well-being.

The service includes:

- Exercise prescription
- Manual therapy
- Vestibular Rehabilitation
- Intramuscular Stimulation
- Educational tools

Follow-up appointments are determined by the practitioner and client on an as needed basis and to align with co-created goals for the patient.

Pain Management & Physical Rehab

Massage Therapy

Our in-person massage therapy service is delivered by a skilled Registered Massage Therapist (RMT).

The RMT uses combined techniques like deep tissue massage and trigger point therapy to address sore muscles, boost circulation, and promote relaxation.

It is proven that touch therapy such as massage has both psychological and physical benefits. It is an excellent add-on to any other treatment or program a participant may be engaged in.

Appointments are customized to meet client needs, and scheduling frequency is determined collaboratively by the practitioner and client.

Clinical Exercise Physiology and Kinesiology Services

Our Clinical Exercise Physiologist and Kinesiologist are experts at developing personalized exercise plans for preventing, managing, or rehabilitating various health conditions.

Services are typically provided in conjunction with our Physiotherapy staff. They take into account various injuries or different needs so that movement can be carried out in healthy and effective manner.

Appointments are available both in-person or online making access easier than ever.

Pain Management & Physical Rehab

Chronic Pain Program (Provided by Actum Health)

Living with persistent pain can be exhausting both physically and mentally.

Our team can support Veterans in achieving meaningful personal and vocational goals, by helping them to better understand pain, explore different ways to self-manage (and reduce symptoms), and support activation (movement and exercise).

Following our interdisciplinary assessment, we will develop a customized treatment plan to meet the Veterans clinical and personal needs.

The team consists of a pain specialist, Occupational Therapist, Psychologist, Counsellor, Physiotherapist, Kinesiologist and Pharmacist.

The 8-12 week program and treatment consists of:

- A daily 4-hour regimen (Monday through Friday) and is adaptable to each patient's unique needs. It is available both in-person and through Telehealth
- Group activities, such as exercise and mindfulness, with individual therapy sessions tailored to specific requirements.

This comprehensive approach aims to provide patients with effective pain management tools and improve their overall quality of life. Veterans will feel relief from their pain which will energize them to focus on other areas of their healing.

For individuals needing additional support for mental health or addiction issues (such as Opioids or Alcohol), we have programming streams that can be customized into the program. There is no need for multiple referrals or service providers.

Oral Health

Oral Health (Provided by City Parkway Dental)

City Parkway Dental (one of our key partners) is dedicated to providing comprehensive, specialized dental care tailored specifically to veterans, first responders, and their families.

Their range of dental services encompasses:

- Preventive measures
 - Restorative procedures
 - Cosmetic treatments
 - Crowns
 - Implants
 - Sealants
 - Fillings
 - Root canals
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Veterans Housing

Veterans Housing Project

Further information will be forwarded in the near future

Contacts and Referrals

Fax referrals to:

1 (833) 231 - 6732

For E-Referrals please go to:

<https://vfrh.ca/referral/>

To connect with us directly please call our
Health Concierge:

1 (778) 748 - 0868
