

Westshore AVI Health Centre

aka Team Griffey



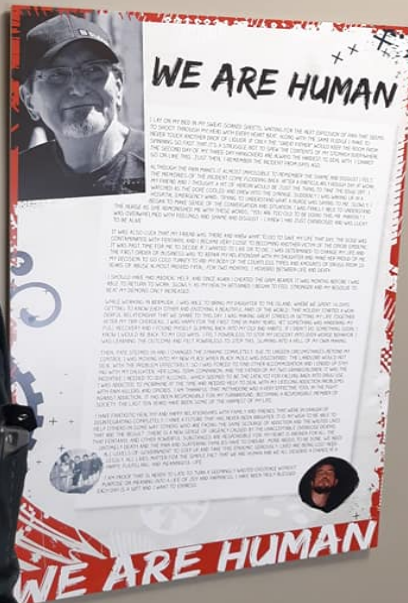
- ✓ We are located in Langford BC on the traditional territories of the Songhees and Esquimalt Nations. The area we serve is called 'the Westshore', is just outside of Victoria, and includes communities from Pacheedaht (Port Renfrew) all the way to the border of Esquimalt.

www.avi.org

- ✓ We are part of AVI Health & Community Services, a non-profit ASO founded in 1985 that serves Mid and Southern Vancouver Island with 5 diverse offices.



who
are
we?



Randal, Rebecca and David are our doctors, Lyn is our MOA/Clinic Co-ordinator, Bina is our other MOA, Terry and Dez are peer support staff, Carolyn is our nurse, Jenny is our social worker, Lana does outreach, and Hermione is the clinic Manager. Griffey is our beloved clinic dog! Because of funding constraints, all of us are part time in these roles.



AVI's mission is to promote health, dignity, and well-being for all people affected by HIV, HCV, and substance use by delivering sex-positive and harm reduction based education, prevention, and support services.

AVI envisions a community where all people affected by HIV, HCV, or substance use have equitable access to the support and services necessary to experience optimal health and well-being.

Westshore AVI's Health Centre offers low barrier, person-centred services that include substance use disorder care and OAT, primary care and nursing, support and referrals, harm reduction supplies and information, HCV treatment, and PrEP and STI testing and treatment.

(Also yummy snacks, bus tickets, dog cuddles, a book nook, stuff for kids to do, support and educational groups, raffles, a comfy couch and more...)

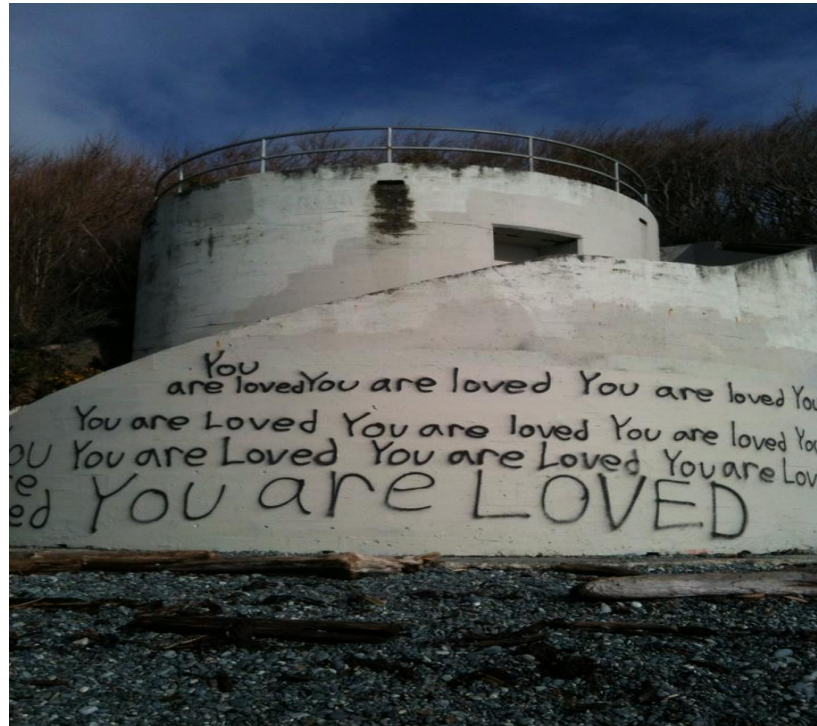
Why do we do what we do where we do it?

- Langford is the fastest growing community in Canada but the Westshore is severely lacking in healthcare services.
- We are the only OAT clinic in the 'hood.
- Folks can't/don't want to travel downtown for services.
- Substance use remains highly stigmatized.
- Most of our patients are in the highest risk group for overdose death.



Also: because access to health care is a
human right

And: fighting stigma and promoting
dignity is our duty



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CENTRE for EXCELLENCE
in HIV/AIDS



Challenges include...

- ✓ patients missing appointments
- ✓ folks showing up late or on the wrong day/wrong time
- ✓ people moving and/or changing phone numbers and/or pharmacies and forgetting to tell us
- ✓ patients not knowing or feeling uncomfortable to ask for health care not related to their OAT prescriptions
- ✓ there is a lack of services to refer people to in the Westshore and long waitlists everywhere on the Island
- ✓ pharmacies that are uncooperative/stigmatizing of our patients
- ✓ we are not open enough and our wait time for intake is way too long
- ✓ it is hard to get the whole team together at the same time to work on these challenges



Strategies to minimize our challenges include:

- ✓ sending reminders about upcoming appointments via texts, phone calls or emails
- ✓ blocking extra time in the scheduler for walk-ins and urgent need
- ✓ offering a handout at intake that lists all of our services and how to access them (fancy welcome package coming soon...)
- ✓ questions being asked about testing, birth control, cancer screening, etc. at intake or soon after (as appropriate and comfortable)
- ✓ working with pharmacy owners and teams to streamline and support each others work
- ✓ using surveys to ask how we are doing and what people need from us

Looking forward...our hopes and dreams include....

(BIG)

The decriminalization of drugs, homes for all, an end to the overdose crisis, the restoration of human rights, increasing de-colonization...

(medium)

Being part of a fulsome Community Health Centre that offers a whole range of wellness services in the Westshore...

...and in the meantime...

(more realistic)

We hope to increase how many hours we are open and how many patients we can support.

AVI Health Centre hours: for the time being...we've got big plans...

- **Monday**
2:00pm-6:30pm
- **Tuesday**
9:30am-12pm, 1:00pm-4:30pm, 5:30pm-9pm
- **Wednesday**
Closed
- **Thursday**
7:30am-12:00pm, 1:00pm-4:30pm
- **Friday**
Open for support appointments and groups, no physician on site
12:00-2:00pm Caregivers Support group
2:30-4:30pm Peer Support Group
- **Last Thursday of every month**
5:00pm-7:00pm, Men's Wellness Drop-in Clinic, STI testing and access to PrEp
- **2nd Tuesday of every month**
2-4pm, Income assistance/disability worker on site



Contact Information

Westshore AVI Health Centre

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TOLL FREE / INFOLINE 1-800-665-2437

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Griffey is a good boy!

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