

We assist persons living with HIV/AIDS to achieve stabilized and sustained health, and to improve their quality of life.

Client Services

Helping us help you.

Client Services programs are supported by the work of nearly 200 trained volunteers, and by generous financial support from individuals, businesses and community groups.

AIDS Vancouver is grateful for the financial support of Vancouver Coastal Health and Public Health Agency of Canada.



Client Services

Helping persons living with HIV/AIDS improve their quality of life

Prevent . Act . Support

www.aidsvancouver.org

Case Management

We're here to help.

Case Managers can assist you with your care planning and will help link you with resources and benefits in the following areas:

Healthcare

We connect you with practitioners, conventional and alternative treatments, mental health, alcohol & Drug, harm reduction, living healthy with HIV/HCV co-infection, symptom management.

Housing

Case managers help with subsidized housing, supported living, transitional housing, and emergency shelters.

Financial Issues

Access income assistance and benefit programs (disability benefits, E.I., CPP, private disability), medical coverage, financial planning and debt relief.

Legal Issues

Get help with Wills, Power of Attorney, Living Wills, adult guardianship, representation agreements, public trustee, human rights, child custody, and immigration.

Practical Needs

Providing help with food and nutrition, transportation, parenting resources, education and training.

Psycho-social Support

Access support groups, one-to-one counselling and peer support. Develop your social networks!

Support Services

Supporting your needs.

To access support programs you must be a registered client of AIDS Vancouver and be living on a limited income. See a Case Manager to register or for more information.



Grocery

A free supplemental food service open Tuesdays and Wednesdays from 1:00pm to 4:00pm. (Closed MHR cheque-issue week and the week after chq issue). Call the Access Office for pick-up locations.

Nutrition Education Exchange

Nutrition facilitators offer fun and interactive nutritional information and activities, along with free food samples, to grocery patrons.

Care Teams

Trained volunteers provide companionship and practical assistance to clients in their own homes to enhance quality of life and capacity to live independently.

Financial Assistance Fund

Limited, short-term assistance available to assist with costs of annual transit pass, telephone hook-ups, and for individuals facing extraordinary medical or housing-related needs.

How do I connect with Client Services?

Register with us..

To register with client services you must see a Case Manager, either by making an appointment or dropping into our Case Management Access Office.

Making an appointment.

Telephone: 604-696-4676

You can leave a confidential message and a Case Manager will return your call as soon as is possible.



Visit Us

You can drop-in to our Access Office and ask at reception to see an Access Case Manager at 1107 Seymour Street (Downtown South) between the hours of 11:00 AM to 4:00 PM Monday through Friday

We are also available at the Downtown Community Health Clinic (DCHC). This clinic serves residents of the downtown eastside.

Home Visits

If you are in St. Paul's Hospital or Vancouver General, your hospital social worker can arrange for an AIDS Vancouver Case Manager to visit you. If are ill at home, please call to arrange for a home visit.