



FIR

**FAMILIES in
RECOVERY**

PATIENT & FAMILY **ORIENTATION GUIDE**

2021

ACKNOWLEDGEMENTS



We respectfully acknowledge that BC Women's and Children's hospitals are situated on the unceded, traditional and ancestral territories of the Coast Salish People, specifically the xʷməθkʷə́yəm (Musqueam), Skwxwú7mesh (Squamish) and sə́lilwətaʔ (Tsleil-waututh) Nations



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THANK YOU

As Coast Salish Matriarch & Elder, I wish to share warm thanks to all my relatives of Musqueam, Squamish & Tsleil-Waututh for welcoming me to live in the unceded lands of my relatives, Musqueam here in Richmond for 41 years now.

As Coast Matriarch & Elder, I wish to send a very warm welcome to each and every one of you who live, work & play on our unceded ancestral & occupied lands of my relatives Musqueam, Squamish & Tsleil-Waututh. I also, wish to share a special warm welcome to each & every one of you who have chosen to be here at FIR for this very important part of the journey of your lives. This is a journey of healing, hope, health & happiness. I thank you in advance for listening to the teachings of my Elders.

As Elder, I am happy to be with you on this journey whenever you wish to call upon me for Support, Ceremony & Cultural Teachings.

Elder Roberta Price



THE JOURNEY OF HEALING

At FIR, we understand that healing looks different for every person and family. We believe that mothers and babies are more likely to overcome past challenges when they stay together. We understand that stigma, colonization, violence, trauma, discrimination and racism can lead to substance use.

We offer a safe environment where staff is respectful, non-judgemental, supportive and informed. At FIR, we hope you can begin your personal journey of healing. We care deeply about your well-being and that of your baby. We invite you to be open to everything you might discover by sharing, listening and participating alongside us here at FIR. We are happy that you are here.

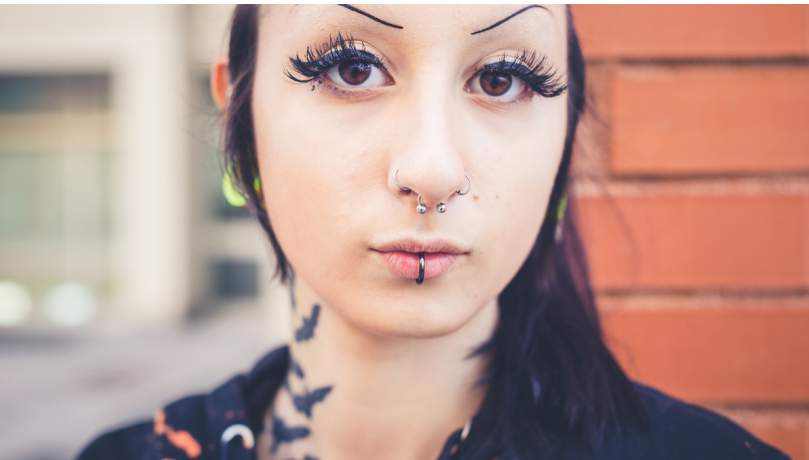


PHILOSOPHY OF CARE

The FIR team works together to ensure the most comfortable and safe care for you, your baby and family. We are guided by values, beliefs and practices that have been proven to result in the best outcomes, time and time again.

EQUITABLE CARE

We provide adaptable and flexible care. We aim to remove barriers and address any discrimination by healthcare providers that you may have experienced in the past.



WOMEN-CENTRED

We strive to engage you with kindness, respect and dignity. We apply a holistic wellness based approach that encompasses your mental, emotional, physical and spiritual well-being. We recognize your individual story and understand that your lived experience will shape your decisions going forward.

TRAUMA & VIOLENCE INFORMED

Your physical, psychological and emotional safety is our priority. We believe in empowerment, communication, choice, collaboration and trust when planning your treatment and care.



PHILOSOPHY OF CARE

CULTURAL SAFETY

We recognize that historically, health care systems are colonizing spaces. We strive to provide care that recognizes your unique history and culture.



STRENGTHS & HEALING BASED

Your strengths are important and will be recognized and supported. We seek to empower you to care for yourself and your baby. We also want to understand what healing looks like from your unique perspective.



MOTHER BABY TOGETHERNESS

A strong connection between mother and baby ensures the best health outcomes for both of you. We believe in keeping mother and baby together. We strive to ensure this bond is sustained from hospital to community.



HARM REDUCTION

We use harm reduction as part of recovery to help you to know your options and to set individual goals for your substance use. Truth telling and transparency are important in limiting the risk of substance use.





ADMISSIONS

Individuals are admitted to FIR from across BC depending on their unique experience, circumstances and substance use history.

ORIENTATION

When you arrive at FIR we invite you to take a few days to get to know the unit, what happens day to day, meet your care providers and know your rights and your responsibilities. This booklet hopefully helps you to understand the basics. Your care team can also answer any of your questions.

During your first couple of days it is best to stay on the unit as much as possible. This will help us to ensure safety, security and care of you and your baby.

WELCOME MEETING

Within the first 48 hours of your arrival at FIR, you will have an admission orientation to help you better understand everything at FIR. Then during your first week you will have a formal "welcome" meeting. This meeting will help us to understand your goals and how we can best support you in achieving them.

You will have a chance to learn about your care providers and guidelines in place to keep you safe, as well as what programming and day-to-day activities look like.



TRAUMA & VIOLENCE INFORMED CARE

We understand that each woman who arrives at FIR has their own story and lived experience. Your experience shapes decisions around your care, what feels safe to you and what we should be careful and sensitive about. We would greatly appreciate understanding your unique situation and what we can do to support you. Things that may be helpful for us to know about could be:

- What makes you feel most safe and secure when going through common medical practices such as needles or getting your blood pressure taken?
- How can we make you feel the most comfortable around male and female care providers when they are examining your body?
- How do you take care of yourself when things such as smells, environments, rooms, light or foods bother you?
- Who are the most caring and supportive to be around you and your baby?
- Can we help you to develop a code word or signal to help us understand when you are not feeling okay?
- When you feel anxious, what helps to calm you?

If at anytime you want a support person present during meetings, exams or treatment please let us know.

YOUR ROOM



AMENITIES

You will have a private room for you and baby for your entire stay at FIR. Your room will have a single hospital bed and companion sofa with side table, a phone to make local calls and to receive incoming calls, free television with cable, hospital wifi access, in room storage for belongings and locked cupboard to secure belongings and private in-room bathroom with a bath and shower.

PERSONAL SUPPLIES

Please let us know if you require any personal supplies such as clothing, toiletries or other items to make you comfortable. We will try our best to support you in getting what you need.

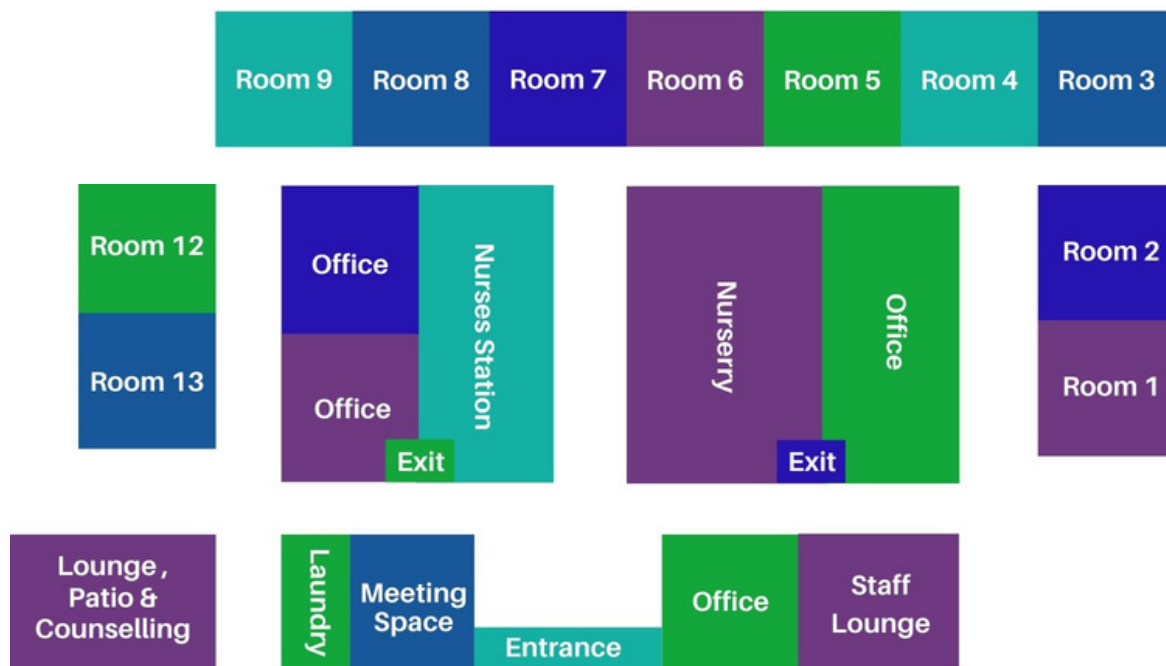
VALUABLES

Please leave any valuables with a trusted friend or family member or ensure they are locked up in the lockers available. Unfortunately, sometimes valuables can go missing.

BABY SUPPLIES

Every effort is made to ensure that each family leaves with the things that they need for their baby including items such as a stroller, a car seat, baby clothes and diapers.

THE FIR UNIT



MEALS

Meals are delivered to the unit for breakfast, lunch and dinner. Our dietitian can also help you ensure you are getting adequate, personalized nutrition and to address any food allergies or sensitivities you may have. Snacks are available at the nurses station. If you have concerns please ask to see the dietitian.

SMOKING & VAPING

Smoking and vaping are allowed between 6am-10pm on the FIR patio. Smoking is not permitted between 10pm-6am and Nicotine Replacement Therapy (NRT) is available to help you get through the night. Please ask your nurse if you would like NRT.

TELEPHONE

Our direct line is 604-875-2229. Family members and support persons can call our direct line and ask to speak to you. Each room has a phone where we can transfer the call.

MAIL & FAX

You can use the hospital address to receive mail while at the unit. Our address is FIR Unit, 4500 Oak Street, Vancouver BC, V6H 3N1. If you need to access the fax machine, please ask the staff for assistance.

COMPUTERS & WiFi

To access Wi-Fi, connect to the "CWGuest" network and accept the Terms and Conditions. If you require access to a computer, please ask the staff to support you.

THE FIR UNIT

SCENT FREE

Because some people react badly to perfumes and colognes, we kindly ask that you not to use strongly scented products.

MUSIC

Please be respectful when listening to music, as not to disturb other mother's, babies or staff. Please us headphones whenever possible.

LAUNDRY & FRIDGE

You will have an assigned "laundry day" every week when you can do laundry. We provide all detergent and supplies. You also have an assigned bin in the fridge to store personal food. Please be aware that this food storage is not locked or supervised by the FIR team. Please keep your bin clean and free of expired food.

LOUNGE

The lounge is open from 6am-10pm, except during meetings.

PATIO

Patio hours are from 6am-10pm. There is no smoking between 10pm-6am or during groups.

VISITORS

Visiting hour are subject to change. Please speak to a member of staff to understand how visiting hours will work with you and your support people.

HARM REDUCTION

We understand that ongoing substance use is a reality for some people. We want to encourage safe use, conversations about reducing harm and increasing safety whenever possible. Safe use equipment is available in the kitchen at all times and naloxone kits are available at the nursing station. If you need support and education to prevent injury, infection or overdose, please know we are open to having these conversations without judgement. You will also be asked at your Welcome Meeting if you would like more support with naloxone or safe injecting.

PERSONAL BELONGINGS

We want your stay on FIR to be as comfortable as possible. We also want to make sure that your room is safe. We kindly ask that you limit the number of belongings brought on the unit because there is limited storage. We also ask that you refrain from bringing items that could be considered a weapons. If you need to safely store a weapon, the FIR team can return this to you at discharge. Illegal weapons and firearms brought to the unit will be turned over to Vancouver Police.

BC WOMEN'S CAMPUS



PARKING

Please refer to posted parking rules, payment information and restrictions.

TRANSIT

There are multiple bus and skytrain routes that stop near the hospital campus. Please refer to Translink Transit Planner to plan your route. (tripplanning.translink.ca)

TAXI

Depending on your circumstances, we may be able to provide taxi vouchers. Please check with the unit clerk.

BC WOMEN'S CAMPUS

FOOD

Meals are delivered to inpatients through a program called Dining on Call. You will be given a menu with food item options for breakfast, lunch and dinner. Please fill this out and return it to staff. Each meal will arrive and be placed outside your room. Please leave empty trays back outside your room when you are finished. You can also buy food at the Shaughnessy Cafeteria, Starbucks, Second Cup and Bean Around the World.

SHOPPING

There are a few nearby shops to purchase snacks and other essentials. These are located on the south-east corner of Oak Street and King Edward Avenue. There you can find a Safeway, Dollar Store and gift shop. There are also two gift shops on campus. One located in BC Women's Hospital Foyer and the other in BC Children's Hospital.

SACRED SPACE

We recognize that honoring traditions and values is central to wellbeing. The outdoor sacred space is a dedicated area where patients and their families can gather and carry out healing ceremonies. We recognize that healing extends beyond medical treatment, to include healing practices that are part of individual cultural traditions. The outdoor sacred space is located west of entrance #77 at the BC Women's Health Centre.



YOUR CARE TEAM



PATIENT CARE COORDINATOR

Should you have any concerns about your care or respect of your rights or that your needs are not being met, the patient care coordinator is available to make sure you receive the most appropriate care possible.

NURSES

Nurses provide and coordinate nursing care for you and your baby. This includes management of medications, antenatal and postnatal care, as well as links to mental health and substance use support services. They will also help to support you with your pregnancy and the care following the birth of your baby.

CULTURAL SUPPORT

Elder Roberta offers cultural and spiritual support to facilitate spiritual growth and healing. She also facilitates groups and activities that are open to anyone to attend.

SOCIAL WORKERS

Your social worker will provide support to you and your family to help you access community resources, reduce stressors and assist you to navigate any life struggles you may be facing such as housing, accessing treatment, transportation, financial supports and legal issues. They can also support you with meetings between you and child protective services.

COUNSELLORS

Substance use counsellors will help you to understand your substance use, develop goals to facilitate healing and learning, prevent relapse and learn how to cope with triggers.

PHYSICIANS & NURSE PRACTITIONERS

Physicians and Nurse Practitioners ensure that all of your medical needs are being met. They work with you to understand your medical history, antenatal and postpartum care, care for your baby and other health issues.

YOUR CARE TEAM

DIETITIAN

Dietitians support you to make and review nutrition goals and care plans for you and your baby. This is done through individual meetings, nutrition classes and menu planning.

PSYCHIATRIST

Psychiatrists help to understand any serious mental health issues such as anxiety, depression, trauma or any other challenges you may be experiencing. They may provide ongoing treatment throughout your stay that may include medication and/or counselling.

LACTATION CONSULTANTS

Lactation consultants help new moms with the effort of breastfeeding and any challenges that may arise along the way.

PHARMACIST

The pharmacist optimizes and keeps track of all the medications you are prescribed to best meet your needs.

RECREATION THERAPIST

The recreational therapist plans and delivers programs like exercise, self-care, cooking, arts and crafts, music, gardening, games and outings to experience enjoyment with less or without substance use.

EXPRESSIVE ARTS THERAPIST

Art therapists explore emotional healing, awareness and self-development in a personal and creative way.

MASSAGE THERAPISTS & ACUPUNCTURIST

Massage and acupuncturists are available to help with physical and emotional concerns without the use of medication.

UNIT CLERK & ADMINISTRATORS

Unit clerks and administrators facilitate the smooth functioning of the FIR unit. You can ask them support with mail, office supplies, finding the right member of staff when you need them and facilities support.

CLEANING & JANITORIAL

Cleaning and janitorial staff help to maintain the overall hygiene of the unit. They are not tasked with cleaning or tidying personal items.



BIRTH PLANNING

Childbirth is a natural, biological process that is experienced by each person differently each time. While planning for the birth of a child, you will meet with a care provider to talk about and plan things like:

- Who do you want in the room to support you?
- How do you want to manage pain?
- Would you like extra cultural or spiritual support during labour and delivery?
- Who would you like to cut the umbilical cord?
- Is there anything specific that the team care do to make sure you feel safe and supported?

A tailored birth plan, organized support and boundaries, can help to ensure your safety and make sure your wishes are followed. We want this to be a beautiful and empowering experience to explore the possibilities of this new beginning.

We can also help you to a community based doula and indigenous support.

PARENTING PLANNING

Each mother, baby and family will have their own unique goals for providing baby with the support, care and safety that he or she needs. Each mother will also have a personal vision for her own long term well-being, self-care and how she will meet her baby's needs along this journey.

You have choices about how you wish to care for and keep your baby and yourself safe. Depending on your parenting goals, support systems and other safety considerations, we will work with you to develop a parenting plan. Things that you may want to consider are:

- Where do you want to live?
- Who do you want to support you?
- How do you want to care for your mental health and substance use needs?
- How do you want to care for your physical and medical well-being?
- What will help you to be most successful?

The staff at FIR can work alongside you to help understand your parenting goals and to create a step-by-step plan to work towards these goals.



EAT, SLEEP, CONSOLE

This model has been proven to be one of the best ways to support mom's and babies who may be dealing with the impacts of substance use during pregnancy. We want, most of all, for you to develop a bond with your baby as they grow and to give baby as little medication as possible, in order to help your baby thrive. We want you to see yourself and others to see you as the expert on what is best for your baby and to offer your unique knowledge of the world to them.

EAT

We encourage you to actively participate in breast or bottle feeding as much as possible. Sometimes this can be challenging and we are here to help you navigate what is best for you and your baby.

SLEEP

Having baby sleep in their cot next to you, helps to form a close connection to your baby. Cuddling and rocking your baby while they sleep and having your baby "room-in" with you as much as possible, when it is safe, is encouraged.

CONSOLE

Your baby will have moments where they need to be consoled, rocked and soothed. Our team is available to support you and we understand this can be stressful. Sometimes it can be scary not knowing what your baby needs. We will work alongside you to keep you and your baby safe and cared for.



INDIGENOUS CULTURAL SAFETY

Indigenous cultural programming is available to all individuals at FIR. It uses culture as a form of healing, while providing activities and education centred around the diversity of Indigenous people, their languages, cultural practices, traditional medicine and cultural beliefs.

Programming includes:

- Teachings, support and guidance from Indigenous Elders
- Drumming/making drums
- Learning traditional songs, games and crafts
- Connecting back to traditions, food and culture.
- Cultural practices for birth, women's wellness and parenting.
- Access to land based healing and ceremony
- Welcome to the World Ceremonies and end of life ceremonies
- Indigenous doulas
- Aunties to support women and families
- Indigenous wellness garden with Indigenous medicines.



SPIRITUAL SERVICES

Spiritual health can be as important to your well-being as your physical and emotional health. Spirituality is at the core of who we are even though we may not name it as such.

At its simplest, spirituality may give meaning, purpose and hope to our lives. It reflects our deepest values, beliefs and the way we see the world. Spirituality is very personal and so each individual will express it in their own unique way. For example, it may be expressed through connection to nature, beauty, art, music, poetry, story telling, relationships, animals, community, and/or through various religious traditions.

Spiritual Care offers many specific services to build up and enrich your spiritual treasure box. Some of these services include:

- Welcome to the world
- Blessings and baptisms
- Letting go ceremonies
- Gratitude ceremonies
- Recovery and healing ceremonies
- Mindfulness activities
- Meditation
- Journaling
- Gratitude work
- Grief work
- Connections to spiritual/religious leaders of your tradition
- Information about alternative healing methods



SUBSTANCE USE GROUPS & SUPPORTS

EMOTIONAL REGULATION

Skills to help with regulating emotions through life's challenges and working towards acceptance of self, others and circumstances.

SEEKING SAFETY

A program to help understand the link between substance use and traumatic experiences.

SMOKING CESSATION

A harm reduction approach to decrease and/or eliminate smoking/vaping.

MINDFULNESS

Practices to focus attention, develop gratitude and become fully present with whatever we're doing at the moment.

RECOVERY SKILLS

Skills to support safe use, reduce harm, growth of recovery capital and how to move towards your individual goals about using substances.

MOTIVATION

Support to define what motivates you, how to set and achieve goals and what tangible rewards can you develop to support positive behavioral change.

EDUCATION

Support to understand the impacts of substance use and elements of a healthy lifestyle such as sleep, healthy relationships and healthy thinking.



HEALTH & WELLNESS PROGRAMMING

PEER SUPPORT

Women with lived experience offer support and encouragement to you on your personal journeys. They are here to listen!

NUTRITION

Information about the role of nutrition in maintaining physical and mental health for mom and baby.

LEGAL EDUCATION

Understanding our legal rights and how to advocate for oneself. Please ask if you would like to access this support

EXPRESSIVE ARTS

Comin soon: creative arts sessions with a trained art therapist to help express feelings, goals, hopes and dreams.

MUSIC THERAPY

Coming soon: Music to help facilitate expression and healing.

PET THERAPY

Coming soon: visits from emotional support animals.

RECREATION THERAPY

Recreational activities to learn how to enjoy leisure time without using substances and build knowledge of community resources. Make connections and friends.

WOMEN'S WELLNESS

Support with the most common health priorities for woman includes things contraception, mental wellness and regular screenings.

YOGA

Classes lead by a trauma-informed certified yoga teacher for movement, stress, pain reduction and relaxation.

SPIRITUAL HEALTH

Supportive ceremonies, practices and rituals in one-on-one and group settings.

ACUPUNCTURE

Services to help manage pain and stress without the use of pharmaceuticals.



PRENATAL CARE & INFANT DEVELOPMENT

PRENATAL CLASSES

Preparation to encourage healthy pregnancy labour, birthing, early parenting and newborn behaviour.

BREASTFEEDING & FORMULA FEEDING

Support to provide the best and most appropriate infant nutrition.

PARENTING CLASSES

Understanding child development, parenting attachment and how best to support your child's growth.

COPING SKILLS

How to balance the demands of having a new child.

VOLUNTEER CUDDLING PROGRAM

Newborns benefit greatly from being held. Volunteers help to provide support to new moms.

INFANT FIRST AID & CPR

Interventions to care for health events and emergencies.

SAFE SLEEPING

Practices to ensure you and your baby are sleeping safely.

INFANT CARE

This includes other things like diapering, consoling and infant massage.



WHAT WE NEED FROM YOU

- Treating everyone around you with respect.
- Communication that is open, honest and respectful. Assertive communication is preferred.
- An absence of threatening or aggressive talk, violence, gossip and other communication that is malicious or unkind.
- An absence of graphic "drug talk", "war stories" or stories of self-harm.
- Respect for other people's property including the property of FIR.
- A commitment to resolving conflict without the use of violence.
- Speaking to staff if you have thoughts of suicide, self-harm or wanting to use.
- Asking for support when you need it.

PHYSICAL & MEDICAL WELLBEING

We want to make sure you and your baby are physically, emotionally and spiritually well. To help achieve this, we need your help to understand the whole picture of what is happening for you. It helps when you actively and openly participate in assessments, tests and other conversations.

COMMUNITY PARTICIPATION

FIR holds a variety of groups, activities and community meetings to facilitate health and healing. You are invited to attend all meetings, groups and individual counselling sessions. Other programs are optional however, your participation and attendance is encouraged. The more frequently you participate, the greater the opportunity for learning, discovery and healing to occur. We also encourage you to give you feedback and share ideas about safety, activities and programming that would be useful and interesting to you. You can do this at our weekly community meeting.

ROOMS

We respectfully request that you keep your room in a neat and orderly fashion. For safety we ask the the entrance not be blocked. To keep the unit free from bugs, rodents etc. we require that all food be stored appropriately. We are happy to store your food for you. Please make sure to hang up your towel, robe and coat on the hooks available, don't store or leave anything on the floor or window sills and store valuables safely. Visiting with other women should happens outside your room. Regular safety checks will be occur by staff.

TIDYING-UP

We kindly request that you tidy-up after yourself. There are storage bins to help you keep your belongings organized and to keep the floor clear and safe. On your laundry day, cleaning staff will complete a thorough cleaning of your room. Please also, refrain from leaving personal items in common areas.

WHAT WE NEED FROM YOU

OVERALL SAFETY

The hospital does not allow the use of alcohol or substances on campus. If you feel that you need to use, please connect with a staff member to request additional care and support. If buying or selling substances occurs on the unit, there will be a meeting with your care team to discuss next steps. Any objects that could cause harm are not permitted on the unit. If these are in your possession, they will be kept for safety and returned upon discharge. Firearms will be handed over to Security.

BABY SAFETY

For the safety and well-being of your baby, it is best they are placed in their cot and on their back to sleep. Cots should be clutter free with no heavy blankets, pillows or toys. If bed-sharing occurs, a safe sleep care plan meeting will be arranged to help you problem solve. When walking in the halls, please keep baby in the cot to avoid falls. Please do not hold other women's babies because of germs and other safety concerns. Baby equipment, such as chairs and swings, are only permitted to be used in the nursery and patient lounge with supervision at all times.

PARTNERS & SUPPORT PEOPLE

Partners and support people are welcome to stay with you during visiting hours or with special permission. All visitors need to always sign in at the desk. Please refer to Visitor Rights and Responsibilities for more information.

LEAVING THE UNIT

Leaving the unit during the first 72hrs of admission is strongly discouraged, to support your care and assessment. Sleep routines are very important and we expect you to be on the unit from 10pm-6am. Shift change occurs between 7am-8am and between 7pm-8pm. We are not able to buzz you in or out during this time.

SAFETY CHECKS

From time to time nurses and other staff will check on you to make sure you and baby are doing well. We may just look through the window or we might need to come in to check your blood pressure or other vitals.

Please refer to the Patient Responsibilities and Partner Responsibilities handouts for more information.

TRANSITION PLANNING

Your care and well-being does not stop once you leave FIR. In fact, we hope this is a time for you to set new goals and understand all of your options.

The team at FIR is here to help you understand and gain access to longer term services and supports in your community. Because every woman's individual needs are unique and everyone's goals are specific to their needs your transitional plan will include things like:

- Housing
- Income
- Community based medical support
- Prescriptions and substance use services
- Recovery support
- Parenting support
- Substance use and recovery support
- Mental health care
- Life skills and education support
- Diet and nutrition
- Recreational support
- Connections to other mothers and peer support
- Connection to community
- Cultural and spiritual healing



SUPPORT FOR PARTNERS



Depending on your unique situation, you have the option of inviting your baby's father to access support for himself. We can help connect them to things like housing, financial supports, their own substance use treatment and recovery, parenting classes, employment services, legal supports and many other things.

While FIR does not offer these supports directly, there are many organizations that do. We can help you and your support system to gain access to a wide variety of programs and services. We want you to have all of the help that you might need as you navigate this new journey into motherhood.

PARTNERSHIP AGREEMENTS

The Partnership Agreement at BC Women's and BC Children's helps to create relationships that respect the rights of patients and families, and health care staff and providers. The BC Women's and BC Children's health care teams' commitment to patients and families.

As your health care partners, we pledge:

COMMUNICATION

- Help you to set goals and make plans for care and treatment
- Give you information the way you want – in writing, in person, or as a group
- Tell you about the benefits and risks of any treatment or procedure
- Help you to obtain health care records
- Provide an interpreter if you would like one

CONFIDENTIALITY

- Respect and keep patient and family confidentiality

RESPECT

- Treat you with respect, honesty and compassion
- Include you as a member of the health care team
- Include family members or supporters that you choose as your advocates
- Be trauma informed

SAFETY

- Deliver safe and competent care
- Provide a culturally safe and sensitive care setting

If you have concerns about your care, please talk to your care team.

If your concerns have not been resolved, please contact the Patient Care Quality Office by email pcqo@phsa.ca. Or, leave a voicemail at 1-888-875-3256.