

Available Services

The OSI Clinic offers specialized assessment and treatment provided by a team of psychiatrists, psychologists, social workers, and nurse clinicians. Services include:

- Psychotherapy and counselling
- Medication treatment
- Skills training (e.g., managing emotions and/or pain)
- Group therapy and educational sessions
- Relationship and family counselling
- Consultation and professional education to community professionals

Family Support

The Carewest OSI Clinic offers mental health services to the families of OSI Clinic clients. Family members include spouses, partners, children or significant others; whomever the client identifies as his or her family. The mental health of clients and their families are interlinked.

Cost of the OSI Clinic

There is no cost to individuals or families authorized to attend the Carewest OSI Clinic.

For more information, call 403-216-9860 or toll free at 1-866-398-9860.

Innovative Health Care

Carewest is a leading-edge health care organization that provides long-term care, rehabilitation and recovery services and community programs for adults of all ages. As Calgary's largest care provider of its kind, Carewest operates 13 locations and several community services aimed at helping people live more independent lives.

The Calgary Health Trust

The Calgary Health Trust fundraises for excellence in health care and contributes to the quality of life for those served by Carewest. To donate, please call 403-943-0615 or visit our web site at www.calgaryhealthtrust.org

Calgary Health Trust Charitable Reg. (B.N.)
89383 4697 RR0001

Philosophy of Care

In support of our Carewest Frame of Reference, our Philosophy of Care is:

To provide our residents and clients with quality care in safe, comfortable and supportive environments.



www.carewest.ca

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Carewest Operational Stress Injury (OSI) Clinic



Welcome

Welcome to Carewest! The Carewest Operational Stress Injury (OSI) Clinic is a specialized mental health service offered to veterans, members of the Canadian Forces and eligible members of the RCMP and their families, who are encountering an OSI. An OSI is any ongoing psychological difficulty that has arisen from duties performed during military or police service. It can manifest as a range of problems such as anxiety disorders, depressive disorders, substance use or Posttraumatic Stress Disorder (PTSD), as well as other conditions that interfere with daily functioning.

What Causes an OSI?

Many experiences can cause operational stress. Although active duty 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 cause moderate to severe stress reactions. When these psychological responses are ongoing and interfere with a person's life, the result is an operational stress injury.

What to Expect

When clients are referred to the Carewest OSI Clinic, a new assessment is performed while prior assessments and treatment information are reviewed to determine a clients' specific needs. The Carewest OSI Clinic team involves clients in setting goals and making treatment decisions. Clients will remain in active treatment and receive follow-up support for as long as clinically necessary. If clients authorize the Carewest OSI Clinic to do so, we will also collaborate with, and support, family physicians and other professionals involved in the clients' care. Our services are also offered through Telehealth so clients and their family/significant other can receive treatment without having to travel a long distance.

Referrals

The Carewest OSI Clinic accepts referrals from Veterans Affairs Canada, the RCMP and the Canadian Forces (Regular and Reserve). If you are currently a serving member of the Canadian Forces, talk to your medical officer or health services coordinator about your eligibility for a referral to the Carewest OSI Clinic. If you are a former member of the Canadian Forces or RCMP, ask your Veterans Affairs Canada representative about your eligibility for a referral to the Carewest OSI Clinic, or phone Veterans Affairs Canada at 1-866-522-2122 and ask to speak to your case manager.

Treatment

The Carewest OSI Clinic's mission is to provide the highest quality assessment, treatment and support services to its clients. Treatment generally includes psychotherapy, trauma-focused therapy, pharmacotherapy, group courses, couples and family therapy. The clinical team will meet and develop a treatment plan in collaboration with the client that best fits the client's needs. Family involvement in the client's treatment is encouraged and supported.

Our Team

The Carewest OSI Clinic team is interdisciplinary and includes psychiatry, psychology, social work, nursing staff, research and evaluation, administrative support, and management. We work within a model of collaborative care, which means that a client may have more than one discipline involved throughout their assessment and treatment process – in fact, most clients will see many members of the Carewest OSI Clinic team at some point.

Location

Carewest OSI Clinic
Suite 203, Market Mall
3625 Shaganappi Trail NW
Calgary, Alberta T3A 0E2