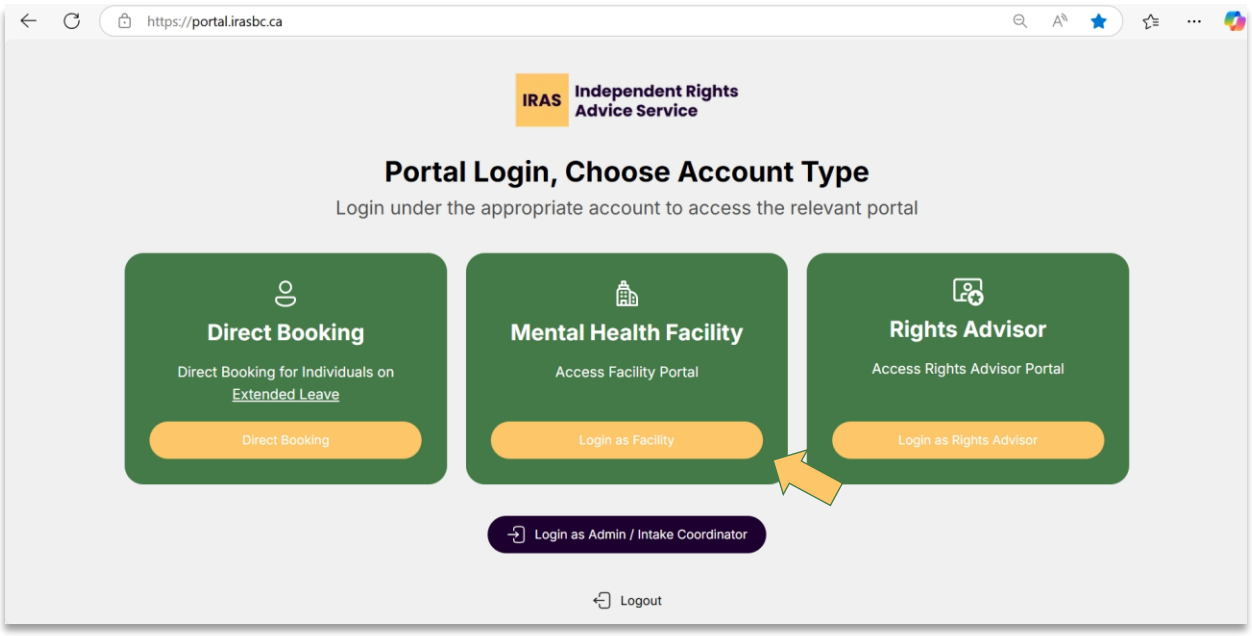
IRAS Online Portal – User Manual for Mental Health Facilities (Portal Navigation)

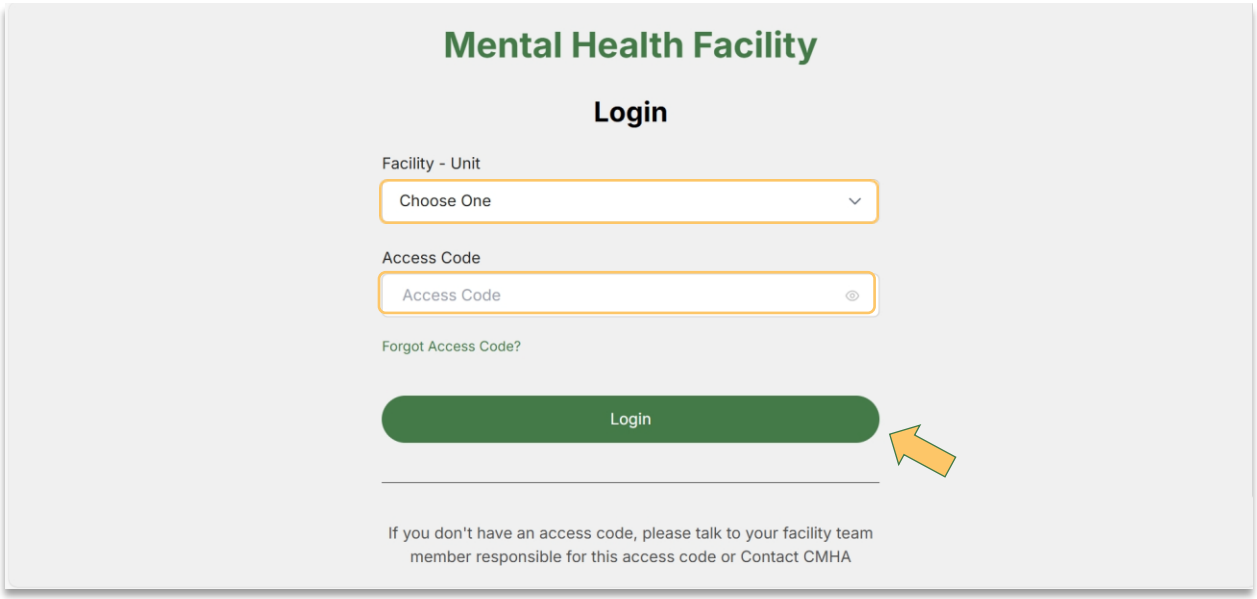
Updated August 2026

Step 1 – Sign into the Portal

Go to portal.irasbc.ca and you will arrive at the portal login page below:



Choose the **Facility login** option to get **access** to your Facilities Portal.



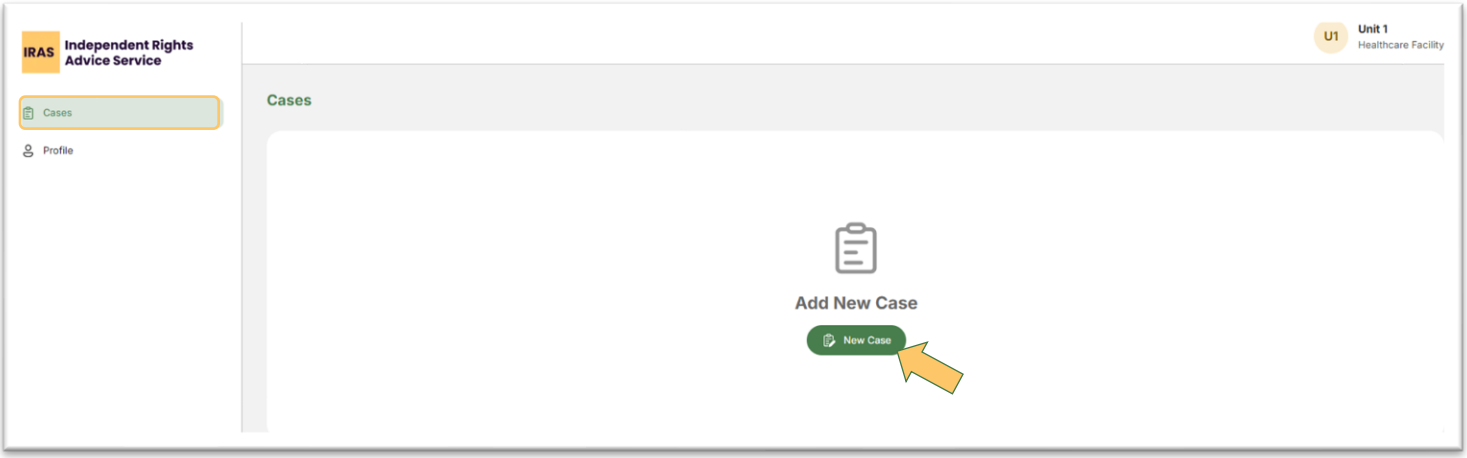
Enter your **Unit** and your **Access Code** and click **Login**.

Note: If you do not have an access code, click on **"Forgot Access Code"** and the current code will be sent to the email associated with the unit. If you still need assistance, please check with a member of your staff team or contact the Independent Rights Advice Service by calling **604-681-4070** or emailing intake@irasbc.ca**.**

***Please double check there are no spaces before or after the access code.**

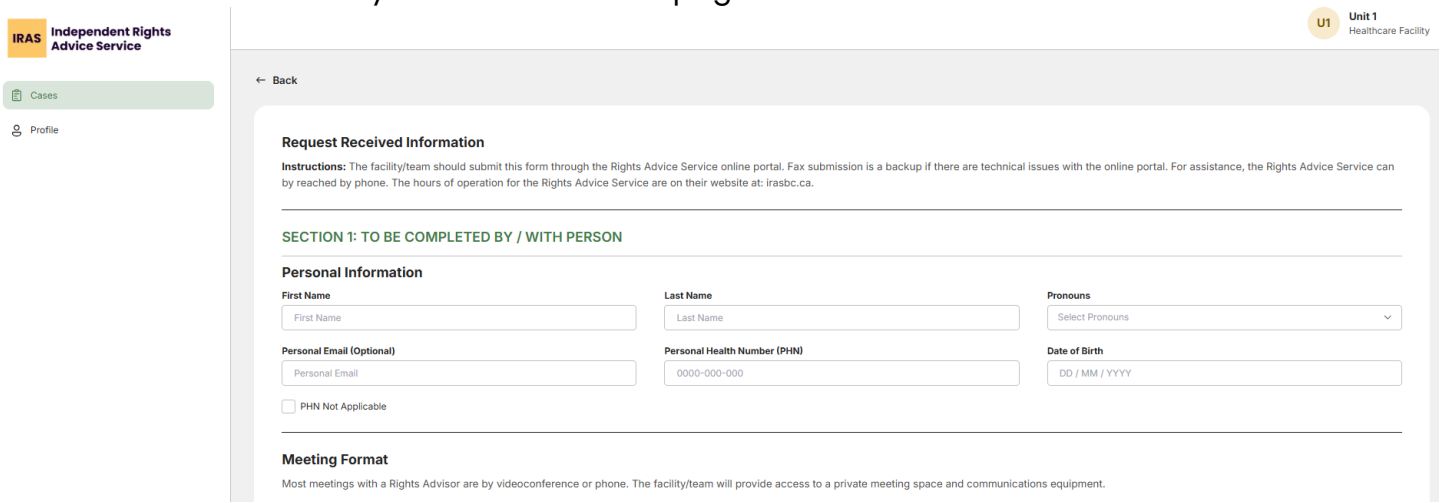
Step 2 – Submitting the Request for Rights Advice Form

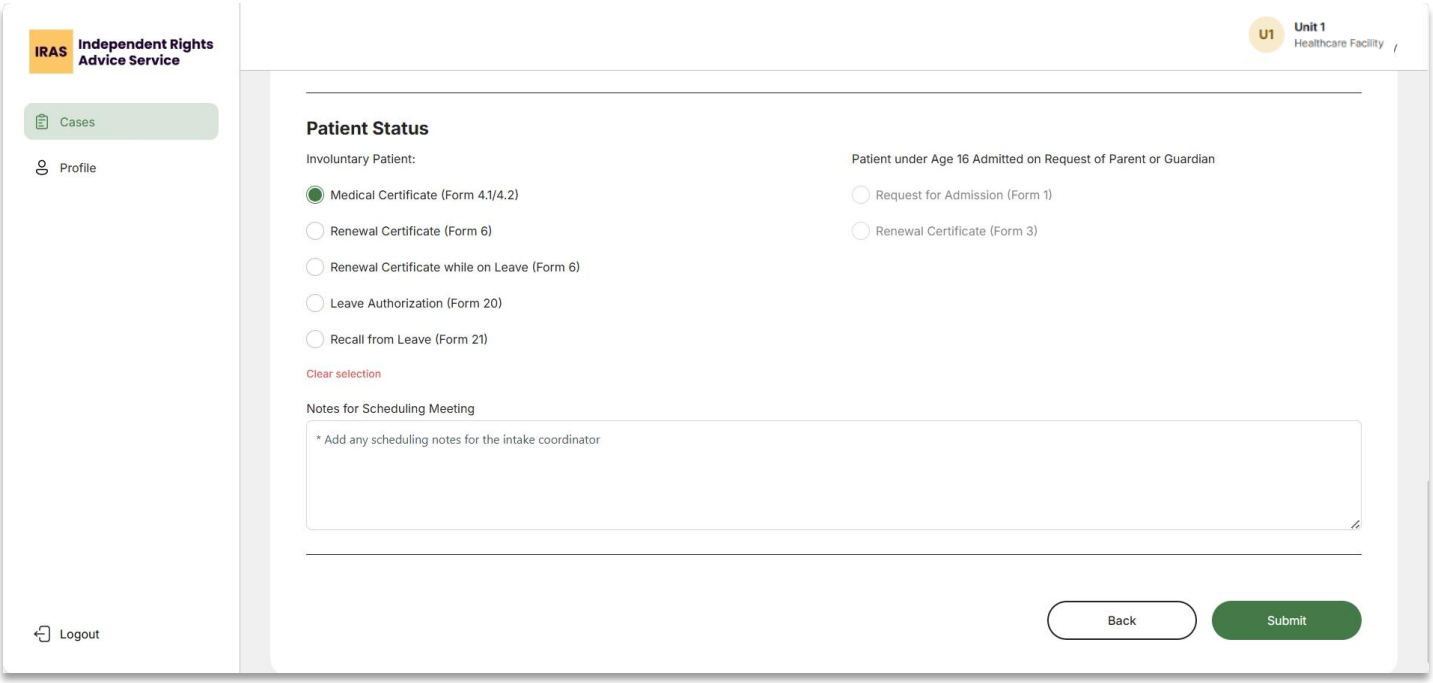
To fill out a Request for Rights Advice Form, click on *New Case* button.



Fill out the information. Once the form is complete, click "Submit"

Facility details will auto-populate based on your login and you will need to select your unit. This information is editable in your **Profile** tab. See pages 5-6.



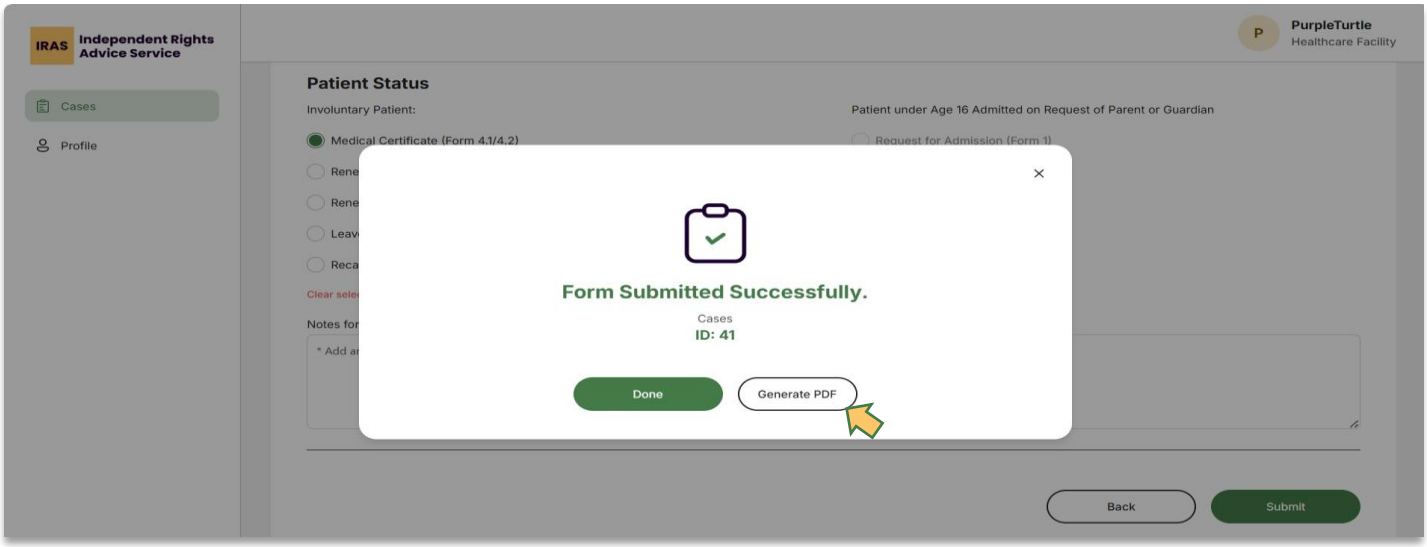


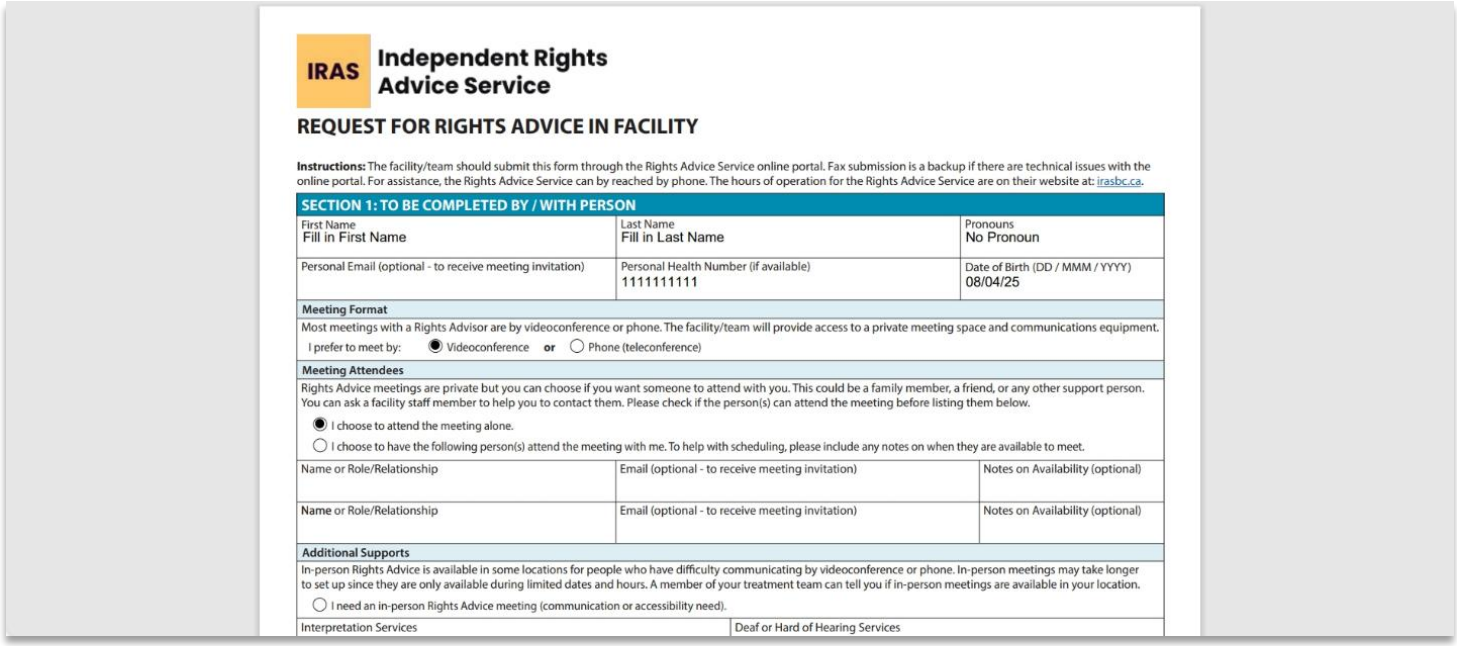
***Include a preferred meeting time (and day, if relevant) so we can best ensure the meeting works for the unit schedule.**

Step 3 – Completing the Process

The next screen confirms that your form has been submitted, displays the **Case ID**, and provides the option to generate and download a PDF copy of the **Request for Rights Advice Form** to attach to the patient's file. The meeting will be scheduled by our scheduling team, and an email with the meeting link will be sent to the unit email.

When you click '**Generate PDF**', the Request for Rights Advice form will be generated.





IRAS Independent Rights Advice Service

REQUEST FOR RIGHTS ADVICE IN FACILITY

Instructions: The facility/team should submit this form through the Rights Advice Service online portal. Fax submission is a backup if there are technical issues with the online portal. For assistance, the Rights Advice Service can by reached by phone. The hours of operation for the Rights Advice Service are on their website at: irasbc.ca.

SECTION 1: TO BE COMPLETED BY / WITH PERSON

First Name	Last Name	Pronouns
Fill in First Name	Fill in Last Name	No Pronoun
Personal Email (optional - to receive meeting invitation)	Personal Health Number (if available) 1111111111	Date of Birth (DD / MMM / YYYY) 08/04/25

Meeting Format

Most meetings with a Rights Advisor are by videoconference or phone. The facility/team will provide access to a private meeting space and communications equipment.

I prefer to meet by: (●) Videoconference **or** ( ) Phone (teleconference)

Meeting Attendees

Rights Advice meetings are private but you can choose if you want someone to attend with you. This could be a family member, a friend, or any other support person. You can ask a facility staff member to help you to contact them. Please check if the person(s) can attend the meeting before listing them below.

(●) I choose to attend the meeting alone.

( ) I choose to have the following person(s) attend the meeting with me. To help with scheduling, please include any notes on when they are available to meet.

Name or Role/Relationship	Email (optional - to receive meeting invitation)	Notes on Availability (optional)
Name or Role/Relationship	Email (optional - to receive meeting invitation)	Notes on Availability (optional)

Additional Supports

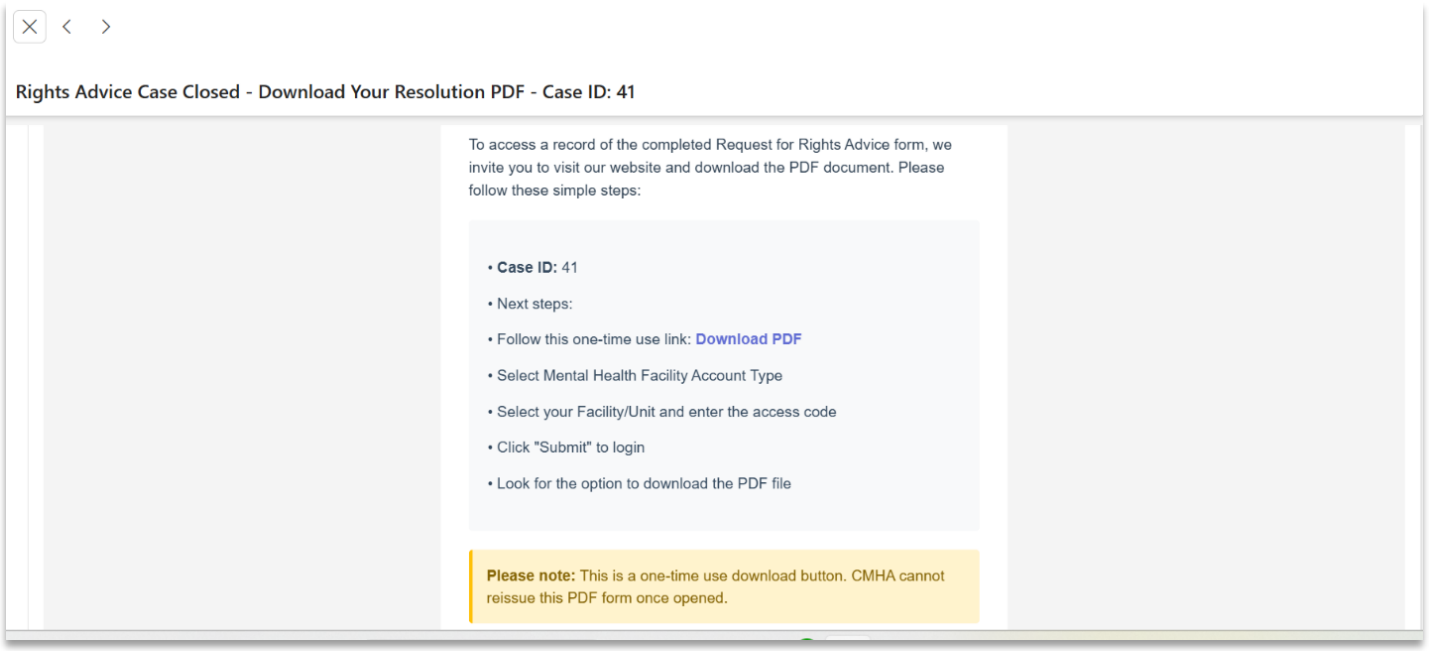
In-person Rights Advice is available in some locations for people who have difficulty communicating by videoconference or phone. In-person meetings may take longer to set up since they are only available during limited dates and hours. A member of your treatment team can tell you if in-person meetings are available in your location.

( ) I need an in-person Rights Advice meeting (communication or accessibility need).

Interpretation Services	Deaf or Hard of Hearing Services

Step 4 – Downloading the Forms

Following next steps related to the Rights Advice Meeting, the Rights Advisor will complete Section 3 of the form, which will then be automatically emailed to the primary contact listed by the facility.



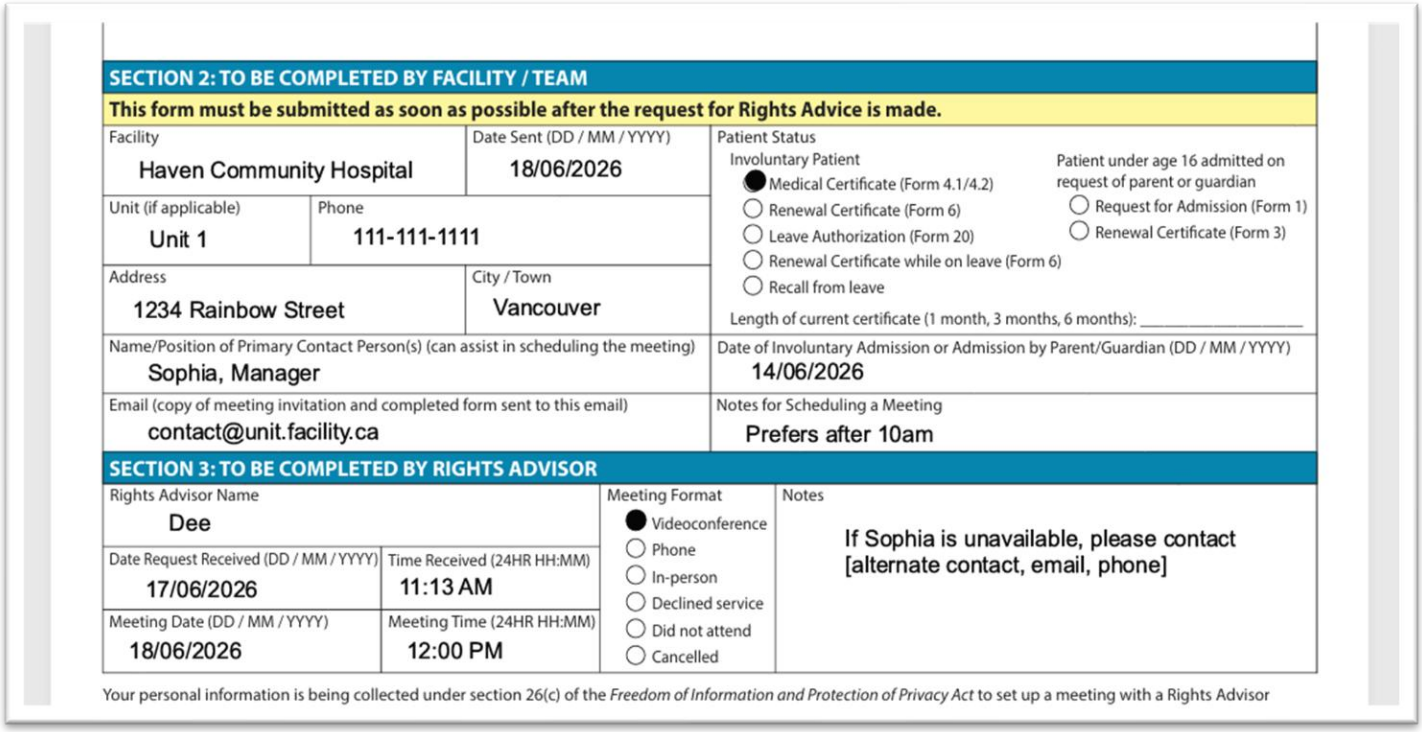
Rights Advice Case Closed - Download Your Resolution PDF - Case ID: 41

To access a record of the completed Request for Rights Advice form, we invite you to visit our website and download the PDF document. Please follow these simple steps:

- **Case ID:** 41
- Next steps:
- Follow this one-time use link: **Download PDF**
- Select Mental Health Facility Account Type
- Select your Facility/Unit and enter the access code
- Click "Submit" to login
- Look for the option to download the PDF file

Please note: This is a one-time use download button. CMHA cannot reissue this PDF form once opened.

Click on the "**Download PDF**" link to access the completed form for the patient's file. This is a one-time use link. However, if another copy of this form is required, please contact us at intake@irasbc.ca.



SECTION 2: TO BE COMPLETED BY FACILITY / TEAM

This form must be submitted as soon as possible after the request for Rights Advice is made.

Facility: Haven Community Hospital	Date Sent (DD / MM / YYYY): 18/06/2026
Unit (if applicable): Unit 1	Phone: 111-111-1111
Address: 1234 Rainbow Street	City / Town: Vancouver
Name/Position of Primary Contact Person(s) (can assist in scheduling the meeting): Sophia, Manager	Date of Involuntary Admission or Admission by Parent/Guardian (DD / MM / YYYY): 14/06/2026
Email (copy of meeting invitation and completed form sent to this email): contact@unit.facility.ca	Notes for Scheduling a Meeting: Prefers after 10am

Patient Status

Involuntary Patient
- (●) Medical Certificate (Form 4.1/4.2)
- ( ) Renewal Certificate (Form 6)
- ( ) Leave Authorization (Form 20)
- ( ) Renewal Certificate while on leave (Form 6)
- ( ) Recall from leave

Patient under age 16 admitted on request of parent or guardian
- ( ) Request for Admission (Form 1)
- ( ) Renewal Certificate (Form 3)

Length of current certificate (1 month, 3 months, 6 months): _____

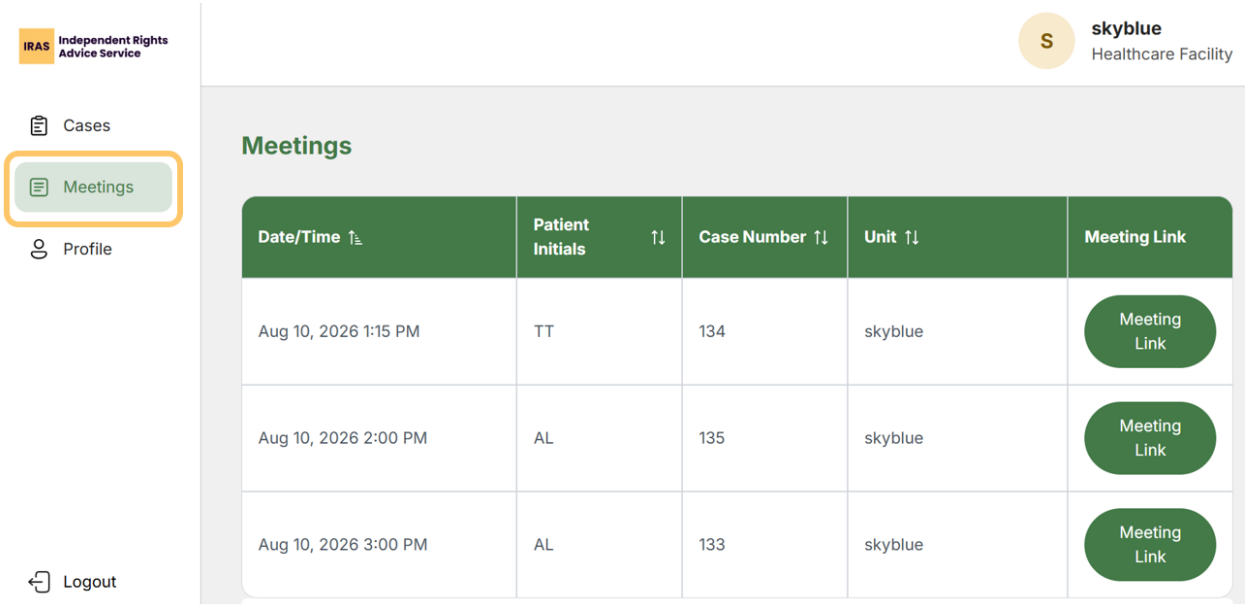
SECTION 3: TO BE COMPLETED BY RIGHTS ADVISOR

Rights Advisor Name: Dee		Meeting Format: (●) Videoconference; ( ) Phone; ( ) In-person; ( ) Declined service; ( ) Did not attend; ( ) Cancelled	Notes: If Sophia is unavailable, please contact [alternate contact, email, phone]
Date Request Received (DD / MM / YYYY): 17/06/2026	Time Received (24HR HH:MM): 11:13 AM		
Meeting Date (DD / MM / YYYY): 18/06/2026	Meeting Time (24HR HH:MM): 12:00 PM		

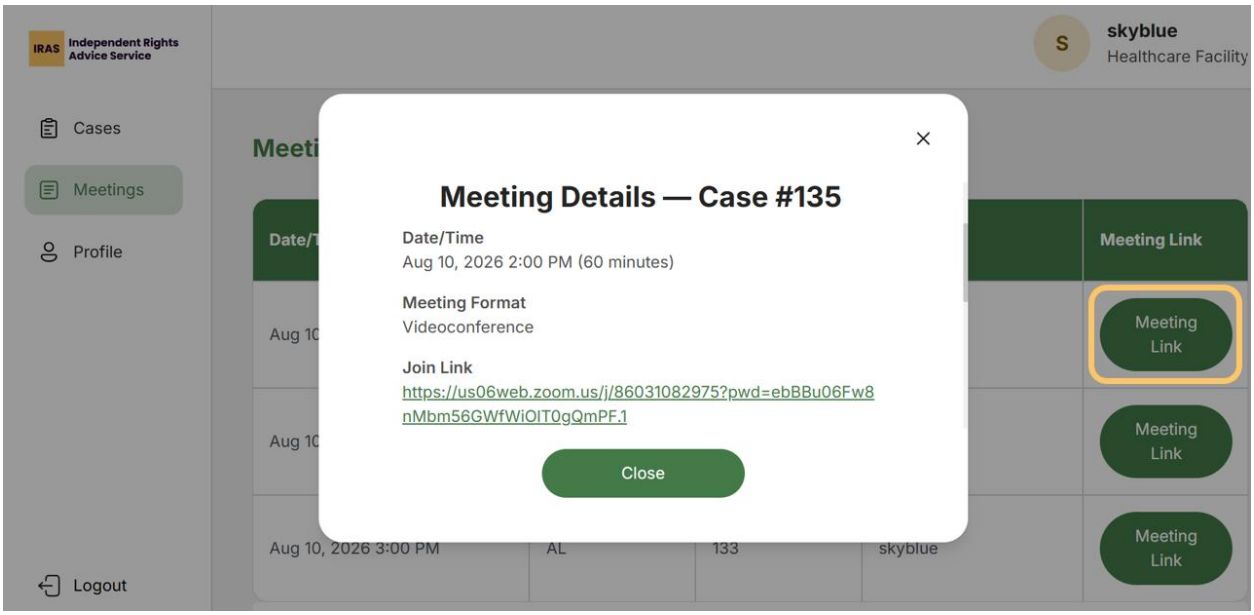
Your personal information is being collected under section 26(c) of the *Freedom of Information and Protection of Privacy Act* to set up a meeting with a Rights Advisor

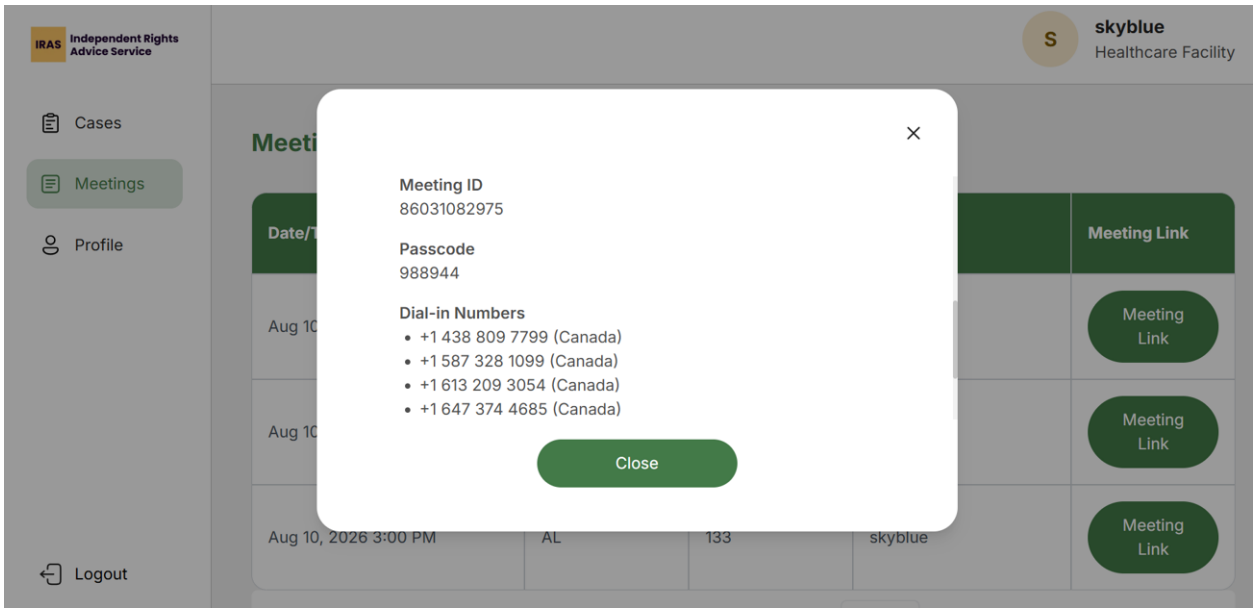
Upcoming Meetings Section

A list of your unit's upcoming rights meetings can be accessed in the "Meeting" section.



Navigate to the Meetings section on the left-hand side menu of the portal. There, you can view a list of the upcoming meetings for your unit. Clicking on “Meeting Link” will bring up a zoom link for the rights meeting as well as a list of dial-in numbers if the meeting will be conducted by phone.



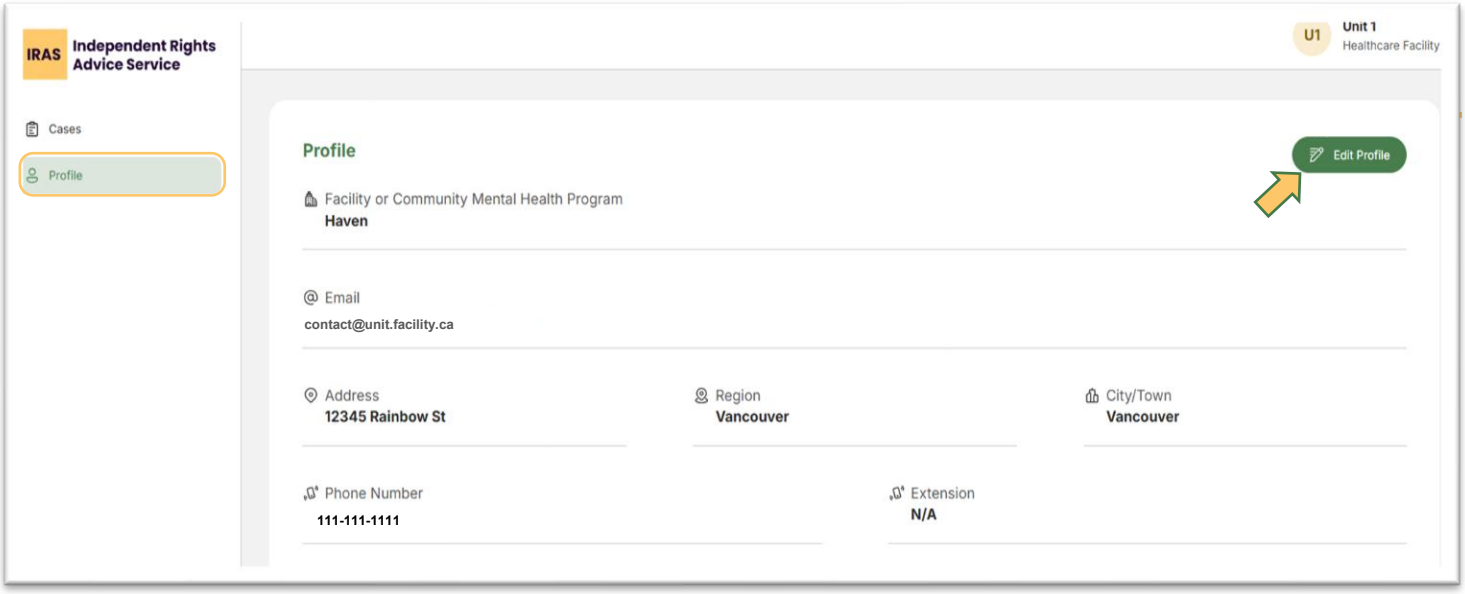


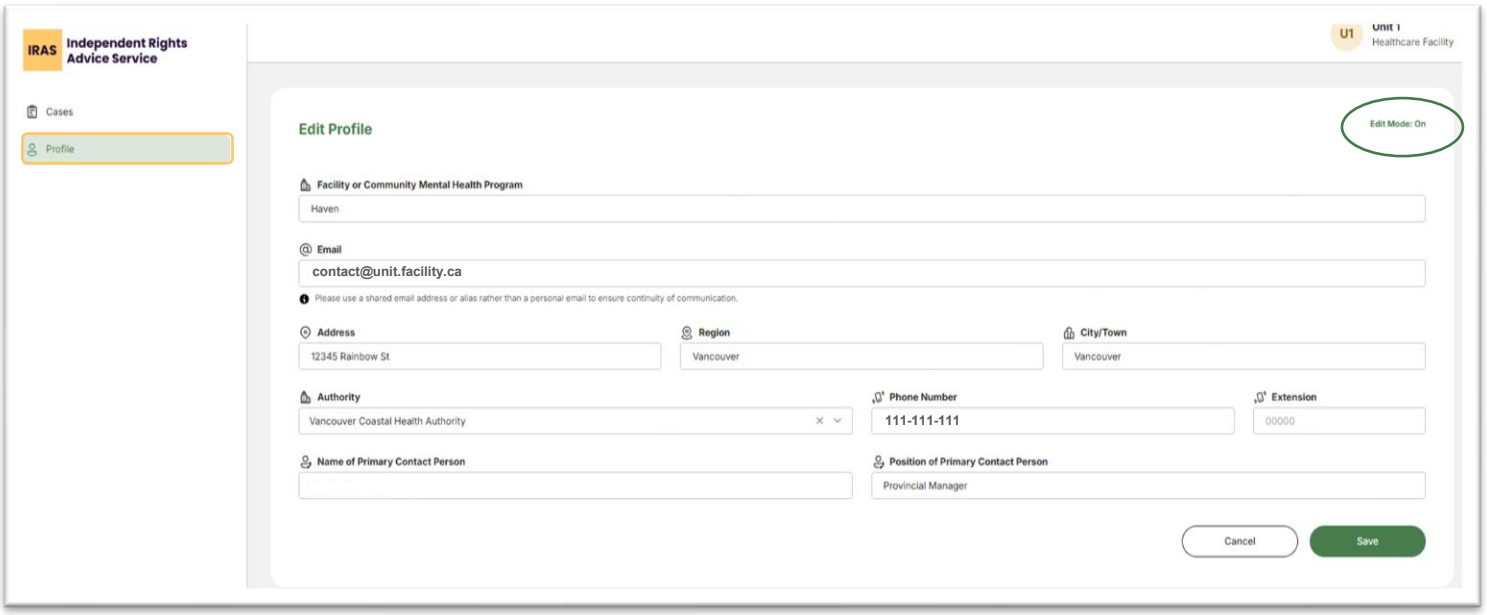
Additional – Managing Facilities and Unit Details

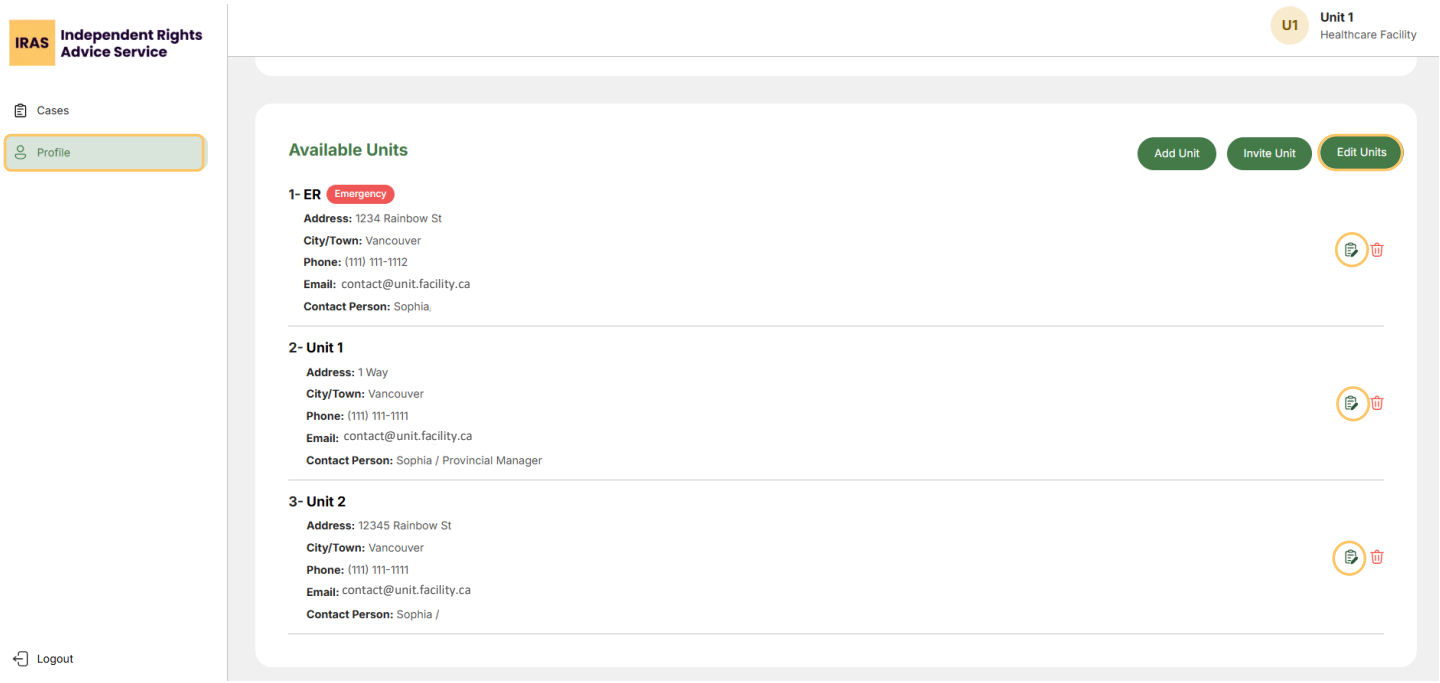
Facility Information, navigate to the profile section in the left side menu:

You can click the green **Edit Profile** button and change the information if necessary. Then click **Save** to make changes.

Note: Please enter the agreed-upon central email address designated for Rights Advice Meetings at your facility/unit.


IRAS Independent Rights Advice Service
Cases
Profile
U1 Unit 1 Healthcare Facility
Profile
Edit Profile
Facility or Community Mental Health Program
Haven
Email
contact@unit.facility.ca
Address
12345 Rainbow St
Region
Vancouver
City/Town
Vancouver
Phone Number
111-111-1111
Extension
N/A

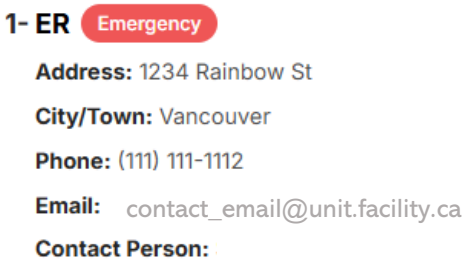

IRAS Independent Rights Advice Service
Cases
Profile
U1 Healthcare Facility
Edit Profile
Edit Mode: On
Facility or Community Mental Health Program
Haven
Email
contact@unit.facility.ca
Please use a shared email address or alias rather than a personal email to ensure continuity of communication.
Address
12345 Rainbow St
Region
Vancouver
City/Town
Vancouver
Authority
Vancouver Coastal Health Authority
Phone Number
111-111-111
Extension
00000
Name of Primary Contact Person
Position of Primary Contact Person
Provincial Manager
Cancel
Save



Editing Unit: To edit units, click 'Edit,' then select the green clipboard icon to modify the information. Once you've made your changes, click 'Save' and then 'Done' to complete the process.

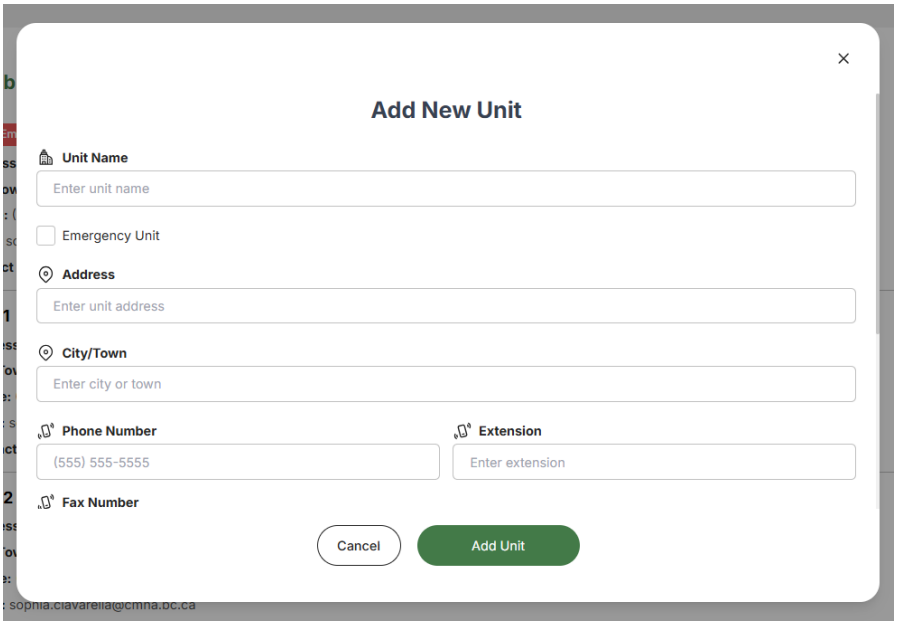
Emergency Units

When adding or editing a unit, use the Emergency checkbox if the unit is an emergency room. Units marked as emergency unit will have a designated flag in the system, allowing the scheduling tool to prioritize and book same-day or next-available appointments. Please ensure the checkbox is selected for any emergency unit.



Adding Units: With An Access Code

If you already have an existing access code: navigate to the profile section, scroll down to available units and click the green '**Add Unit**' button, enter all required information, and include a central unit email address where the links will be sent. If it is an emergency unit, select the emergency checkbox.



Adding a Unit Manually Without an Existing Access Code:

If you do not have an existing unit access code, follow these steps to add a unit in the portal:

1. **Email Request**: From the shared email address that will serve as the unit's email in the portal (used to receive meeting invites and closed case PDFs), send a request to **intake@irasbc.ca**. Include the **unit name** in your email.
2. **Receive Link:** The scheduling team will send a **link** from **no-reply@irasbc.ca**.
3. **Complete Unit Profile**: Click the link or use the "**Complete Unit Profile**" option in the portal. Fill in all required unit information.
4. **Submit:** Once all information is entered, select **Submit**.

5. **Access Code**: The access code will be sent to the email linked to the unit.