



# A MENTAL HEALTH AND ADDICTION FRAMEWORK FOR SERVICES

VANCOUVER

## VANCOUVER ADDICTION AND MENTAL HEALTH SERVICE PHONE NUMBERS

NEED HELP WITH A MENTAL HEALTH AND/OR ADDICTION ISSUE? NEED MORE INFORMATION?

The numbers listed below connect children, youth, adults and older adults to the mental health and addiction services they need.

The Child and Youth Mental Health Referral Line: central intake number for children and youth

**604-709-4111**

D-Talks: toll-free number to access youth detox treatment services

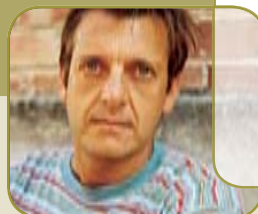
**1-866-658-1221**

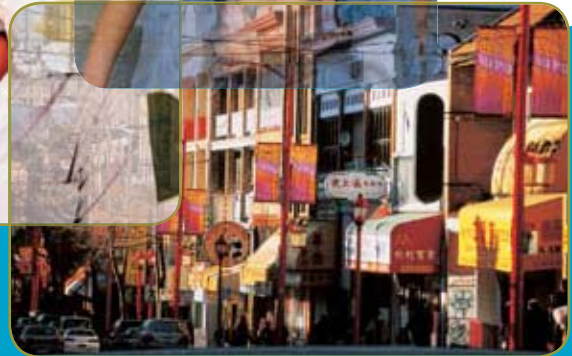
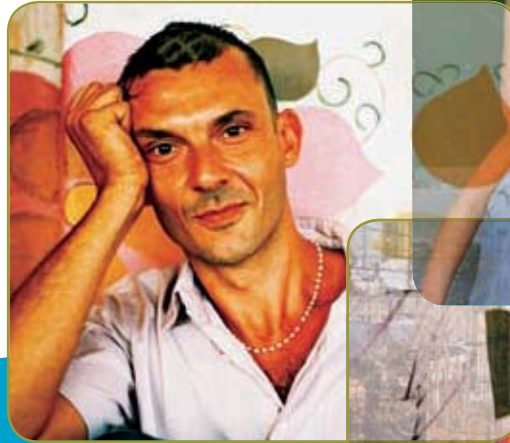
Access Central: toll free number to access withdrawal management services and addiction housing

**1-866-658-1221**

Older Adult Community Mental Health Referral Line: single point of entry for specialized services for people over 65

**604-714-3765**





**MEETING THE HEALTH CARE NEEDS** of Vancouver residents takes a range of partners, working together, to provide a comprehensive continuum of health care services.

Vancouver Coastal Health is proud of the relationships it has developed with community service providers to deliver health care services to more than one million people.

Addiction and Mental Health Services are an important part of the continuum of care Vancouver Coastal Health offers consumers. Each year, about four in 10 people will have some form of mental health problem and/or addiction problem – with two thirds of this population experiencing more common disorders such as anxiety disorders, depression and substance use disorders, while one third experience more serious and persistent conditions such as schizophrenia, bipolar disorder, opiate dependence and other conditions resulting in high levels of disability.

In the past, Addiction and Mental Health Services have operated separately, with the two fields developing unique treatment approaches and distinctive philosophies. Despite this history, compelling reasons exist to bring the two practice areas closer together – starting with strategic planning activities. Vancouver Coastal Health is committed to a people-centred approach to service delivery. People with addiction and mental health problems, especially those who experience both at one time or another, or concurrently, need mental health and addiction planning to become better coordinated and more streamlined. They need to have barriers to effective treatment and support removed and access to services simplified.



## ADDICTION and MENTAL HEALTH STRATEGIC PLANNING

### REGIONAL ADDICTION AND MENTAL HEALTH STRATEGIC PLANNING

Addiction and Mental Health Services planning is ongoing. **Building on Strength:**

**The path ahead for a system-wide response to Mental Health and Addiction** provides an overview of the strategic directions Vancouver Coastal Health intends to undertake on a regional basis over the next 10 years to address addiction and mental health. Rather than focus on a person's deficits and weaknesses, as has been done in the past, the regional strategic plan focuses on a person's, their family's and the community's unique strengths and capabilities.

Instead of stepping in only when people aren't well, Vancouver Coastal Health wants to create a system that reaches out earlier to support people in remaining healthy. Our strategic plan identifies the importance of partnership and collaboration as we build a system-wide response to mental health and addiction.

### LOCAL MENTAL HEALTH AND ADDICTION STRATEGIC PLANNING

For each of the Health Service Delivery Areas and entities – Vancouver, Richmond, Coastal and Providence – the regional plan serves as a reference point to coordinate strategic planning activities and build an effective and responsive system of services and supports at the local level.

Vancouver Community, the part of Vancouver Coastal Health responsible for delivery of Addiction and Mental Health Services to Vancouver residents, references the regional plan as a starting point for its own planning, which sets the future direction of Mental Health Services and Addiction Services planning, development and delivery for residents of Vancouver.

Vancouver Community's strategic plans use the same framework, guiding principles and strategic directions as the regional strategic plan, and makes these relevant to the experience of Vancouver residents and neighbourhoods.

### IN THE MEANTIME...

While Vancouver Coastal Health is engaged in long-range planning for mental health and addiction over the next five to 10 years, the Health Authority, in collaboration with our community partners, continues to improve on delivery of services today. **Vancouver Community's** Mental Health Services and Addiction Services provide a range of programs and services to children, youth, adults and older adults living in Vancouver. Although the two service areas operate independently, there is much overlap and cooperation between them.

Together, Addiction and Mental Health Services have developed an overall framework for service delivery to adults called **Capable Lives** and for young people called **Capable Kids**. These frameworks rely on a Strength-Based Approach for Addiction and a Recovery Approach for Mental Health. They build on the capabilities of individuals and communities in delivery of Mental Health and Addiction Services.



## ADULT ADDICTION AND MENTAL HEALTH SERVICES

Capable Lives is the framework under which a continuum of addiction and mental health services are provided to adults in Vancouver. Addiction and mental health programs and services fall under a continuum that includes health promotion; disease prevention, early intervention and outreach; diagnosis and treatment; chronic disease management; rehabilitation, consumer initiatives and family support; and housing and residential services.

Vancouver Community delivers a range of addiction and mental health services through a combination of direct and contracted services, and through interdisciplinary teams. Services are provided in hospital, in residential facilities and throughout the community.

The following table provides an inventory of existing Addiction and Mental Health Services focused on adults and older adults residing in Vancouver. Services have been divided into Mental Health Services, Addiction Services and services for both populations. Many of the services that fall under Addiction Services are also accessed by people with mental health issues, and the reverse is also true. Neither a mental health disorder nor an addiction problem are reasons for exclusion from the majority of Mental Health and Addiction Services.



# MENTAL HEALTH SERVICES FOR ADULTS AND OLDER ADULTS

## COMMUNITY MENTAL HEALTH TEAMS (8)

Service to individuals who have a diagnosis of major mental illness [schizophrenia and other psychotic disorders; mood disorders (bipolar, major depression) and experience problems that interfere with their functioning

Grandview-Woodlands	South Strathcona
Kitsilano-Fairview	West End
Midtown	West Side
Northeast	

## OLDER ADULT MENTAL HEALTH REFERRAL LINE

Single point of entry for specialized services for people over 65-604-714-3765

## CONSUMER-RUN AND FAMILY SUPPORT SERVICES

**Peer Support Worker Program:** one-to-one assistance from mental health consumers

**ARA:** advocacy by peer advocates

**Vancouver/Richmond Mental Health Network:** peer self-help information and referral

**Gallery Gachat:** the gallery exhibits art made by and about mental health consumers

**Consumer Initiatives Fund:** funds a variety of consumer-run project grants

**Family Support and Involvement Program:** family support groups and family advisory

**Family Advisory Committee**

## MENTAL HEALTH HOUSING SERVICES

Provides assessment and matching of mental health clients to available housing resources and home support.

**Mental Health Residential Services:** includes residential facilities, family care homes, step-down and respite services delivered by private and non-profit contracted service providers

**Mental Health Supported Housing:** includes group homes, dedicated apartment buildings and scattered apartments which provide affordable housing with on-site or outreach support: Coast, MPA, Kettle, PHS, Triage, KSHS

## DROP-IN CENTRES

Coast Mental Health Resource Centre	Kettle Friendship Society
MPA Community Resource Centre	Downtown Eastside Women's Centre
Lookout Living Room Activity Centre	

## ADVOCACY PROGRAMS

ARA Mental Health Advocacy	Program Mental Patients Association
Downtown Eastside Women's Centre	
Kettle Advocacy	

## SPECIALIZED ADULT, OLDER ADULT & REHABILITATION SERVICES

**Access Community through English:** ESL/Life Skills program for adults with serious mental illness

**ACT/Bridging Team:** intensive community outreach to individuals discharged from VGH, UBC, St. Paul's and Riverview Hospitals who have trouble connecting to services

**Art Studios:** opportunities for people to grow through participation in art.

**Community Link Program:** psychosocial rehabilitation services to youth and adults over 16 years.

**Geriatric Rehabilitation Program:** day program and peer support program

**Mental Health Emergency Services:** intervention in the community in mental health emergencies

**Venture:** a 20-bed psychiatric facility that provides supervised short-term crisis intervention/counselling and stabilization

**Transgender Health Program:** peer support, referrals and advocacy for transgender people and their loved ones

**Vancouver Crisis Centre:** 24/7 Distress Line

**Multicultural Mental Health Liaison Program:** education and consultation to Vancouver Community staff, other service providers and the public

**Vancouver Intensive Supervision Unit:** partnership between Mental Health Services and the Corrections Branch for people with mental illnesses serving adult sentences in the community

**Suicide Attempt, Follow-up, Education and Research (S.A.F.E.R.):** counselling for people who have threatened or attempted suicide and the people in their lives

**Vista/Community Outreach Program:** 10-bed rehabilitation residence or individuals who have an eating disorder, operated in partnership with St. Paul's Hospital

**Early Psychosis Intervention and Rehabilitation Team:** early intervention for individuals between 13 and 30 and their families who have definite or possible untreated psychosis

**Community Transition Team:** assists individuals ready for discharge from a hospital who need support during the post-discharge period

## MENTAL HEALTH ACUTE CARE BEDS

117 beds for people who require hospitalization for treatment of more acute mental health symptoms

UBC	VGH
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## EMPLOYMENT SERVICES

**BC Training for Health & Employment Opportunities (THEO BC)**

**CMHA Supported Employment Services**

**Coast Clubhouse**

**Gastown Vocational Services**

# ADDICTION SERVICES FOR ADULTS AND OLDER ADULTS

## COMMUNITY HEALTH CENTRES (8)

Addiction services including needle exchange, methadone maintenance, withdrawal management, support and counselling

Downtown	Pender
Evergreen	Raven Song
North	South
Pacific Spirit	Three Bridges

## ACCESS CENTRAL

Toll-free number to access withdrawal management services and addiction housing 1-866-658-1221

## WITHDRAWAL MANAGEMENT SERVICES

**Residential Detox**

**Harbour Light Detox:** social

**Vancouver Detox:** medical

**Daytox:** day program

## DAY TREATMENT SERVICES

**Aurora Centre:** provincially funded program for women

**Family Services Day Program:** co-ed and women only

## SUPPORTIVE RECOVERY RESIDENTIAL SERVICES

Licensed facilities providing safe, drug-free, structured living environment for up to 90 days.

**Central City Lodge:** men  
**Homestead:** women  
**New Dawn/New Day:** women  
**Together We Can:** men  
**Turning Point:** men and women

## COUNSELLING AND SUPPORT SERVICES

**Family Services**  
**Native Courtworker and Counsellor Association**  
**Hey-way'-noqu' Healing Circle**  
**Senior's Well Aware Program (SWAP)**  
**Watari Alcohol and Drug Services**

## SPECIALIZED SERVICES

**Aboriginal Wellness Program:** addiction and mental wellness counselling, outreach

**Sheway:** integrated health and addiction care for women who are pregnant or parenting children up to 18 months old

**Health Contact Centre:** health and addiction education and referrals, needle exchange, Access Central kiosk

**Life Skills Resource Centre:** support and referrals to health and social services, peer programming, workshops, showers, laundry, kitchen

**InSite (Supervised Injection Site):** nursing care, counselling, harm reduction education

**Vancouver Recovery Club:** 24-hour drop-in and referral centre for individuals seeking recovery

**Saferide:** safe transport for people with addiction issues to and between addiction and health-related services

**Community Transitional Care Team:** community-based medical care for injection drug users who require IV antibiotic therapy and who are homeless or have unstable housing

**Treatment Services for Vancouver Drug Court:** day treatment program as part of alternative court process

**Chemical Dependency Resource Team:** assessment, support and referrals for patients in VGH

## RESIDENTIAL TREATMENT

Intensive short-term therapeutic treatment program in a residential setting for 28 to 50 days

**Aurora Centre:** women

**Pacifica:** men and women

## NEEDLE EXCHANGE SERVICES

**Needle Exchange Services:** in addition to Community Health Centres, street outreach patrols, community agencies, shelters.

**Needle Pickup Hotline:** phone line residents call to recover needles in the community

**Needle Recovery Program:** coordinates recovery and safe disposal of inappropriately discarded needles

## ADDICTION HOUSING SERVICES

**Addiction Supported Housing:** includes group homes, scattered apartments and supported hotels, with some units alcohol- and drug-free to support individuals in recovery from addictions: **PHS, BC Housing, Chrysalis, Coast**

## SERVICES FOR ADDICTION & MENTAL HEALTH

### HOUSING SERVICES

**Emergency Accommodation** includes specialized facilities that offer short-term accommodation in a supportive environment: **Triage, Lookout**

**Housing First:** supported housing at multiple sites in the Downtown Eastside for people who many not be taking part in addiction and mental health treatment: **Triage, Lookout, St. James, MPA, PHS, BC Housing**

### CLINICAL SERVICES

**Centre for Concurrent Disorders:** serves people with a major mental illness and a substance abuse problem. Groups, day-treatment program

**Urgent Response Team:** support and community follow-up for frequent users of hospital emergency rooms who are not connected to services and have mental health and addiction issues



## YOUTH MENTAL HEALTH AND ADDICTION SERVICES

Capable Kids lays the framework for promoting a Strength-Based Approach to delivering addiction services for youth and a Recovery Approach for delivering mental health services. Capable Kids focuses on the development of capable, confident young people who have the tools they need to make healthy choices. Activities are focused on promoting and maintaining health, strengthening individuals, families and communities, and linking young people into a continuum of health care services that support them as they grow and develop.



## MENTAL HEALTH SERVICES FOR YOUTH

### COMMUNITY MENTAL HEALTH TEAMS & ACCESS TO CARE

**Mental Health Teams:** therapists provide clinical services, including assessment and treatment to children, youth and their families

**The Vancouver Child and Youth Mental Health Services Referral Line:** single point of entry for children, youth and their families

### MENTAL HEALTH SERVICES

**Alan Cashmore Centre:** multi-disciplinary treatment program for families with infants and young children

**Parent Infant Program:** in-home or in-centre therapeutic treatment program for families with infants 0 to 27 months

**Parent Child Therapy Program:** therapeutic treatment program for families with children between 2-1/2 and 5

**Parent Child Day Program:** intensive, therapeutic treatment for families challenged in the care of their young child aged 2-1/2 to 5

**Early Childhood Centre Outreach Program:** support and consultation to early childhood centres

**Early Psychosis Intervention and Rehabilitation Team:** improves outcomes for individuals between 13 and 30 years, with definite or possible untreated psychosis

**Adolescent Outreach Service:** assessment, counselling, therapeutic intervention, group work and education for street-involved youth

**Child and Adolescent Response Team:** targets school-aged children and youth who are experiencing acute psychiatric/emotional crises

**Youth Residential Consultation Services:** in-home consultation and education for caregivers of children with severe emotional and behavioural problems

**Community Link:** psychosocial rehabilitation services

### MENTAL HEALTH SERVICES CONT.

**Deaf, Hard of Hearing and Deaf-Blind Well-Being Program:** arranges therapy for deaf or hard-of-hearing children

**Gastown Vocational Services Youth Employment Program:** education completion, job coaching and training

**Youth Development Counsellors:** early identification and intervention

**Suicide Attempt, Follow-up, Education and Research Program:** specialized programs for youth and their families; in-school education programs

**Psychological Assessment and Short-term Therapy Services:** assessment and short-term therapy services for children referred by the Ministry of Children and Family Development

**Hamber House Adolescent Day Treatment Program:** therapeutic interventions and education for adolescents unable to attend community school

**Attention-Deficit/Hyperactivity Disorder Parent Program:** teaches parents coping skills and strategies

**Access to B.C.'s Children's Hospital:** care for youth needing a more comprehensive assessment or intensive treatment than is possible in a community setting

**Access to Maples Adolescent Treatment Centre:** assessment and treatment for adolescents with a major thought disorder, affective disorder, incapacity anxiety disorder or conduct disorder (provincial facility)

**Youth Supported Independent Living Program:** enables seriously mentally ill youth to live in an independent living situation in the community: **MPA**

## SERVICES FOR ADDICTION & MENTAL HEALTH

**Centre for Concurrent Disorders:** assessment, counselling, therapeutic intervention and group and family work

## ADDICTION SERVICES

### COMMUNITY HEALTH CENTRES (8)

School-based education interventions and youth counselling

### D-TALKS

Toll free number to access youth detox treatment services **1-866-658-1221**

### DETOX SERVICES

**Youth Residential Detox:** support for youth 12 to 21 in community settings

### PREVENTION SERVICES

**Crystal Clear:** peer-to-peer education

**SACY:** health promotion program together with Vancouver School Board

**Youth Drug Survey:** city-wide research project on alcohol and drug use among youth

### SUPPORTIVE RECOVERY RESIDENTIAL SERVICES

**PLEA:** drug-free, structured living environment for up to 90 days

### NEEDLE EXCHANGE SERVICES

in addition to Community Health Centres, street outreach patrols, community agencies, shelters

### DAY TREATMENT SERVICES

**Watari Youth Day Treatment Program:** short-term therapeutic treatment in a non-residential setting for 3 to 6 weeks

### RESIDENTIAL TREATMENT

**Peak House:** intensive short-term therapeutic treatment program in a licensed residential setting 28 to 50 days

### COUNSELLING AND SUPPORT SERVICES

**Nexus Program**  
**Odyssey II Program**  
**Urban Native Youth Association**

### HOUSING

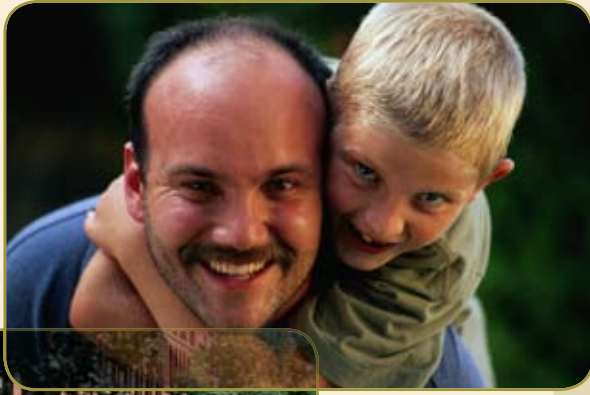
**Youth Supported Independent Living Program:** enables youth with addiction issues to live in an independent living situation in the community: **Watari**



BUILDING ON THE STRENGTH OF  
THE CITY AND ITS RESIDENTS TO  
ASSURE THE HEALTH OF ALL

Both the regional mental health and addiction strategic plan, and Vancouver Community's mental health and addiction strategic plans identify the need to partner with stakeholders to address stigma and discrimination of people with addiction and mental health issues. Strong, supportive communities provide the best environment for people who are coping with major health challenges like addiction and mental health. We believe communities that work together to support their residents create strength, resiliency and better health for all. **Capable Communities** is based on Strength-Based and Recovery Approaches that assume communities that provide opportunities for the development of personal strengths produce individuals who are more resilient in the face of health challenges.





Vancouver Coastal Health's response to addressing the stigma associated with addiction and mental health is to convene Capable Communities – a community engagement process that invites Vancouver residents to take part in a discussion about the inclusion and integration of people with major health challenges into everyday life. Capable Communities begins with the question: what can we do to make our city the healthiest place for all residents? Capable Communities is formulated on the belief that information and education are fundamental for there to be a shift or change in attitude – developing knowledge and understanding of, and empathy for, the circumstances of people with mental health and addiction issues, which leads to a change in behaviour, and ultimately leads to a change in the condition of people's lives.

Capable Communities invites Vancouver residents to take the lead in talking about ways to include all people in community life, increase people's knowledge and awareness, and bring about long-lasting change to reduce and eliminate the stigma often associated with mental health and addiction problems.

**Capable Communities** are inclusive, respect diversity, engage residents in decision-making, and foster health and well being.

**Capable Communities** take care of all of their citizens, ensuring people have food to eat, a place to live and services to enhance their lives.

**Capable Communities** acknowledge that some residents need more support than others, but all residents deserve to be treated with respect and dignity.

**Capable Communities** play to their citizens' strengths, rather than focus on their frailties, shining a light on human excellence and on human virtues.

**Capable Communities** are ones in which people feel connected – to services, to care, to each other.

## FRAMEWORK FOR IMPACT

### INFORMATION

Creating and facilitating a dialogue about addiction and mental health in our community.

### EDUCATION

Transferring knowledge about people with mental health and addiction issues, learning how these disorders affect the individual and the community and developing empathy.

### ACTION

Involving and engaging individuals, families and communities to integrate people with addiction and mental health issues into community life.

### CHANGE

Building on strengths of individuals and communities, resulting in permanent change in the condition of people's lives and the capacity of the community to respond.

## CONTRACTED SERVICE PROVIDERS

Alcohol Recovery Society  
ARA Mental Health Action Research  
and Advocacy Association of Greater Vancouver  
Arvand Investment Corp.  
Atira Women's Resource Society  
Balfour House Inc.  
BC Centre for Disease Control  
BC Schizophrenia Society  
BC Society for Male Survivors of Sexual Abuse  
BC Society of Training for Health and  
Employment Opportunities  
Boys' and Girls' Clubs of Greater Vancouver  
Canadian Mental Health Association—  
Vancouver-Burnaby  
Carnegie Community Centre  
Chrysalis Women's Drug and  
Alcohol Recovery Society  
Circle of Eagles Lodge Society  
City Centre Care Society  
Coast Foundation Society  
Crabtree Corner Society  
Crisis Intervention and Suicide  
Prevention Centre of BC  
Downtown Eastside Women's Centre  
Downtown Eastside Youth Activities Society  
Emerald Health Care, Inc.  
Family Services of Greater Vancouver  
Gallery Gachet  
Gathering Place  
Hey-way'noqu' Healing Circle for Addictions  
HIV/IDU Services Consumers Board  
Hollyburn Family Services Ltd.  
Inner City Women's Initiatives Society  
Katherine Sanford Housing Society (KSHS)  
Kettle Friendship Society  
Lookout Emergency Aid Society  
Mani Management Corp.  
Melody House Group Homes, Inc.  
Methamphetamine Response Committee  
Mood Disorders Association of BC  
Motivation Power Achievement Society (MPA)  
Native Courtworkers and Counselling Association of BC  
Pacific Legal Education Association  
Pacific Youth and Family Services Society  
Pacifica  
Peer2Peer  
PHS Community Services Society (PHS)  
Saferide  
Salvation Army  
Scipio Holdings Ltd.  
Seniors Well Aware Program (SWAP)  
St. Bernard House Ltd.  
St. James Community Service Society  
Together We Can Drug and Alcohol Recovery and  
Education Society  
Triage Emergency Services and Care Society  
Turning Point  
United We Can  
Unity Housing Society  
Urban Native Youth Association  
Vancouver Area Network of Drug Users  
Vancouver Native Health Society  
Vancouver Recovery Club  
Vancouver Richmond Mental Health Network Society  
Watari Research Association  
Waterloo Rest Home Ltd.  
Young Women's Christian Association