

QUESTIONS AND ANSWERS

Brookside/Hillside rehabilitation and recovery program open house Dec.17, 2014

Q1. What are you announcing today?

- A new 40-bed program focused on rehabilitation and recovery for people with severe mental illness and substance use concerns is opening on redeveloped Riverview grounds, in partnership with the Provincial Health Services Authority and Coast Mental Health.
- This new program demonstrates government's commitment to improving care for people with severe addiction and mental health needs.
- The Ministry of Health, through funding provided to the Provincial Health Services Authority, has committed \$3.5 million in additional funding to support rehabilitation and recovery beds for adults, as part of the \$20.25 million provided in 2014/15 for health authorities to invest in more local programs and supports to improve care for the severely addicted and mentally ill population.
- Facilities at the Riverview grounds were updated to provide these transitional beds, and in response to a call for proposals, Coast Mental Health, a nonprofit mental health agency was awarded a contract to operate the mental health and substance use services in this location.

Q2. This is on the Riverside grounds? I thought you weren't using Riverside for mental health programs, even though this has been suggested in the past. Why the change of heart?

- Offering the rehabilitation and recovery program on Riverside grounds is an interim measure, designed to meet the immediate needs of the community.
- It is not a permanent fix. These facilities went through maintenance upgrades as a temporary solution to increase capacity for this population, while we continue to work on developing a permanent long-term location for these services.
- This solution was developed after extensive community consultation on what to do with the Riverview grounds, and many open houses where community input was solicited.

Q3. Are individuals being moved in right now? When does the program actually start?

QUESTIONS AND ANSWERS

- Patient transfers began in early November and are occurring in phases.

Q4. How interim will this be? Are we talking years?

- How long the program can and will be run out of the Riverview grounds will be determined, but we are anticipating it staying for approximately three years at this point.

Q5. Why can't it be permanent at this location, if you're already doing maintenance upgrades for this purpose?

- The Province/BC Housing is continuing its public engagement process on the future use of the Riverview site.
- This means that while this site is operational right now with the rehabilitation and recovery program, it may be moved to a different location once the final use of Riverview grounds is decided.
- Consultations will continue until spring 2015.

Q6. Where will the program move to when the consultations for Riverview are complete and a final decision is made for Riverview?

- The long-term plan is to have rehabilitation & recovery beds located throughout the province, and not limiting access to these beds to only one location.

Q7. Won't this program at Riverside just compound the isolation and stigma previous Riverside patients faced? How is this better?

- New community-based residential services are offering former Riverview patients better living environments, which in many cases are closer to their home communities and regions.
- Current mental health research suggests individuals living with serious and persistent mental illness respond better to care in smaller, community-based facilities rather than in large institutions.
- The rehabilitation and recovery program will meet the transitional needs of the 100-bed residential program at Burnaby Mental Health Centre. It is not designed as an institution, but more as a residential/transitional residence to help people with mental illness or substance use issues through psychiatric treatment, health services, life, and job skills and peer support.

QUESTIONS AND ANSWERS

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Q8. What is new and unique about this program? Doesn't the Burnaby Mental Health Centre meet these needs already?

- The Provincial Health Services Authority determined that, while the Burnaby Mental Health Centre met a need in the community and has served the community well, there was also a need for transitional supported housing for people with mental illness and substance use issues, aside from the 100 beds the centre offers.
- The program is new to the community and will offer spaces for the interim at the Riverview grounds. There are a total of 40 beds – 25 beds for men at the Brookside building and 15 beds for women in the Hillside building.

Q9. Why are there more beds offered for men than women?

- The 25 beds for men and 15 beds for women reflects the distribution currently found among those living with severe addiction and mental illness at Burnaby Centre.

Q10. How long will the men and women stay in-residence and in the program for?

- Clients can remain in the program for up to 12 months. Average length of stay is anticipated to be between six and nine months, followed by transition to appropriate services closer to home.

Q11. Who will the rehabilitation and recovery program help and how will it help them?

- The rehabilitation and recovery program will help men and women who are experiencing severe mental illness, substance use issues and other health concerns.
- Services will be provided by Coast Mental Health, a non-profit society experienced in providing approximately 1,200 people with various forms of supported housing and 3,500 clients living in the community with a wide variety of programs and services to support people with mental illness and substance use concerns in their recovery.
- Coast Mental Health will provide ongoing support and assessment; crisis intervention; co-ordinated psychiatric and medical treatment; life and social skills building; drug and alcohol recovery programs and counseling; job skills training and education; and advocacy and co-ordination with other needed resources, like housing, and peer support.

QUESTIONS AND ANSWERS

- Coast Mental Health partners with health authorities to provide these services, and is also a partner with Providence Health Care in running the youth group home “ Renfrew House for at-risk youth”, which opened in November 2014.

Q12. How much does this program cost?

- The Ministry of Health, through funding provided to the Provincial Health Services Authority, has committed \$3.5 million in additional funding to support these rehabilitation and recovery spaces/beds for adults.
- This funding is part of the \$20.25 million provided in 2014/15 for health authorities to invest in more local programs and supports to improve care for the severely addicted and mentally ill population.

Q13. Where are you with the other promised 14-bed secure facility?

- The 14-bed enhanced care unit will be located at the Burnaby Centre for Mental Health and Addictions, and is scheduled to open in March 2015.
- This unit will support hospital emergency departments in the Lower Mainland to ensure appropriate care for the most acute severely addicted and mentally ill patients.
- The unit will ensure disruptions to other clients at the Burnaby Centre for Mental Health and Addiction are avoided.

Q14. The mayor of Coquitlam has been very vocal about needing more supports for people suffering from mental illness due to his daughter needing care. What is your response to this?

- We realize this must have been a very challenging and stressful time for Mayor Stewart, his daughter and his family.
- We're glad he is able to join us today to celebrate more supports for people with mental illness and or substance use , and be involved with the process to offer more help and services for this client population.
- We hope to continue to provide the most appropriate care for people with mental illness or substance use, and appreciate receiving community feedback and support.

QUESTIONS AND ANSWERS

Q15. Can you give us a progress update on action items from the report for individuals with severe addictions and mental illness?

- We have made significant progress on the action items outlined in our 2013 report for individuals with severe addictions and mental illness, including: construction of an acute behavioural stabilization unit at St. Paul's Hospital; creation of an assertive outreach team; expansion of services to at-risk youth through the inner city youth team; the opening of Renfrew House, a six-bed youth group home; expansion of Assertive community treatment teams to Kamloops and Kelowna; and these 40 new beds for the PHSA-led rehabilitation and recovery program for adults with severe mental illness and substance use concerns.
- The ministry and health authorities continue to move forward with the other actions identified in the plan.
- We look forward to sharing our progress on this and other projects in the near future.

Riverview consultation process

Q16. What updates can you give us on the consultation process underway?

- The Province is continuing its public engagement process on the future use of the Riverview grounds.
- The visioning process has included open houses with online and in-person participation, direct consultation with key stakeholders and community kiosks to enable a broad and varied engagement process.
- Government made a commitment to listen to all those with interest in the Riverview lands. There are a number of stakeholders engaged in the consultation process, including the local community, all levels of government and the Kwikwetlem First Nations.
- Current health care sites on the Riverview lands include:
 - Three purpose built buildings (Cottonwood, Connolly & Cypress Lodges) operated by Fraser Health for tertiary inpatient mental health services.
 - Office space for Tri-Cities Home Health Services.
 - The Cottages residential program (12 units with 41 beds) operated by a third party through PHSA. This program helps patients transfer from the Forensic Psychiatric Hospital to community living.

QUESTIONS AND ANSWERS

Q17. When will the consultation process be completed?

- BC Housing held the third set of open houses in September. To date, more than 1,100 people have attended the open houses and 1,400 have stopped by information kiosks.
- Illustrations drawn at co-design sessions, showing hopes for future uses of the land, can be rated online until January 16 (www.renewingriverview.com). The final open house will happen in spring 2015.
- Once the consultation process is complete, BC Housing will deliver a final report to the City of Coquitlam for consideration.

NEWS RELEASE

For Immediate Release
December 17, 2014

Ministry of Health
Provincial Health Services Authority

First for B.C. recovery program helps addiction & mental illness

COQUITLAM – With the opening of a unique, new to B.C. rehabilitation and recovery program, individuals living with significant mental health and substance use challenges are being supported and empowered to take back their lives, Health Minister Terry Lake announced today.

The new Brookside/ Hillside rehabilitation and recovery program, established by the Provincial Health Services Authority, will be run by Coast Mental Health on the Riverview grounds. These facilities underwent minor maintenance upgrades to provide an interim location for the program, and will offer 40 beds in total—26 relocated from the Burnaby Centre for Mental Health as well as 14 new beds

“With today’s announcement we are one step closer to achieving all of the action items outlined in our provincial mental health plan,” said Lake. “By providing community support through the rehabilitation and recovery program, we can help individuals with severe mental illness and substance use concerns on their journey to wellness through support, crisis intervention, treatment, and drug and alcohol recovery programs.”

The beds will be divided between the Brookside building, which will host a 25-bed facility for men and the Hillside building, which will accommodate 15 female clients.

“By providing this type of intensive programming in rehabilitation and recovery, we’re making great strides towards improving the mental and physical health of people with mental illness and substance use concerns,” said Wynne Powell, board chair, Provincial Health Services Authority. “It’s so important that we address their needs and help with care that sees them through the transition back to their community, homes and families.”

Coast Mental Health will provide ongoing support and assessment; crisis intervention; co-ordinated psychiatric and medical treatment; life and social skills building; drug and alcohol recovery programs and counselling; job skills training and education; peer support; advocacy; and co-ordination with other needed resources, like housing and social services.

“Any opportunity we have to improve the quality of life for people with severe mental illness and substance use challenges, we take it,” said Darrell Burnham, CEO, Coast Mental Health. “The new rehabilitation and recovery program provides a great chance to directly make a difference in the lives of these individuals.”

The goal of the program is to support people to regain their health, benefit from treatment, and return to community life with continued support for recovery. The program integrates

mental health, substance use and primary care to provide a holistic approach, which builds on a client's individual strengths.

The Ministry of Health, through funding provided to the Provincial Health Services Authority, has committed \$3.5 million in additional funding to support rehabilitation and recovery beds for adults, as part of the \$20.25 million provided in 2014/15 for health authorities to invest in more local programs and supports to improve care for the severely addicted and mentally ill population.

The Ministry of Health has made significant progress on the action items outlined in the 2013 report for individuals with severe addictions and mental illness.

Other completed projects include: construction of an acute behavioural stabilization unit at St. Paul's; creation of an assertive outreach team; expansion of services to at-risk youth through the inner city youth team; opening of Renfrew House, a six-bed youth group home through the Inner City Youth program; expansion of assertive community treatment teams to Kamloops and Kelowna, Abbotsford, Mission, Surrey and North Delta.

Learn More:

Improving Health Services for Individuals with Severe Addiction and Mental Illness plan:
www.health.gov.bc.ca/library/publications/year/2013/improving-severe-addiction-and-mental-illness-services.pdf

Media Contacts:

Kristy Anderson
Media Relations Manager
Ministry of Health
250 952-1887 (media line)

Key Messages – Open house for the new rehabilitation and recovery program at Brookside/Hillside

Dec. 17, 2014

- Today, we celebrate the official opening of the 40-bed rehabilitation and recovery program on the former Riverside site, as part of the government's commitment to improving care for clients with severe mental health and substance use issues.
- The Ministry of Health, through funding provided to the Provincial Health Services Authority, has committed \$3.5 million in additional funding to support rehabilitation and recovery spaces/beds for adults.
- This is part of the \$20.25 million provided in 2014/15 for health authorities to invest in more local programs and supports to improve care for the severely addicted and mentally ill population.
- We thank PHSA's partner, Coast Mental Health, who helped establish this unique program.
- The Riverview facilities are an interim solution to increase capacity for this population, while PHSA continues to work on developing a permanent, long-term location for these services.
- Government has made it a priority to build a comprehensive system of mental health and substance-use services across the province, making record investments totalling \$1.38 billion annually.

Dec. 16, 2014

MEDIA ADVISORY – Ministry of Health

COQUITLAM – Some of the most vulnerable British Columbians are those living with severe mental illness and substance use concerns. Join Health Minister Terry Lake, Coquitlam Mayor Richard Stewart, and representatives from the Provincial Health Services Authority and Coast Mental Health for an important announcement regarding more help for this at-risk population.

Event Date: Wednesday, Dec. 17, 2014

Time: 1:30 p.m.

Location:

Hillside building on Riverview lands
2601 Lougheed Hwy
Coquitlam

Contact:

Kristy Anderson
Media Relations Manager
Ministry of Health
250 952-1887 (media line)



SPEAKING POINTS FOR

Honourable Terry Lake

Health Minister

**Brookside/Hillside rehabilitation and
recovery program open house**

Hillside building on Riverview Lands
2601 Lougheed Highway
Coquitlam

Wednesday, December 17, 2014
1:30 p.m.

Event Profile:

Today is the official open house for the new rehabilitation and recovery program opening at the former Riverview grounds – a first for B.C.

Background:

The new rehabilitation and recovery program, established by the Provincial Health Services Authority, will be run by Coast Mental Health on the Riverview grounds. Several facilities at the Riverview grounds had minor maintenance upgrades to provide an interim location for the program, and will offer 40 beds in total – 26 relocated from the Burnaby Centre for Mental Health and 14 new beds.

The Ministry of Health, through funding provided to the Provincial Health Services Authority, has committed \$3.5 million in additional funding to support rehabilitation and recovery beds for adults. This is part of the \$20.25 million provided in 2014/15 for health authorities to invest in more local programs and supports to improve care for the severely addicted and mentally ill population.

Audience:

Audience to consist of media, health care professionals, mental health professionals, non-profit organizations, families living in Coquitlam, donors, Coast Mental Health, BC Housing, Vancouver Coastal Health, Provincial Health Services Authority, and Provincial Mental Health & Substance Use, and facility employees. Coquitlam mayor Richard Stewart will be speaking.

What does the audience want to hear?

The audience wants to hear how government has been helping people who live with severe mental illness and substance use challenges and their families. This event provides an opportunity to show support and provide updates on B.C.'s many mental health and substance use projects, and provide an update of what is planned for Riverview.

Event Set-up:

Event will be in the updated space at the Hillside building on the former Riverview grounds. A podium will be available for speakers. Tours will commence after speeches and media availability.

Parking: A parking spot will be marked by XX and will be located at XX.

Event contacts:

On the ground GCPE event support, Tiffany Nelson:

s.17

Key Messages:

- Today, we celebrate the official opening of the 40-bed rehabilitation and recovery program at the former Riverside site, as part of the government's commitment to improving care for clients with severe mental health and substance use issues.
- The Ministry of Health, through funding provided to the Provincial Health Services Authority has committed \$3.5 million in additional funding to support rehabilitation and recovery spaces/beds for adults. This is part of the \$20.25 million provided in 2014/15 for health authorities to invest in more local programs and supports to improve care for the severely addicted and mentally ill population.
- We thank PHSA's partner, Coast Mental Health, who helped establish this unique program for this vulnerable population. The Riverview facilities are an interim solution to increase capacity while PHSA continues to work on developing a permanent, long-term location for these services.

INTRODUCTION

- Good afternoon and welcome.
- I want to start by thanking Coast Mental Health for their commitment to helping some of the most vulnerable British Columbians.
- It is because of you that we are here today to celebrate the open house for a program that will help those living with severe mental illness and substance use issues.

ANNOUNCEMENT

- Severe mental illness and substance use challenges take a great toll on individuals, families and the community.
- But there is hope and help available to help them start on a journey to wellness.
- The new rehabilitation and recovery program, established by the Provincial Health Services Authority and operated by Coast Mental Health, will provide this intensive, necessary support.

- Several facilities at the Riverview grounds underwent minor maintenance upgrades to provide an interim location for the program, and will offer 40 beds in total – 26 relocated from the Burnaby Centre for Mental Health and 14 new beds.
- The beds will be divided between the Brookside building, which will host a 25-bed facility for men and the Hillside building – where we are right now – which will accommodate 15 female clients.
- As I mentioned earlier, we couldn't have established this kind of intensive program without our partners, Coast Mental Health.

- Coast Mental Health will provide ongoing support and assessment, along with:
 - ▶ Crisis intervention;
 - ▶ Co-ordinated psychiatric and medical treatment;
 - ▶ Life and social skills building;
 - ▶ Drug and alcohol recovery programs;
 - ▶ Counselling and job skills training; and
 - ▶ Advocacy and co-ordination with other needed resources, like housing and social services.
- People experiencing significant mental health concerns or substance use issues are vulnerable.

- And that is why the rehabilitation and recovery program's goal is to support people to regain their health, benefit from treatment, and eventually return to community life with continued support for recovery.
- The program integrates mental health, substance use and primary care to build on a client's individual strengths.

BIG PICTURE

- We want to improve community-based services for those with mental illness and substance use problems, and a comprehensive system of mental health services across the province.

- In fact, one of our strategic priorities is to create a community-based system of inter-professional health teams to help those facing personal challenges.
- We outlined our objectives in a 10-year plan to address mental health in BC, titled “Healthy Minds, Healthy People.”
- Out of this plan, we identified health service and support needs for specific population groups.
- In response to concerns around the immediate and long-term health needs of people living with severe addiction and mental illness, we developed a plan of action.

- In November 2013, I joined the mayor of Vancouver and representatives from Vancouver Coastal Health and BC Housing to announce our comprehensive strategy.
- The plan is designed to reduce barriers, address service gaps and support evidence-based solutions for those in need.
- It includes immediate actions – like new urgent care capacity and community outreach – as well as longer-term strategies and solutions.
- Today’s announcement builds on the significant progress on these actions, with even more

community programs to be announced in the upcoming year.

- Completed projects to date include:
 - ▶ Construction of an acute behavioural stabilization unit at St. Paul's;
 - ▶ The creation of an assertive outreach team and the expansion of services to at-risk youth through the inner city youth team;
 - ▶ The opening of Renfrew House, a six-bed youth group home operated through the Inner City Youth program;

- ▶ Expansion of assertive community treatment teams to Kamloops and Kelowna, Abbotsford, Mission, Surrey and North Delta; and now,
- ▶ Forty beds in the PHSA-led rehabilitation and recovery program for adults with severe mental illness and substance use concerns.

DOLLAR FIGURES

- The Ministry of Health provided \$3.5 million to support the Provincial Health Services Authority in establishing the rehabilitation and recovery program.

- This funding is part of the \$20.25 million provided in 2014/15 for health authorities to invest in more local programs and supports to improve care for the severely addicted and mentally ill population.

CONCLUSION

- We want to make sure families can stay close together, that communities benefit from the engagement of their members, and that nobody struggles alone with mental illness or substance use issues.
- Together with our partners, we are working to ensure this does not happen.

- I look forward to providing more updates on future projects to help this population.
- Thank you.

South, Nancy HLTH:EX

From: Lindstein, Sarah GCPE:EX
Sent: Tuesday, December 9, 2014 1:32 PM
To: South, Nancy HLTH:EX
Cc: Thistle-Walker, Carlene GCPE:EX
Subject: RE: Checking in- concerns about housing insert for Riverview NR

Something like:

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“With today’s announcement we are one step closer to achieving all of the action items outlined in our provincial mental health plan,” said Lake. “By providing community support through the rehabilitation and recovery program, we can help individuals with severe mental illness and substance use concerns on their journey to wellness through support, crisis intervention, treatment, and drug and alcohol recovery programs.”

The beds will be divided between the Brookside building, which will host a 25-bed facility for men and the Hillside building, which will accommodate 15 female clients.

“By providing this type of intensive programming in rehabilitation and recovery, we’re making great strides towards improving the mental and physical health of people with mental illness and substance use concerns,” said Wynne Powell, board chair, Provincial Health Services Authority. “It’s so important that we address their needs and help with care that sees them through the transition back to their community, homes and families.”

Coast Mental Health will provide ongoing support and assessment; crisis intervention; co-ordinated psychiatric and medical treatment; life and social skills building; drug and alcohol recovery programs and counselling; job skills training and education; peer support; advocacy; and co-ordination with other needed resources, like housing and social services.

“We are excited to vigorously pursue any opportunity that will improve the quality of life for people with severe mental illness and substance use challenges,” said Darrell Burnham, CEO, Coast Mental Health. “The new rehabilitation and recovery program provides a great chance to directly make a difference in the lives of these individuals.”

The goal of the program is to support people to regain their health, benefit from treatment, and return to community life with continued support for recovery. The program integrates mental health, substance use and primary care to provide a holistic approach, which builds on a client’s individual strengths.

The decision to locate the rehabilitation and recovery program on Riverview grounds was determined after BC Housing hosted a series of community open houses and extensive public consultations on the future of the site.

The Ministry of Health, through funding provided to the Provincial Health Services Authority, has committed \$3.5 million in additional funding to support rehabilitation and recovery beds for adults, as part of the \$20.25 million

provided in 2014/15 for health authorities to invest in more local programs and supports to improve care for the severely addicted and mentally ill population.

The Ministry of Health has made significant progress on the action items outlined in the 2013 report for individuals with severe addictions and mental illness.

Other completed projects include: construction of an acute behavioural stabilization unit at St. Paul's Hospital; creation of an assertive outreach team; expansion of services to at-risk youth through the inner city youth team; opening of Renfrew House, a six-bed youth group home through the Inner City Youth program; and expansion of assertive community treatment teams to Kamloops and Kelowna, Abbotsford, Mission, Surrey and North Delta.

Sarah Lindstein | Public Affairs Officer

Government Communications & Public Engagement

B.C. Ministry of Health

Sarah.Lindstein@gov.bc.ca

Please note new number: 250-952-2462

From: South, Nancy HLTH:EX

Sent: Tuesday, December 9, 2014 1:25 PM

To: Lindstein, Sarah GCPE:EX

Cc: Thistle-Walker, Carlene GCPE:EX; Wolsey, Ashley HLTH:EX; Postans, James HLTH:EX

Subject: RE: Checking in- concerns about housing insert for Riverview NR

Hi. I agree with what they are trying to say; and that it should be included—there is similar messaging in the Q & A I think—but am glad you are going to rephrase and relocate.

Full package on its way from James. ☺.

cheers

n

From: Lindstein, Sarah GCPE:EX

Sent: Tuesday, December 9, 2014 1:21 PM

To: South, Nancy HLTH:EX; Postans, James HLTH:EX

Cc: Thistle-Walker, Carlene GCPE:EX

Subject: Checking in- concerns about housing insert for Riverview NR

BC Housing had an edit that I wanted to quickly run by you folks- I think it's clunky and in the wrong place, but I can rewrite it and put it more to the bottom of the NR.

Concerns?

Sarah Lindstein | Public Affairs Officer

Government Communications & Public Engagement

B.C. Ministry of Health

Sarah.Lindstein@gov.bc.ca

Please note new number: 250-952-2462

Key Messages – Open house for the new rehabilitation and recovery program at Brookside/Hillside

Dec. 17, 2014

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- We thank PHSA's partner, Coast Mental Health, who helped establish this unique program.
- The Riverview facilities are an interim solution to increase capacity for this population, while PHSA continues to work on developing a permanent, long-term location for these services.
- Government has made it a priority to build a comprehensive system of mental health and substance-use services across the province, making record investments totalling \$1.38 billion annually.

Comment [NS1]: Noted that changed to Riverview grounds throughout



SPEAKING POINTS FOR

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Health Minister

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Comment [NS1]: Note that this has been revised

INTRODUCTION

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- I want to start by thanking Coast Mental Health for their commitment to helping some of the most vulnerable British Columbians.
- It is because of you that we are here today to celebrate the open house for a program that will help those living with severe mental illness and substance use issues.

ANNOUNCEMENT

- Severe mental illness and substance use challenges take a great toll on individuals, families and the community.
- But there is hope and help available to help them start on a journey to wellness.
- The new rehabilitation and recovery program, established by the Provincial Health Services Authority and operated by Coast Mental Health, will provide this intensive, necessary support.

- Brookside and Hillside, two facilities on the Riverview grounds, underwent minor maintenance upgrades to provide an interim location for the program, and will offer 40 beds in total – 26 relocated from the Burnaby Centre for Mental Health and 14 new beds.
- The beds will be divided between the Brookside building, which will host a 25-bed facility for men and the Hillside building – where we are right now – which will accommodate 15 female clients.
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 - ▶ Crisis intervention;
 - ▶ Co-ordinated psychiatric and medical treatment;
 - ▶ Life and social skills building;
 - ▶ Drug and alcohol recovery programs;
 - ▶ Counselling and job skills training; and
 - ▶ Advocacy and co-ordination with other needed resources, like housing and social services.
- People experiencing significant mental health concerns or substance use issues are vulnerable.

- And that is why the rehabilitation and recovery program's goal is to support people to regain their health, benefit from treatment, and eventually return to community life with continued support for recovery.
- The program integrates mental health, substance use and primary care to build on a client's individual strengths.

BIG PICTURE

- We want to improve community-based services for those with mental illness and substance use problems, and a comprehensive system of mental health services across the province.

- In fact, one of our strategic priorities is to create a community-based system of inter-professional health teams to help those facing personal challenges.
- We outlined our objectives in a 10-year plan to address mental health in BC, titled "Healthy Minds, Healthy People."
- Out of this plan, we identified health service and support needs for specific population groups.
- In response to concerns around the immediate and long-term health needs of people living with severe addiction and mental illness, we developed a plan of action.

- In November 2013, I joined the mayor of Vancouver and representatives from Vancouver Coastal Health and BC Housing to announce our comprehensive strategy.
- The plan is designed to reduce barriers, address service gaps and support evidence-based solutions for those in need.
- It includes immediate actions – like new urgent care capacity and community outreach – as well as longer-term strategies and solutions.
- Today's announcement builds on the significant progress on these actions, with even more programs to be announced in the upcoming year.

- Completed projects to date include:
 - ▶ Construction of an acute behavioural stabilization unit at St. Paul's;
 - ▶ The creation of an assertive outreach team and the expansion of services to at-risk youth through the inner city youth team;
 - ▶ The opening of Renfrew House, a six-bed youth group home operated through the Inner City Youth program;
 - ▶ Expansion of assertive community treatment teams to Kamloops and Kelowna, Abbotsford, Mission, Surrey and North Delta; and now,

- ▶ Forty beds in the PHSA-led rehabilitation and recovery program for adults with severe mental illness and substance use concerns.

DOLLAR FIGURES

- The Ministry of Health provided \$3.5 million to support the Provincial Health Services Authority in establishing the rehabilitation and recovery program.
- This funding is part of the \$20.25 million provided in 2014/15 for health authorities to invest in more local programs and supports to improve care for the severely addicted and mentally ill population.

CONCLUSION

- We want to make sure families can stay close together, that communities benefit from the engagement of their members, and that nobody struggles alone with mental illness or substance use issues.
- Together with our partners, we are working to ensure this does not happen.
- I look forward to providing more updates on future projects to help this population.
- Thank you.

QUESTIONS AND ANSWERS

Brookside/Hillside rehabilitation and recovery program open house

Dec.17, 2014

Q1. What are you announcing today?

- A new 40-bed program focused on rehabilitation and recovery for people with severe mental illness and substance use concerns is opening on redeveloped Riverview grounds, in partnership with the Provincial Health Services Authority and Coast Mental Health.
- This new program demonstrates government's commitment to improving care for people with severe addiction and mental health needs.
- The Ministry of Health, through funding provided to the Provincial Health Services Authority, has committed \$3.5 million in additional funding to support rehabilitation and recovery beds for adults, as part of the \$20.25 million provided in 2014/15 for health authorities to invest in more local programs and supports to improve care for the severely addicted and mentally ill population.
- Brookside and Hillside, two buildings on the Riverview grounds, were was updated to provide these transitional beds, and in response to a call for proposals, Coast Mental Health was awarded a contract to operate the mental health and substance use services in this location.

Q2. This is on the Riverside grounds? I thought you weren't using Riverside for mental health programs, even though this has been suggested in the past. Why the change of heart?

- Offering the rehabilitation and recovery program on Riverside grounds is an interim measure, designed to meet the immediate needs of the community.
- It is not a permanent fix. The Brookside and Hillside buildings on the Riverview grounds went through maintenance upgrades as a temporary solution to increase capacity for this population, while we continue to work on developing a permanent long-term location for these services.
- This solution was developed after extensive community consultation on what to do with the Riverview grounds, and many open houses where community input was solicited. This use does not impede the overall visioning for the site being undertaken by BC Housing.

Comment [NS1]: Note that this has been changed throughout.

QUESTIONS AND ANSWERS

Q3. Are individuals being moved in right now? When does the program actually start?

- Patient transfers began in early November and are occurring in phases.

Q4. How interim will this be? Are we talking years?

- How long the program can and will be run out of Riverview will be determined, but we are anticipating it staying for approximately three years at this point.

Q5. Why can't it be permanent at this location, if you're already doing maintenance upgrades for this purpose?

- The Province/BC Housing is continuing its public engagement process on the future use of the Riverview site.
- This means that while this site is operational right now with the rehabilitation and recovery program, it may be moved to a different location once the final use of Riverview is decided.
- Consultations will continue until spring 2015.

Q6. Where will the program move to when the consultations for Riverview are complete and a final decision is made for Riverview?

- The long-term plan is to have rehabilitation & recovery beds located throughout the province, and not limiting access to these beds to only one location.

Q7. Won't this program at Riverside just compound the isolation and stigma previous Riverside patients faced? How is this better?

- New community-based residential services are offering former Riverview patients better living environments, which in many cases are closer to their home communities and regions.
- Current mental health research suggests individuals living with serious and persistent mental illness respond better to care in smaller, community-based facilities rather than in large institutions.
- The rehabilitation and recovery program will meet the transitional needs of the 100-bed residential program at Burnaby Mental Health Centre. It is not designed as an institution, but more as a residential/transitional residence to help people with mental

QUESTIONS AND ANSWERS

illness or substance use issues through psychiatric treatment, health services, life and job skills and peer support.

QUESTIONS AND ANSWERS

Q8. What is new and unique about this program? Doesn't the Burnaby Mental Health Centre meet these needs already?

- The Provincial Health Services Authority determined that, while the Burnaby Mental Health Centre met a need in the community and has served the community well, there was also a need for transitional housing for people with mental illness and substance use issues, aside from the 100 beds the centre offers.
- The program is new to the community and will offer spaces for the interim at Riverview. There are a total of 40 beds – 25 beds for men at the Brookside building and 15 beds for women in the Hillside building.

Q9. Why are there more beds offered for men than women?

- The 25 beds for men and 15 beds for women reflects the distribution currently found among those living with severe addiction and mental illness at the Burnaby Centre.

Q10. How long will the men and women stay in-residence and in the program for?

- Clients can remain in the program for up to 12 months. Average length of stay is anticipated to be between six and nine months, followed by transition to appropriate services closer to home.

Q11. Who will the rehabilitation and recovery program help and how will it help them?

- The rehabilitation and recovery program will help men and women who are experiencing severe mental illness, substance use issues and other health concerns.
- Services will be provided by Coast Mental Health, a non-profit society experienced in providing approximately 1,200 people with supportive housing and 3,500 clients living in the community with a wide variety of programs and services to help handle mental illness and substance use concerns.
- Coast Mental Health will provide ongoing support and assessment; crisis intervention; co-ordinated psychiatric and medical treatment; life and social skills building; drug and alcohol recovery programs and counseling; job skills training and education; and advocacy and co-ordination with other needed resources, like housing, and peer support.

QUESTIONS AND ANSWERS

- Coast Mental Health partners with health authorities to provide these services, and is also a partner with Providence Health Care in running the youth group home Renfrew House for at-risk youth, which opened in November 2014.

Q12. How much does this program cost?

- The Ministry of Health, through funding provided to the Provincial Health Services Authority, has committed \$3.5 million in additional funding to support these rehabilitation and recovery spaces/beds for adults.
- This funding is part of the \$20.25 million provided in 2014/15 for health authorities to invest in more local programs and supports to improve care for the severely addicted and mentally ill population.

Q13. Where are you with the other promised 14-bed secure facility?

- The 14-bed enhanced care unit will be located at the Burnaby Centre for Mental Health and Addictions, and is scheduled to open in March 2015.
- This unit will support emergency departments in the Lower Mainland to ensure appropriate care for the most acute severely addicted and mentally ill patients.
- The unit will ensure disruptions to other clients at the Burnaby Centre for Mental Health and Addiction are avoided.

Q14. The mayor of Coquitlam has been very vocal about needing more supports for people suffering from mental illness due to his daughter needing care. What is your response to this?

- We realize this must have been a very challenging and stressful time for Mayor Stewart, his daughter and his family.
- We're glad he is able to join us today to celebrate more supports for people with mental illness, and be involved with the process to offer more help and services for this population.
- We hope to continue to provide the most appropriate care for people with mental illness or substance use, and appreciate receiving community feedback and support.

QUESTIONS AND ANSWERS

Q15. Can you give us a progress update on action items from the report for individuals with severe addictions and mental illness?

- We have made significant progress on the action items outlined in our 2013 report for individuals with severe addictions and mental illness, including: construction of an acute behavioural stabilization unit at St. Paul's Hospital; creation of an assertive outreach team; expansion of services to at-risk youth through the inner city youth team; the opening of Renfrew House, a six-bed youth group home; expansion of Assertive community treatment teams to Kamloops and Kelowna; and these 40 new beds for the PHSA-led rehabilitation and recovery program for adults with severe mental illness and substance use concerns.
- The ministry and health authorities continue to move forward with the other actions identified in the plan.
- We look forward to sharing our progress on this and other projects in the near future.

Riverview consultation process

Q16. What updates can you give us on the consultation process underway?

- The Province is continuing its public engagement process on the future use of the Riverview site.
- The visioning process has included open houses with online and in-person participation, direct consultation with key stakeholders and community kiosks to enable a broad and varied engagement process.
- Government made a commitment to listen to all those with interest in the Riverview lands. There are a number of stakeholders engaged in the consultation process, including the local community, all levels of government and the Kwikwetlem First Nations.
- Current health care sites on the Riverview lands include:
 - Three purpose built buildings (Cottonwood, Connolly & Cypress Lodges) operated by Fraser Health for tertiary inpatient mental health services.
 - Office space for Tri-Cities Home Health Services.
 - The Cottages residential program (12 units with 41 beds) operated by a third party through PHSA. This program helps patients transfer from the Forensic Psychiatric Hospital to community living.

QUESTIONS AND ANSWERS

Q17. When will the consultation process be completed?

- BC Housing held the third set of open houses in September. To date, more than 1,100 people have attended the open houses and 1,400 have stopped by information kiosks.
- Illustrations drawn at co-design sessions, showing hopes for future uses of the land, can be rated online until January 16 (www.renewingriverview.com). The final open house will happen in spring 2015.
- Once the consultation process is complete, BC Housing will deliver a final report to the City of Coquitlam for consideration.