

## Specialized Residential Care Beds

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**Client Area** INFORMATION ACCESS OPERATIONS

**Question being asked** Number and per capita number of specialized residential care beds at the BC and health authority level

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# Specialized Residential Care Beds

**Filename**    FOI HTH-2016-63456 (3).xlsx

**Data source**   1 Mental Health and Substance Use (MHSU) Bed Surveys  
                     2 P.E.O.P.L.E. 2015, BC Stats, Ministry of Technology, Innovation and Citizen Services

**Notes**   1 Bed counts are from the Mental Health and Substance Use (MHSU) Bed Surveys for March 31 of 2012, 2013, 2014, 2015 and 2016. The surveys include data provided to the Minsitry of Health by the health authorities.  
             2 Bed numbers are provided separately for Mental Health and Substance Use services.  
             3 Per capita bed counts are expressed as number of beds per 100,000 population, for the total population of the health authority or the province. Rates are calculated based on the population estimates for 2011, 2012, 2013, 2014, and 2015 from P.E.O.P.L.E. ( Population Extrapolation for Organizational Planning with Less Error)  
             4 Provincial Health Services Authority (PHSA) beds are provinical beds and available to all residents in the province. The provincial bed rate includes the PHSA beds, but a rate is not calculated for PHSA.  
             5 See the "Defn-Mental Hlth" tab for detailed definitions of the facility types used in this report.  
             6 See the "Defn-Substance Use" tab for detailed definitions of the facility types used in this report. Definitions of some Substance Use bed types were revised and some types were added as of the March 31, 2015 MHSU Bed Survey which may show beds shifted into different categories.

## Specialized Residential Care Beds

### Mental Health Beds and Rate per 100,000 Population

|                             | 2011    |           |           |         |         |      |           |
|-----------------------------|---------|-----------|-----------|---------|---------|------|-----------|
| Health Authority            | IHA     | FHA       | VCHA      | VIHA    | NHA     | PHSA | BC Total  |
| Count                       | 1,049   | 2,409     | 3,754     | 1,458   | 420     | 139  | 9,229     |
| Population                  | 721,229 | 1,638,264 | 1,106,608 | 749,958 | 283,080 | n/a  | 4,499,139 |
| Rate per 100,000 Population | 145.4   | 147.0     | 339.2     | 194.4   | 148.4   | n/a  | 205.1     |
|                             | 2012    |           |           |         |         |      |           |
| Count                       | 1,093   | 2,451     | 4,077     | 1,468   | 424     | 141  | 9,654     |
| Population                  | 722,357 | 1,662,102 | 1,121,688 | 751,809 | 284,552 | n/a  | 4,542,508 |
| Rate per 100,000 Population | 151.3   | 147.5     | 363.5     | 195.3   | 149.0   | n/a  | 212.5     |
|                             | 2013    |           |           |         |         |      |           |
| Count                       | 1,115   | 2,616     | 4,282     | 1,645   | 432     | 148  | 10,238    |
| Population                  | 722,589 | 1,686,326 | 1,132,434 | 755,284 | 285,992 | n/a  | 4,582,625 |
| Rate per 100,000 Population | 154.3   | 155.1     | 378.1     | 217.8   | 151.1   | n/a  | 223.4     |
|                             | 2014    |           |           |         |         |      |           |
| Count                       | 1,130   | 2,781     | 4,782     | 1,704   | 438     | 148  | 10,983    |
| Population                  | 730,712 | 1,706,824 | 1,146,312 | 759,725 | 287,729 | n/a  | 4,631,302 |
| Rate per 100,000 Population | 154.6   | 162.9     | 417.2     | 224.3   | 152.2   | n/a  | 237.1     |
|                             | 2015    |           |           |         |         |      |           |
| Count                       | 1,068   | 2,937     | 5,292     | 1,679   | 473     | 167  | 11,616    |
| Population                  | 736,826 | 1,733,902 | 1,157,116 | 767,505 | 290,558 | n/a  | 4,685,907 |
| Rate per 100,000 Population | 144.9   | 169.4     | 457.3     | 218.8   | 162.8   | n/a  | 247.9     |
|                             | 2016    |           |           |         |         |      |           |
| Count                       | 1,091   | 3,200     | 5,677     | 1,703   | 437     | 166  | 12,274    |
| Population                  | 743,656 | 1,762,793 | 1,169,138 | 776,007 | 294,026 | n/a  | 4,745,620 |
| Rate per 100,000 Population | 147     | 182       | 486       | 219     | 149     | n/a  | 259       |

### Substance Use Beds and Rate per 100,000 Population

|                             | 2011    |           |           |         |         |      |           |
|-----------------------------|---------|-----------|-----------|---------|---------|------|-----------|
| Health Authority            | IHA     | FHA       | VCHA      | VIHA    | NHA     | PHSA | BC Total  |
| Count                       | 177     | 371       | 1,461     | 437     | 79      | 73   | 2,598     |
| Population                  | 721,229 | 1,638,264 | 1,106,608 | 749,958 | 283,080 | n/a  | 4,499,139 |
| Rate per 100,000 Population | 25      | 23        | 132       | 58      | 28      | n/a  | 58        |
|                             | 2012    |           |           |         |         |      |           |
| Count                       | 177     | 371       | 1,491     | 445     | 79      | 30   | 2,593     |
| Population                  | 722,357 | 1,662,102 | 1,121,688 | 751,809 | 284,552 | n/a  | 4,542,508 |
| Rate per 100,000 Population | 25      | 22        | 133       | 59      | 28      | n/a  | 57        |
|                             | 2013    |           |           |         |         |      |           |
| Count                       | 145     | 330       | 1,491     | 442     | 81      | 28   | 2,517     |
| Population                  | 722,589 | 1,686,326 | 1,132,434 | 755,284 | 285,992 | n/a  | 4,582,625 |
| Rate per 100,000 Population | 20      | 20        | 132       | 59      | 28      | n/a  | 55        |
|                             | 2014    |           |           |         |         |      |           |
| Count                       | 165     | 330       | 1,601     | 441     | 79      | 32   | 2,648     |
| Population                  | 730,712 | 1,706,824 | 1,146,312 | 759,725 | 287,729 | n/a  | 4,631,302 |
| Rate per 100,000 Population | 23      | 19        | 140       | 58      | 27      | n/a  | 57        |
|                             | 2015    |           |           |         |         |      |           |

|                             |             |           |           |         |         |     |           |
|-----------------------------|-------------|-----------|-----------|---------|---------|-----|-----------|
| Count                       | 153         | 348       | 1,514     | 457     | 78      | 32  | 2,582     |
| Population                  | 736,826     | 1,733,902 | 1,157,116 | 767,505 | 290,558 | n/a | 4,685,907 |
| Rate per 100,000 Population | 21          | 20        | 131       | 60      | 27      | n/a | 55        |
|                             | <b>2016</b> |           |           |         |         |     |           |
| Count                       | 151         | 384       | 1,590     | 495     | 89      | 34  | 2,743     |
| Population                  | 743,656     | 1,762,793 | 1,169,138 | 776,007 | 294,026 | n/a | 4,745,620 |
| Rate per 100,000 Population | 20          | 22        | 136       | 64      | 30      | n/a | 58        |

## Specialized Residential Care Beds

### Community Mental Health Beds/Units Definitions

| Facility Type                        | Definition  |
|--------------------------------------|---|
| Community Residential Care           | Community Residential Care facilities are licensed under the <i>Community Care and Assisted Living Act</i> (CCALA) and provide services which include various levels of supports for individuals unable to live independently. These facilities are funded by Health Authorities and provide twenty-four hour, on-site support for three or more residents, including accommodation, meals, personal life skills support, medication administration and linkages with external mental health, addictions and local community services.  |
| Community Assisted Living            | Community Assisted Living facilities are registered under the <i>Community Care and Assisted Living Act</i> (CCALA) and provide services which include various levels of supports for individuals unable to live independently and require intensive rehabilitation programming or crisis management. These facilities are funded by Health Authorities and provide twenty-four hour support for three or more residents, including accommodation, meals, personal life skills support, medication administration, and linkages with external mental health, addictions and local community services.   |
| Family Care Homes                    | Privately owned homes, operated by a family or an individual, and approved and funded by the Health Authorities according to regional standards enforced through contractual requirements. These homes accommodate a <b>maximum of two individuals</b> and provide 24-hour, on-site care and support for persons unable to live independently and requiring support services within a family setting. Services include room and board, assistance with personal life skills and linkage with community mental health, addictions and local community services.  |
| Mental Health Supported Housing      | Supported Housing includes a variety of Health Authority funded registered facilities under the CCALA, as well as facilities subjected to the Residential Tenancy Act and standards enforced by the regional health authority. Services include provision of safe, secure and affordable accommodation and support services, which vary in the level of intensity, such as assistance with personal life skills and crisis management. Supported Housing consists of a variety of housing and support models, including:<br>a) Supported Independent Living (SIL): Self-contained, subsidized, private market apartment/mobile homes governed by <b>Residential Tenancy Act</b> .<br>b) Scattered Supported Apartments: Clients live in self-contained subsidized private market apartments/mobile homes, usually one-bedroom units, governed by the <b>Residential Tenancy Act</b> . Clients pay reduced rent based on income (maximum 35 percent of income). BC Housing provides a rent subsidy. Off site home support and mental health and addictions services are coordinated through a mental health<br>c) Clustered/Block Apartments: Self-contained, subsidized apartments governed by <b>Residential Tenancy Act</b> in a building where all units are occupied by persons with mental disorders.<br>d) Congregate Housing: Bachelor suites governed by <b>Residential Tenancy Act</b> in a building where all units are occupied by persons with mental disorders, clients do not have kitchens within their suites and meals are provided; clients pay reduced rent.<br>e) Group Homes: Clients share a communal home and participate in shared living arrangements with on-site and off-site support; clients stay usually short term - under 2 years. Not licensed under CCALA but must meet standards developed by the Health Authority.<br>f) Supported Hotels: Single room occupancy, leased or owned hotels, managed by a non-profit agency; <b>clients pay reduced rent based on income</b> , receive on-site support and supervision. Clients usually stay long term - over two years. |
| Rental Subsidy                       | Rental subsidies funded by Health Authorities serving clients with mental disorders who have graduated from mental health Supported Housing and continue to require a rent subsidy and case management services from the local community mental health centre to maintain their affordable housing.   |
| ACT/ICM Rental Subsidy               | Rental subsidies funded by Health Authorities for clients receiving treatment and support services from Assertive Community Treatment (ACT) or Intensive Case Management (ICM) teams to live in safe and affordable scattered housing with support from the ACT/ICM team. These rental subsidies are only reported in this category when they are not captured in supported housing categories.   |
| Community Crisis Stabilization Units | These units are funded by Health Authorities and licensed under the <i>Community Care and Assisted Living Act</i> (CCALA) providing assessment, treatment, stabilization, and referral for follow-up services for people requiring immediate psychiatric treatment. Crisis stabilization units are an alternative to Acute Inpatient Psychiatric Care and services are provided within a safe and supportive home-like environment. Units operate 24-hour a day, seven days a week and are staffed by on-site professional mental health and addictions staff such as a physician, nurses and social workers.   |



## Community Mental Health Beds/Units Definitions

| Facility Type   | Definition  |
|---|---|
| Emergency Shelters  | These beds are funded fully or partially by Health Authorities providing temporary accommodation and meals for people with mental disorders who are homeless. Services include access to off-site mental health and addictions community services, support to obtain long-term housing and referrals to appropriate community services. Please note: Emergency Shelters fully funded by BC Housing are not included in this   |
| Crisis Residential Care (Short Stay Crisis Stabilization) | These units are funded by health authorities and <u>may be</u> licensed under the Community Care and Assisted Living Act (CCALA) providing short-term crisis stabilization services for people with mental disorders who are having acute psychosocial crises such as an eviction from their living arrangements, termination of employment or substance use overdose temporarily impacting their daily functioning. Services are provided by para-professional mental health and addictions staff, 24 hours a day, seven days a week, to assist clients in resolving their immediate crises and supporting clients to return to their usual level of functioning and to their former accommodation or living arrangements. These facilities should not be confused with <u>Community Crisis Stabilization Units</u> where the primary focus is on psychiatric treatment. |

## Specialized Residential Care Beds

### Community Substance Use Beds/Units Definitions

| Facility Type  | Definition (March 2015 to Present)  | Prior Facility Type         | Definition (Before March 2015)   |
|--|---|-----------------------------|--|
| Adult Residential Treatment  | Adult facilities are safe, structured, substance-free settings, usually licensed under the Community Care and Assisted Living Act (CCALA), and are funded by the health authorities. <b>Residential substance use services</b> provide time-limited, <b>live-in</b> intensive treatment for individuals who are experiencing <b>substance use</b> problems, and whose assessment indicates that they will be effectively served through intensive treatment. <b>Professional practitioners provide</b> assessment, structured individual, group counselling and may include family counselling/therapy, <b>as well as psycho-social education and life-skills training. Some programs may also provide medical, nursing or psychiatric support. Staff are on-site 24 hours a day.</b> Programs generally range from 30-90 days.   | Adult Residential Treatment | Adult facilities are safe, structured, substance-free settings, usually licensed under the Community Care and Assisted Living Act (CCALA), and are funded by the health authorities. Addictions residential treatment provides time-limited intensive treatment for individuals who are experiencing drug and/or alcohol related problems, and whose assessment indicates that they will be effectively served through intensive treatment. Treatment includes assessment, education, structured individual, group and family counselling/therapy. Programs generally range from 30-90 days. |
| Youth Residential Treatment  | Youth facilities are safe, structured, substance-free settings, usually licensed under the Community Care and Assisted Living Act (CCALA), and are funded by the health authorities. <b>Residential substance use services</b> provide time-limited, <b>live-in</b> intensive treatment for individuals who are experiencing <b>substance use</b> problems, and whose assessment indicates that they will be effectively served through intensive treatment. <b>Professional practitioners provide</b> assessment, structured individual, group counselling and may include family counselling/therapy, <b>as well as psycho-social education and life-skills training. Some programs may also provide medical, nursing or psychiatric support. Staff are on-site 24 hours a day.</b> Programs generally range from 30-90 days.   | Youth Residential Treatment | Youth facilities are safe, structured, substance-free settings, usually licensed under the Community Care and Assisted Living Act (CCALA), and are funded by the health authorities. Addictions residential treatment provides time-limited intensive treatment for individuals who are experiencing drug and/or alcohol related problems, and whose assessment indicates that they will be effectively served through intensive treatment. Treatment includes assessment, education, structured individual, group and family counselling/therapy. Programs generally range from 30-90 days. |
| Adult <b>Supportive Residential Services</b> (Supportive Recovery) | A temporary residential, substance-free setting for adults, funded by health authorities to provide a safe, supportive environment for individuals who are experiencing <b>substance use</b> problems. Support recovery programs deliver low to moderate, time-limited supports and services for clients. <b>They meet the needs of individuals who are preparing to enter residential treatment or those who have left more intensive residential treatment but who require additional support to reintegrate into the community, or for those requiring a longer term structured environment while preparing to transition into a more stable lifestyle. Activities may include coaching for daily living, community reintegration, vocational and educational planning, participating in mutual aid supports, and some counseling and case management.</b> Individuals access outpatient and other community treatment services and supports. <b>Services may be provided in facilities that are registered under the Community Care and Assisted Living Act (CCALA).</b> Programs generally range from 30-90 days.              | Adult Support Recovery      | A temporary residential, substance-free setting for adults, funded by health authorities to provide a safe, supportive environment for individuals who are experiencing drug and alcohol related problems. Support recovery programs deliver low to moderate, time-limited supports and services for clients. Individuals access outpatient and other community treatment services and supports. Programs generally range from 30-90 days.   |
| Youth <b>Supportive Residential Services</b> (Supportive Recovery) | A temporary residential, substance-free setting for youth, funded by health authorities to provide a safe, supportive environment for individuals who are experiencing <b>substance use</b> problems. Support recovery programs deliver moderate, time-limited supports and services for clients. <b>They meet the needs of individuals who are preparing to enter residential treatment or those who have left more intensive residential treatment but who require additional support to reintegrate into the community, or for those requiring a longer term structured environment while preparing to transition into a more stable lifestyle. Activities may include coaching for daily living, community reintegration, vocational and educational planning, participating in mutual aid supports, and counseling and case management, and wrap-around services.</b> Individuals access outpatient and other community treatment services and supports. <b>Services may be provided in facilities that are registered under the Community Care and Assisted Living Act (CCALA).</b> Programs generally range from 30-90 days. | Youth Support Recovery      | A temporary residential, substance-free setting for youth, funded by health authorities to provide a safe, supportive environment for individuals who are experiencing drug and alcohol related problems, includes stabilization beds that are considered as support recovery by some health authorities. Support recovery programs deliver low to moderate, time-limited supports and services for clients. Individuals access outpatient and other community treatment services and supports. Programs generally range from 30-90 days.  |
| Adult Transitional Services  | A temporary residential, substance-free setting for adults, funded by health authorities to provide a safe, supportive environment for individuals who are experiencing substance use problems, and requiring short- to medium- term supports (from 24 hours to 30 days). Transitional services may include dedicated stabilization beds and/or transition beds, and are provided in a community residential setting. Stabilization supports are provided to individuals in post-acute withdrawal from substances, and are offered either with or without medical supervision. Transition supports are provided to individuals who may be transitioning into or out of a residential or withdrawal management bed, or who are awaiting housing and may not have an adequate plan for continued treatment or an adequate level of support and safe housing while awaiting the transition.  | N/A                         | N/A  |

## Specialized Residential Care Beds

### Community Substance Use Beds/Units Definitions

| Facility Type  | Definition (March 2015 to Present)  | Prior Facility Type                                     | Definition (Before March 2015)  |
|--|---|---|---|
| Youth Transitional Services                                  | A temporary residential, substance-free setting for youth, funded by health authorities to provide a safe, supportive environment for individuals who are experiencing substance use problems, and requiring short- to medium- term supports (from 24 hours to 30 days). Transitional services may include dedicated stabilization beds and/or transition beds, and are provided in a community residential setting. Stabilization supports are provided to individuals in post-acute withdrawal from substances, and are offered either with or without medical supervision. Transition supports are provided to individuals who may be transitioning into or out of a residential or withdrawal management bed, or who are awaiting housing and may not have an adequate plan for continued treatment or an adequate level of support and safe housing while awaiting the transition.   | N/A   | N/A   |
| Adult Withdrawal Management (detox) - <b>Facility-Based</b>  | Withdrawal management services are provided in a community (non-hospital) residential setting funded by the health authorities. Individuals going through the acute stages of withdrawal from substances <b>may be medically monitored or medically supervised which may involve a medical assessment by a physician and regular monitoring by a nurse and health care worker</b> . Services are provided in facilities <b>required to be licensed</b> under the Community Care and Assisted Living Act (CCALA).  | Adult Detox (withdrawal management) - Community Based   | These adult withdrawal management services are funded by health authorities to provide support through acute stages of withdrawal from alcohol or other drugs in a residential setting. This category includes both Facility Community Based and Family Care Homes. Facility Community Based services are provided in facilities required to be licensed under the Community Care and Assisted Living Act (CCALA). Family Care Homes services are commonly used for youth who reside in a family care setting or other supportive residential setting but may also be a service provided to adults who reside in a supportive residential setting while going through withdrawal. Services may or may not be licensed under the Community Care and Assisted Living Act (CCALA). |
| Youth Withdrawal Management (detox) - <b>Facility-Based</b>  | Withdrawal management services are provided in a <b>community (non-hospital)</b> residential setting funded by the health authorities. Individuals going through the acute stages of withdrawal from substances <b>are medically monitored or medically supervised which may involve a medical assessment by a physician and regular monitoring by a nurse and health care worker</b> . Services are provided in facilities required to be licensed under the Community Care and Assisted Living Act (CCALA).   | Youth Detox (withdrawal management) - Community Based   | These youth withdrawal management services are funded by health authorities to provide support through acute stages of withdrawal from alcohol or other drugs in a residential setting. Services are provided in facilities required to be licensed under the Community Care and Assisted Living Act (CCALA).   |
| Adult Withdrawal Management (detox) - Supportive Residential | Withdrawal management services are provided through a supportive residential setting such as a Family Care Home or other community supportive residential setting. A Family Care Home is a privately owned home, operated by a family or an individual, and approved according to regional standards enforced through contractual requirements. Individuals going through the acute stages of withdrawal from substances receive support through minimally medical approaches through services such as home/mobile withdrawal management. Supports are provided by a variety of in-home services that could include outpatient or outreach substance use counsellors and nurses. The residential setting may or may not be licensed under the Community Care and Assisted Living Act (CCALA).   | N/A   | N/A   |
| Youth Withdrawal Management (detox) - Supportive Residential | <b>Withdrawal management services are provided through a supportive residential setting such as a Family Care Home or other community supportive residential setting. A Family Care Home is a privately owned home, operated by a family or an individual, and approved according to regional standards enforced through contractual requirements.</b> Individuals going through the acute stages of withdrawal from substances receive support <b>through minimally medical approaches through services such as home/mobile withdrawal management, and other related wrap-around supports. Supports are provided by a variety of in-home services that could include outpatient or outreach substance use counsellors and nurses.</b> The residential setting may or may not be licensed under the Community Care and Assisted Living Act (CCALA).   | Youth Detox (withdrawal management) - Family Care Homes | These youth withdrawal management services are funded by health authorities to provide support through acute stages of withdrawal from alcohol or other drugs in a residential setting. This is most commonly used for youth who reside in a family care setting or other supportive residential setting while going through withdrawal. Services may or may not be licensed under the Community Care and Assisted Living Act (CCALA).  |
| Supported Housing - Adults                                   | Supported Housing includes a variety of Health Authority funded facilities. Some may be licensed or registered under the CCALA if they provide a certain number of prescribed services. Some may be facilities subjected to the <i>Residential Tenancy Act</i> and standards enforced by the regional health authority. Services include provision of safe, secure and affordable accommodation and support services, which vary in the level of intensity, such as assistance with personal life skills and crisis management. <i>Supported Housing consists of a variety of housing and support models, including but not limited to the following examples:</i><br>a) Supported Independent Living (SIL): Self-contained, subsidized, private market apartments/mobile homes governed by <b>Residential Tenancy Act</b> . Individuals receive support on an outreach basis that includes life skills coaching, assisting clients get to appointments and community linkages. Supports may be high, medium or low.<br>b) Scattered Supported Apartments: Housing is provided throughout a community in scattered sites. Services vary depending on the model used. In most cases, rental agreements are established under the <b>Residential Tenancy Act</b> (RTA).<br>c) Clustered/Block Apartments: Self-contained, subsidized apartments governed by <b>Residential Tenancy Act</b> in a building where all units are occupied by persons with mental disorders.<br>d) Congregate Housing: A cluster of units governed by <b>Residential Tenancy Act</b> in a building (e.g. 30 units out of a 100 unit building) receive support services. Supports may be high, medium or low. | N/A   | N/A   |

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## Specialized Residential Care Beds

### Community Substance Use Beds/Units Definitions

| Facility Type                | Definition (March 2015 to Present)   | Prior Facility Type          | Definition (Before March 2015)   |
|------------------------------|--|------------------------------|--|
|                              | <p>e) Dedicated Sites: Self-contained, subsidized units in a building where all units are occupied by persons with problematic substance use issues. BC Housing or a non-profit agency usually operates the housing. Health authority and/or non-profit agency provides support staff that provides services and link to community.</p> <p>f) Group Homes: Clients share a communal home and participate in shared living arrangements; clients stay usually short term – under 2 years. Not licensed under CCALA but must meet standards developed by the Health Authority.</p> <p>g) Supported Hotels: Single room occupancy, leased or owned hotels, managed by a non-profit agency; <b>clients pay reduced rent based on income</b>, receive on-site support and supervision. Clients usually stay long term – over two years.</p> |                              |  |
| Supported Housing - Youth    | Supported Housing includes a variety of Health Authority funded registered facilities. Services include provision of safe, secure and affordable accommodation and support services, which vary in the level of intensity, such as assistance with personal life skills and crisis management. <i>Supported Housing consists of a variety of housing and support models including but not limited to the examples provided for Adult Addictions Supported Housing above e.g. Youth SIL, Youth Supported Residential Stabilization.</i>   | N/A                          | N/A  |
| Sobering and Assessment Beds | Beds/mats funded by the health authorities to provide a short-term (less than 24 hours) safe place for people under the influence of substances. <b>Monitoring of health is provided as it relates to acute intoxication.</b> The objective is to provide short-term respite, and not necessarily facilitate a referral to other substance use and/or mental health services, although that may be a secondary outcome of the service.   | Sobering and Assessment Beds | Beds/mats funded by the health authorities to provide a short-term (less than 24 hours) safe place for people under the influence of substances to have shelter, access to washrooms, and a snack. The objective is to provide short-term respite, and not necessarily facilitate a referral to other addictions or mental health services, although that may be a secondary outcome of the service. |