

# CENTRAL OKANAGAN



## MENTAL HEALTH & SUBSTANCE USE SERVICES

### Community based Mental Health Services:

**Cedar Sage Health and Wellness Clinic:** The clinic provides trauma-informed short-term, team-based care to higher functioning individuals experiencing a mental health illness as well as services to individuals with substance use concerns. The clinic is available to individuals who have a family physician, with referrals from by family physicians and nurse practitioners.

**Access:** The clinic accepts referrals from family doctors, primary care providers, nurse practitioners, health care or community support teams. The clinical also accepts self-referrals

**Contact:** 250-469-7070 (x13555)

**Eating Disorders Program:** Provides individual and group therapy for persons with a diagnosis of an eating disorder. Referral from a family physician is required.

**Access:** The clinic accepts referrals from family doctors or pediatricians. Self-referrals not accepted.

**Contact:** 250-469-7070 (x13553)

**Adult Short Term Assessment & Treatment Team (ASTAT):** Short term group and/or individual counselling service for individuals with moderate to severe symptoms related to mental illness (such as anxiety and mood disorders).

**Access:** The team accepts self-referral, family physicians, hospital, community agencies and psychiatrists.

**Contact:** 250-469-7070 (x13553)

**Adult Community Support Services (ACSS):** Case Management Services are available for people with a serious and persistent mental illness. This program provides longer term treatment, rehabilitation, case management, support services and residential care.

**Access:** The team accepts referrals from hospital, family doctors, and psychiatrists. Self-referrals not accepted.

**Contact:** 250-469-7070 (x13553)

**Seniors Mental Health:** Provides mental health services to seniors with mental disorders or behavioral and psychological symptoms that compromise their ability to function independently, seriously affect their feelings of wellbeing, or adversely affect their relationships with others. Serves those who are experiencing one or more of the following: depression, bi-polar affective disorder, anxiety, psychotic disorders, delirium, complex dementia with psychiatric or behavioral problems, and/or longstanding psychiatric disorders with age-related complications. Provides clinical assessment, treatment, consultation, case management, psychosocial rehabilitation.

**Access:** The team accepts referrals from hospital, community care, family doctors, and psychiatrists. Self-referrals not accepted.

**Contact:** 250-469-7070 (x13553)

**Crisis Response team and Police and Crisis team (PACT):** A mobile mental health and substance use (MHSU) crisis intervention team which provides an enhanced community response to people experiencing a mental health



and/or substance use crisis. The PACT consists of a dedicated psychiatric nurse and a specially-trained RCMP officer who patrols the streets and responds to calls. The team will assess needs and connect the person in crisis with appropriate services with a goal to reduce repeat MHSU visits to the local emergency department, as well as reduce repeat MHSU calls to the police.

**Access:** The team accepts referrals from all sources.

**Contact:** CRT- 250-250-212-8533

PACT - through RCMP or 911

**Assertive Community Treatment (ACT) Team:** ACT teams are an established way of working with clients who have complex medical, psychiatric and social care needs who may have difficulty accessing community mental health and substance use services. ACT serves clients with serious mental illnesses and substance use disorders that are complex and who have very significant functional impairments, and who, because of the limitations of traditional mental health services, may have gone without appropriate services. ACT services are delivered by a group of multidisciplinary mental health staff who work as a team and provide the majority of the treatment, rehabilitation, and support services clients need to achieve their goals. The team is directed by a team coordinator and a psychiatrist and includes a sufficient number of staff from the core mental health disciplines, at least one peer support specialist, and a program/administrative support staff who work in shifts to cover 24 hours per day, seven days a week to provide intensive services (multiple contacts may be as frequent as two to three times per day, seven days per week, and are based on client need and a mutually agreed upon plan between the client and ACT staff).

**Access:** The team accepts referrals from community agencies; forensics, Interior Health, or other health authorities if client is relocating. Self-referrals not accepted.

**Contact:** 250-469-7070 (x13553)

### **Community based Substance Use Services:**

**Outpatient Substance Use Services and Treatment (Adult and Youth):** Services include outreach, medical consultation, assessment, referral, education sessions, as well as individual, group and family counselling/therapy and case management. Provided in the home, office-based or community; can be short-term or longer-term.

**Access:** Self-referral, Interior Health staff, physician or community partners

**Contact:** 250-469-7070 (x13553)

**Substance Use Day Treatment:** Day treatment programs are a component of substance use treatment services and consist of a six week program offered to individuals requiring intensive therapeutic services, where facility based treatment may not be appropriate.

**Access:** Self-referral, Interior Health staff, physician or community partners

**Contact:** 250-469-7070 (x13553)

**Opioid Agonist Treatment:** Provides people who are addicted to opioids with prescribed daily medications to help with opioid withdrawal and cravings (Suboxone and Methadone clinics). Available through Interior Health in Kelowna at the Community Health and Services Centre and Foundry locations.

**Access:** Self-referral, Interior Health staff, physician or community partners

**Contact:** 250-469-7070 (x13553)

**Injectable OAT:** iOAT is an evidence-based treatment intervention for people with severe Opioid Use Disorder (OUD) and has been demonstrated to reduce illicit opioid use and improve quality of life. It is the highest intensity treatment option available for people with severe OUD who have been unsuccessful at reducing or ceasing their intravenous non-medical use of opioids with adequately-dosed, lower-intensity treatment



options, such as oral OAT. It is an important component of the continuum of care when treating people with OUD. The Kelowna iOAT clinic has a capacity for 20 participants.

**Access:** Self-referral, Interior Health staff, physician or community partners

**Contact:** 250-469-7070 (x13553)

**Substance Use Connections (KGH and community):** The Substance Use Connections Teams work in Kelowna General Hospital to assertively engage with substance use clients within 72 hours of a referral, and they remain connected to clients until those individuals are successfully linked to appropriate addictions care. They work closely with community service providers and with the rest of the care team in the hospital, including nursing staff and physicians.

**Access:** Individuals are referred and connected during an acute episode in KGH

**Contact:** through acute care referral only

**Mobile Supervised Consumption Services:** Services include supervision of drug consumption, responding to overdoses, minor wound care, distribution of harm reduction supplies, support and referrals. Low threshold, low barrier services for a high risk population that is not likely to engage with formal health care services. The focus of these services is on reducing the risks associated with substance use and engaging people into care.

**Access:** Self-referrals. Individuals present onsite during hours of service.

**Contact:** individuals present onsite

**Facility based Withdrawal Management:** Interior Health contracts “The Bridge” in Kelowna for a number of inpatient treatment options including 15 adult withdrawal management beds and four dedicated to young people under the age of 18. There are also several inpatient facilities outside of the region that Kelowna residents may access.

**Access:** Interior Health Substance use services and clinicians support the referral process to “The Bridge” programs and other agencies. Individuals can [self-refer](#).

**Contact:** 250-763-0456 (The Bridge direct)

**Facility based Treatment Services:** Programs offer intensive short-term therapy designed for clients ready to make significant changes to their substance use patterns in a safe, alcohol and drug free living environment. Treatment programs are usually accessed through referral from an outpatient service and typically last 28 days. Follow-up is provided through local outpatient counselling services. Within Kelowna Interior Health contracts “The Bridge” for facility based treatment services. There are facilities across Interior Health and B.C. that residents may also access (Vernon, Burnaby, Vancouver Island, Vancouver, Burnaby, Surrey).

**Access:** Interior Health substance use services and clinicians support referrals. Individuals can [self-refer](#).

**Contact:** Interior Health 250-469-7070 (x13553) or 250-763-0456 (The Bridge direct)

**Support Recovery Beds:** In Kelowna Interior Health contracts “The Bridge” for support recovery beds, which provide clients a safe, substance-free setting while they await inpatient treatment, return from inpatient treatment or transition to a more stable lifestyle. Residents may also access contracted support recovery beds outside Kelowna (there are beds in Kamloops, Vernon, Merritt, Nelson, Cranbrook, Armstrong, Williams Lake.)

**Access:** Interior Health Substance use services and clinicians support referrals. Individuals can [self-refer](#).

**Contact:** 250-763-0456 (The Bridge direct)

## **Hospital and Facility based Services:**

**McNair Mental Health and Substance Use Unit, KGH:** Services provided for adults include psychiatric and concurrent substance use assessment in the emergency department, in-patient mental health intensive care, inpatient assessment and treatment, and discharge planning back to the community.

**Access:** This is an acute care service provided at KGH

**In-Reach, KGH:** A team of nurses and social work provides consultation services to KGH including mental health supports for patients anywhere in the hospital, other than those designated mental health areas where trained staff are integrated/available. The team also provides comprehensive mental health assessments for patients presenting to the emergency department with a mental health concern, then liaises with the emergency department physician(s) to discuss appropriate follow-up and referrals.

**Access:** This is an acute care service provided at KGH

**Addiction Medicine Consultation Services, KGH:** Management of substance use disorders for patients in hospital. The addiction consult service provides a comprehensive assessment, diagnosis, and treatment plan, specifically management of intoxication and/or withdrawal, as well as treatment initiation where indicated. Team members liaise with community service providers to facilitate continuity of treatment during the transition between hospital and community. The service is available Monday – Friday with on call services in the evenings and weekends.

**Access:** This is an acute care service provided at KGH

**Tertiary Adolescent Psychiatry Unit, KGH:** The Adolescent Psychiatry Unit is a regional 8-bed specialized inpatient program for youth aged 12-17 who are struggling with significant psychiatric symptoms, such as psychosis, mood disorders, or anxiety disorders that require an extended stay for assessment and treatment planning.

**Access:** This is regional Interior Health Tertiary care service provided at KGH. Individuals are referred by their psychiatrists throughout Interior Health and access is coordinated by a specialized intake team.

**Cara Centre:** Community based facility for short stay psychosocial rehabilitation, for adults with moderate to severe mental health concerns that require psychosocial rehabilitation.

**Access:** This is a regional Interior Health tertiary care service. Individuals are referred by their psychiatrists and health care team throughout Interior Health and access is coordinated by a specialized intake team.

## **Youth and young adult Community based Services:**

**Early Psychosis Intervention (EPI) (Foundry and Doyle locations):** Youth services include: psychiatric care, multidisciplinary services, assessment, medication management, case management, family support and education. EPI Services are available for people who may be experiencing their first psychotic episode. This program provides assessment, treatment, rehabilitation and support services. The Interior Health programs are for 19 and over, although they will take clients as young as 17. Child and Youth Mental Health (MCFD location) offers a similar program for those 18 and under.

**Access:** Self, physician, Nurse Practitioner, family member, Access/intake clinician

**Contact:** 250-469-7070 (x13553)

**Youth Intensive Case Management (Foundry location):** A new service to help remove barriers and bridge gaps in mental health and substance use treatment for young people. The inter-professional, collaborative Intensive Case Management team approach includes access to psychiatrists as well as registered nurses, counsellors, and life skills workers. These teams also provide supports for families, recognizing this is an important aspect of client care.

**Access:** Self, physician, Nurse Practitioner, Family, Access/intake clinician/Ministry for Child and Family Development

**Contact:** 250-469-7070 (x13553)

**Regional Programs managed and coordinated from Kelowna:**

**Developmental Disability Mental Health Services (DDMHS) (Regional):** Provides specialized mental health consultation and services to individuals 14 years of age and older who have both an intellectual developmental disorder and a mental health disorder.

**Access:** Interior Health clinician, General Practitioners, pediatricians, psychiatrists, Ministry for Child and Family Development, Community Living BC

**Contact:** 250-763-4122

**Interior Health Children's Assessment Network (IHCAN) (Regional):** Provides assessment and diagnosis for children and youth in Interior Health who demonstrate significant impairment in a number of areas of functioning, including development and learning, mental health, adaptive and social skills, or biomarkers such as prenatal substance exposure. Sees children under three assessment streams: Autism Spectrum Disorder, Fetal Alcohol Spectrum Disorder, and Complex Child and Youth.

**Access:** Family doctors, pediatricians, psychiatrists, nurse practitioners

**Contact:** 250-763-4122