

Vancouver Community Adult Mental Health and Substance Use Teams' Mandate

This mandate is intended to clearly describe who will access team services, how to access team services, what to expect from team services, and what outcomes are expected. The purpose of this mandate is to achieve consistent team delivery across all sites. Further policies and guidelines will accompany this document to provide more specific detail.

SCOPE

The scope of this mandate includes the services of nine neighbourhood-based community teams:

- Raven Song Mental Health and Substance Use Services
- Three Bridges Substance Use Services (including VAMP regional program)
- South Mental Health and Substance Use Services (including STAR regional program)
- Grandview Woodlands Mental Health Team
- Strathcona Mental Health Team
- West End Mental Health Team
- Northeast Mental Health Team
- Kitsilano-Fairview Mental Health Team
- Evergreen Substance Use Services

It is gratefully acknowledged that these services are located on the traditional unceded homelands of the xʷməθkʷəy̓əm (Musqueam), Skwxwú7mesh (Squamish), and Səlílwətaʔ/Selilwitulh (Tsleil-Waututh) Nations.

Teams are designed to be neighbourhood-based in order to encourage collaboration and partnerships with local community services, including family physicians and other care providers. Clients and families can access a range of integrated mental health, substance use, or both mental health and substance use services.

These mental health and substance use services can include individual sessions, group programs, clinic-based appointments, virtual appointments and outreach, and are available on a short or longer-term basis.

These services aim to help clients and families:

- strengthen support networks,
- develop strategies to manage their health,
- experience fewer crises, and
- develop wellness plans.

Team services support people to transition to other community-based supports, including family physicians and other care providers. At the time of transition from services, clients may have achieved some or all of their self-identified goals, which could include:

- improved quality of life,
- developed new skills,
- reduced symptoms,
- reduced substance use,
- reduced self-stigma, and
- increased independence, community connectedness, and engagement in meaningful activities.

Eligibility:

These programs are for adults (19 years of age and older) with moderate to severe mental health, substance use, and concurrent mental health and substance use disorders or conditions.

These services support people who typically experience all three of the following:

- Mental health symptoms (with limited response to treatment) and/or substance use or related behaviours that are problematic.
- Significant functional difficulties with activities of daily living and/or significant risk to personal safety, housing, or the community due to their mental health and/or substance use disorder or condition.
 - This may include but does not require high emergency department use, frequent hospital admissions due to their mental health and/or substance use disorder or condition and/or conditions under the BC Mental Health Act.
- Financial, structural, health and/or social barriers (e.g., marginalization, stigma, inadequate housing, poverty, etc.) or other vulnerability that limits access to or requires higher intensity support (e.g., case management and psychiatry, assertive engagement) than what is typically provided by family physicians, private pay services and other community supports.

If you have questions about whether these services are for you or your client, in some cases, people may be considered based on other factors. Please see below for referral process.

Referral:

Clients, families and health care providers can contact the [Vancouver Access and Assessment Centre \(AAC\)](#) for referrals to any Vancouver Community Adult Mental Health and Substance Use team. The AAC is a central point of access for all team services. The AAC can also help identify other services that may support the client.

What to expect:

These mental health and substance use services are client-centred, goal-oriented, innovative, culturally safe, trauma-informed, involve families, and use psychosocial rehabilitation and harm reduction philosophy and practices. Clients have a choice of interventions and supports. Approaches to care are adaptable to suit a client's needs. Care plans, interventions, and supports are regularly reviewed and updated.

Clients and families can expect respectful, compassionate and competent care. Teams collaborate with clients and families to build on strengths, knowledge and interests to foster hope, growth, and empowerment. Services are timely and flexible to address changing, urgent and unscheduled needs.

Services can include individual sessions, group programs, clinic-based appointments, virtual appointments (phone or video), and outreach. Follow-up takes place when clients do not connect with the team as planned and there is an impact to safety or goals. Services may be offered on a short term (i.e., less than six months) or longer-term basis.

Services are team-based and a "most responsible clinician" (MRC) is assigned to each client based on their needs. The MRC will be the main point of contact, ensures services are coordinated and supports transitions into/out of team services, hospital services, and community services. There is always access to the MRC or back-up clinician during business hours. After hours support is provided through the Vancouver Access and Assessment Centre (AAC) from 7:30 a.m. to 11 p.m. daily.

Service providers include:

- case manager (registered nurse, registered psychiatric nurse, social worker, clinical counsellor, occupational therapist),
- concurrent disorder clinician (social worker, clinical counsellor),
- employment counsellors,
- family support and involvement coordinator,
- health-care worker,
- nurse who specializes in substance use medicine,
- occupational therapist,
- peer worker,
- physician who specialize in substance use medicine,
- psychiatrist and
- recreation therapist.