



March 17, 2021

Dear Partner Agency,

Interior Health advised Pathways Addiction Resource Center in early February that contracted services for substance use counselling in the South Okanagan will be transitioning in-house. This decision was not made lightly. It was made after a review of current services and future needs in the South Okanagan.

The population of the South Okanagan has grown considerably over the recent years and continues to trend towards growth. Along with that comes the increasing demand for evidence-informed mental health and substance use treatment. Interior Health offers a range of mental health and substance use services such as: individual, group and counselling, outreach, opiate agonist therapy, harm reduction, episodic overdose prevention, psychosocial rehabilitation, peer support, intensive case management, supportive recovery and connection to other internal and external services. Interventions are evidence-informed and support individuals where they are currently at in their recovery journey.

The Ministry of Health has provided the South Okanagan with funding for specific programs to address the devastating impact that substance use, and particularly opioid addiction, is having on residents. However, there is a gap in the continuum of services in the South Okanagan with counselling being contracted to an external agency. Treatment often requires more than one approach. Individual and group counselling augments other treatments, whether pharmacological or psychosocial.

Integrated services are important for individuals' safety and comfort; they support strong communication, care planning and coordination of care for clients accessing multiple treatment modalities, and reduce the need for redundant story telling. The recently announced [Penticton Urgent and Primary Care Centre \(UPCC\)](#) and [Integrated Treatment Team](#) are significant investments in support for those with mental health and substance use challenges. In addition to our existing sites, Mental Health and Substance Use services will be reaching into the UPCC and expanding at the Martin Street location. We also offer intake five days per week and will also increase outreach to promote access to services.

An information package has been provided to Pathways to share with clients about our services. Individualized plans will be developed to support clients' needs during the transition and ongoing. Interior Health will start accepting referrals for new clients by April 15, 2021. The transition of these services is expected to be complete by May 31, 2021. Should you have any questions, please do not hesitate to contact me.

Sincerely,

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Substance Use Services in Interior Health – South Okanagan

Interior Health and our partner agencies provide a range of substance use services for all ages. We strive to ensure our services are welcoming of all peoples, gender identities, cultures, ethnicities and backgrounds.

Connect to our “Access Services” program for entry into a substance use service that best meets your needs. Our services are Person Centered, Recovery Oriented, Trauma Informed, Culturally Safe and based on Harm Reduction Principles.

Not all services are available in all centres

Low Barrier Services

Low threshold services intended to meet people where they are at and offer multiple entry points into appropriate services as they are ready.

Substance Use Outreach Services

Street-outreach and outreach within facilities through text, telephone & face-to-face contact. Service links people with substance use concerns to treatment & support systems in the community. Service is available for both adults and youth.

Overdose Prevention Services

These services focus on reducing the risks associated with substance use & connecting individuals to other treatment services. Service includes safer injection education, distribution of harm reduction supplies, Take Home Naloxone kits & training and drug checking. Minor nursing care is available in some areas.

Overdose Prevention / Supervised Consumption Sites

These sites are physical locations that offer Overdose Prevention. Services plus supervised consumption of a substance a person brings with them to the site and overdose emergency response.

Withdrawal Management Services

Support through acute stages of withdrawal from alcohol or other drugs.

This service is not generally recommended for Opioid Use Disorder (OUD).

Facility Based Withdrawal Management Services

Medically supported services in an inpatient setting are available to Interior Health residents and are based in Kelowna, Kamloops, Williams Lake and Castlegar. Facility-based withdrawal management services for youth are available in Kelowna, Kamloops and Cranbrook.

Outpatient Treatment Services

Community based individual and group counselling, case management, support and/or day treatment programs.

Substance Use Counselling & Treatment Services

Group & individual counselling for people with moderate to severe substance use concerns, includes assessment & intervention, medical & psychiatric consultation, education & self-management support, referrals and outreach. Service is available for both adults and youth.

Substance Use Day Treatment

A structured group-based substance use treatment & support service for individuals. Services may include Counselling & Treatment Services plus coping & self-care skills, social connections and tools to sustain a healthy & balanced lifestyle.

Intensive Case Management

Team-based care coordination for people with severe mental health and / or substance use concerns. Services may include Counselling & Treatment Services plus housing assistance, primary care & outreach. Youth service is available in Kamloops and Kelowna only.

Opioid Agonist Treatment (OAT)

A treatment that uses prescribed medications to treat people with opioid use disorders. These medications provide stable, long acting relief from withdrawal and cravings and can improve health outcomes. The primary medications used are Buprenorphine / Naloxone (Suboxone®) and Methadone.

Low Intensity Services

Prevention / Early Intervention

Services available to people who are at risk of or show signs of substance misuse or a mild substance use disorder.

Substance Use Resources

Contains links to a wide variety of online substance use resources.

Interior Crisis Line Network

Trained volunteers provide toll-free telephone support and crisis intervention counselling, 24/7.

School Based / Youth Outreach Services

Substance Use counsellors provide services in select high schools and communities to youth who are experiencing substance use.

Prevention

A school-based substance use prevention program using brief personality-targeted interventions with youth 13-15 years of age. Available in some school districts.

Moderate to High Intensity Services

Crisis & Hospital Services

Services provide intervention for people experiencing an acute substance use crisis. The primary focus is to engage with and link clients to service.

Crisis Response

Specialized team who respond to hospital (acute care and emergency departments) and community locations to provide urgent assessment,

Substance Use Connectors

This team supports people who use substances in both hospital and community settings. This priority response is dedicated to patients who

Aboriginal Patient Navigator Services (APN)

The goal of an Aboriginal Patient Navigator is to help make a patient's care and journey to wellness safe, comfortable, less confusing, less

Facility Based Treatment Services

A structured, live-in program for people with substance use disorders. A person's treatment goals are supported through assessment, individualized evidence-based treatments and skill building.

Adult Treatment Beds

Beds that are funded by the Health Authority are available to all Interior Health residents. Bridgeway: Intensive Live-In Treatment and Round Lake Treatment Centre are located within the Interior Health region. Other Health Authority funded Treatment beds located outside of the IH region that IH resident can access include Burnaby Centre for Mental Health and Addiction, Phoenix Centre, Heartwood Centre for Women and Cedars at Cobble Hill.

Youth Treatment Beds

Beds that are available to Interior Health youth include Ashnola at The Crossing (Keremeos) and Peak House (Vancouver).

Support Recovery Beds

Time-limited substance-free live-in settings provide a safe, supportive environment for people who are experiencing low to moderate substance use.

Health Authority Funded Beds

Beds are available to all Interior Health residents. These facilities are required to be registered as an Assisted Living Residence and are available in Cranbrook, Armstrong, William Lake, Nelson, Vernon, Kelowna, Kamloops and Merritt.

Long Term Recovery Support



Substance Use Team | Mental Health & Substance Use Network
Developed: 29/11/19 | Revised: 12/03/21
www.interiorhealth.ca > Your Care > Mental Health & Substance Use > Substance Use Services



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Connect to our “Access Services” program for entry into a mental health service that best meets your needs. Our services are Person Centered, Recovery Oriented, Trauma Informed, Culturally Safe and based on Harm Reduction Principles. Not all services are available in all centres

Prevention / Early Intervention

Resources for people who are at risk of or show signs of a mental health disorder.

Mental Health Resources
Contains links to a wide variety of online mental health resources.

Public Health Services
Provides early childhood screening plus services for teens as well as specialized programs, services and resources for adults and seniors.

Interior Crisis Line Network
Trained Crisis Line Responders provide emotional support, crisis de-escalation and intervention, 24/7.

Bounce Back
A free skill-building program to help people on their path to mental wellness.

Child & Teen Mental Health
Service available through Ministry of Children & Family Development (MCFD).

Counselling & Treatment Services
Group & individual counselling for people with moderate to severe substance use concerns. Includes assessment & intervention, medical & psychiatric consultation, education & self-management support, referrals and outreach.

Eating Disorders Treatment Services
Individual and group therapy for people diagnosed with a severe/life threatening eating disorder. Includes Counselling & Treatment Services plus individual & family education and interventions to initiate renourishment, increase body weight and promote medical stabilization.

Perinatal Counselling Services
Services for pregnant women or new mothers experiencing or at risk of mental health or substance use concerns. All approaches taken are for the safety of the mother and infant.

Early Psychosis Intervention
Treatment and support for people who may be experiencing their first episode of psychosis. Includes Treatment, Support & Recovery services and bridges youth to adult mental health services, links community service with hospital and community education.

Seniors Mental Health & Substance Use Services
Specialized assessments, treatment, case management, community support as well as caregiver support for people 65 years and older.

Developmental Disability Mental Health Services
Team-based mental health services for individuals aged 14 years or older who are diagnosed with developmental disabilities, including challenging behaviours & other complex needs.

Interior Health Children’s Assessment Network
Assessment and diagnostic services for children & youth with autism spectrum disorder, fetal alcohol spectrum disorder and other complex developmental conditions.

Intensive Case Management
Team-based care coordination for people with severe mental health and/or substance use concerns. Services are provided in the community and are tailored to the person’s needs. Service is available for both adults and youth. Youth service is available in Kamloops and Kelowna only.

Outpatient Treatment Services

Early Psychosis Intervention
Treatment and support for people who may be experiencing their first episode of psychosis. Includes Treatment, Support & Recovery services and bridges youth to adult mental health services, links community service with hospital and community education.

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Treatment, Support and Recovery
Treatment and support to help people with major mental illness and substance use concerns. Includes screening & assessments, medication administration, review & monitoring, counselling, treatment & recovery plans, crisis intervention, life skills support & education, self-management support, relapse prevention, care coordination & referrals.

Therapeutic Volunteer Program
Provides people unable to enter vocational or supported education programs with financial support for volunteer positions.

Supported Employment Services
Provides support for transitions to employment including assessment & career planning, job skills training, work experience and consumer-run businesses or cooperatives.

Clubhouse
Membership driven drop-in and rehabilitation program. Referral from a Mental Health and Substance Use program is needed.

Crisis and Hospital Services

Respond to people experiencing an acute mental health crisis.

Crisis Response
Specialized team who respond to the hospital (acute care and emergency departments) and community locations to provide urgent assessment, intervention and referral.

Substance Use Connections
These teams support people who use substances in both hospital and community settings. This priority response is dedicated to patients who present with/ or are at risk of overdose.

RCMP Partnership
These teams, consisting of an MHSU clinician and RCMP officer, respond to mental health and substance use emergencies in the community. Service is available in Kamloops and Kelowna only. Partnerships are present in the SOK as needed.

Aboriginal Patient Navigator Services
The goal of an Aboriginal Patient Navigator is to help make a patient’s care and journey to wellness safe, comfortable, less confusing, less stressful, culturally safe and inclusive.

Moderate to High Intensity Services

Hospital Based Psychiatric Services

Facility based programs for people experiencing an acute mental health episode.

Acute Psychiatric Services
Provides short-term psychiatric assessment and follow-up for patients presenting to the emergency department or who have recently been discharged from an inpatient psychiatric unit.

Adolescent Psychiatric Unit (APU)
Provides assessment and treatment planning for youth (12 to 17 years old) with serious psychiatric symptoms. Adolescent Psychiatric Unit is located in Kelowna.

General Psychiatry Services
Services address the complex psychological needs of children, youth, adults and seniors in both short term and longer term timeframes.

Neuropsychiatry
Services for people with cognitive, affective and psychotic syndromes associated with brain injuries or other illnesses.

Tertiary Psychiatric Services

Specialized mental health services for people with severe mental illness.

Adult Tertiary Psychiatry
Provides high-level care, treatment, and rehabilitation in a flexible and interactive community environment.

Geriatric Psychiatry Program (Hillside Centre)
Provides high-level care, treatment, and rehabilitation services for elderly people with acute illness and/or severely dysfunctional behaviours who cannot be cared for in the psychiatric system in their own area.

Tertiary Psychiatric Services
Provides high-level care, treatment, and rehabilitation in a flexible and interactive community environment.

Tertiary Rehabilitation and Recovery Program
Provides high-level of care, treatment and rehabilitation in a home-like, flexible, and interactive community setting.



Quality, Standards & Practice Team | Mental Health & Substance Use Network
Developed by: Carla Mantle, Practice Lead & Sheri Keatch, Project Support Coordinator | Endorsed by: Jana Abelkoff, Director
Developed: 28/11/19 | Revised: 29/06/20
www.interiorhealth.ca > Your Care > Mental Health & Substance Use > Mental Health Services





QUESTIONS AND CONCERNS

RE CLIENT TRANSFER FROM PATHWAYS TO INTERIOR HEALTH

March 15, 2021

1. What services are being offered at Interior Health?

Interior Health provides a continuum of mental health and substance use services.

These include:

Individual and group counselling	Integrated Treatment Team
Day Treatment Program	Substance Use Connections'
Peer Program	Counselling Team
Youth Concurrent Disorders	Early Psychosis
Intervention	Treatment Support and Recovery
Senior's Mental Health	Substance Use Services
Drop In Programming	Overdose Prevention Services including Nurse Prescribing

2. Who do I call if I need services?

For questions related to services, call 310-MHSU or your local community health center.

You do not need a referral but may also be referred by your primary care provider, or other support.

3. What happens after I call?

Someone will speak with you briefly to determine your needs. An appointment time may be provided or you will be transferred directly to the access team for further assessment. A clinician will connect with you to complete an assessment. They will gather information, review your health history and records and speak with the person who referred you. They will work with you to ensure the most appropriate plan is in place. You may be assigned to an Interior Health service or referred to another program.

4. What is required by Interior Health to receive services?

Information is needed to enter into our health record system and ensure you transition safely to the most appropriate service. The basic information includes: name, personal health number (we can help with this if you do not have one), and reason for visit.



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RE CLIENT TRANSFER FROM PATHWAYS TO INTERIOR HEALTH

March 15, 2021

5. Where do I go to get services?

Services are provided in-office, out in the community and/or by virtual technology. Your clinician will work with you to determine the best way to connect.

Mental health and substance use services are provided from a number of locations:

Penticton - The Foundry, Penticton Health Centre, PRH Outpatient Psychiatry and Martin Street Outreach Centre (and via outreach)

Keremeos - Keremeos Health Centre

Princeton - Princeton General Hospital

Oliver - Desert Sun and Bateman House

Osoyoos - Osoyoos Health Centre

6. Will I get to meet my counsellor before I leave Pathways?

Each person will transition to the most suitable service in a sensitive way, based on your comfort and needs. This will vary by client but can include meeting with you and your current counsellor or you can contact Interior Health services directly.

7. How long before I can see a counsellor?

Appointments are prioritized based on each individual's needs.

8. Will there be limitations on the numbers of appointments I receive?

There are no set limitations on the number of appointments or length of time in service. While individuals will be supported to gain the skills to manage independently, individual needs will vary according to their circumstances, supports and other factors.

9. Will Pathways clients be given priority access?

Every client will be reviewed on a case-by-case basis to avoid any disruption in service.

10. Who gets priority access?

Your safety and comfort is important. We will work to assign clinicians as quickly as possible based on individual needs and circumstances.



QUESTIONS AND CONCERNS

RE CLIENT TRANSFER FROM PATHWAYS TO INTERIOR HEALTH

March 15, 2021

11. I do not have a phone. Can I drop in?

You can walk-in to one of our sites and we will support you to access services. Those with urgent or emergent issues may be seen immediately, if needed.

12. Will counselling be in-person, by Zoom or a combination of both?

Services are currently delivered both in person and virtually as per individual care plans.

13. What about clients who are Interior Health employees?

All residents of the South Okanagan are welcome in our services. Services are confidential. Interior Health employees may also have access to the Employee and Family Assistance Program or employee benefits plan.

14. I do not have substance use issue but my family member does. Can I receive services?

We provide individualized support for family members and encourage family involvement with all of our clients.

15. Can I attend individual counselling at the same time as groups? What groups do you offer?

Each client will be assessed on an individual basis and the care plan will be developed in collaboration with the client. You will be assessed for group treatment.

A variety of groups are offered and are based on evidence-based treatments.

Examples are:

- Day Treatment Program
- Seeking Safety
- Cognitive Behavior Therapy for Anxiety
- Cognitive Behavior Therapy for Depression (Changeways)
- Dialectical Behavioural Therapy group for those with BPD
- Moving Towards Change Group Mindfulness Group
- Perinatal Group as needed
- Tools for Life Youth Group
- Drop In Group (on hold due to COVID)



QUESTIONS AND CONCERNS

RE CLIENT TRANSFER FROM PATHWAYS TO INTERIOR HEALTH

March 15, 2021

16. What if I need to go to a treatment center—can I get support to access this?

Each individual is assessed to determine the most suitable treatment. This is determined by your level of readiness, previous treatment history and medical status and other factors. Staff can help you access this service as part of your individualized care plan and will be there to see you once your treatment is complete.

17. I am currently taking Methadone. Can I still access services at Interior Health?

Yes, substance use treatment often involves more than one approach. We offer a wide range of services. Each person will be assessed on an individual basis and referred to the appropriate service based on their needs.

If you would benefit from an addiction medication, your clinician can help you access these through our nurse prescriber or a primary care provider.

18. What if I live outside of Penticton?

MHSU services are provided throughout the South Okanagan, including Summerland, Penticton, Oliver, Osoyoos, OK Falls, Princeton, Keremeos, Naramata etc.

19. I am currently pregnant and using / struggling with substances.

Your clinician can provide services to you and help you connect with a primary care provider if needed to ensure you have perinatal care. While each case is reviewed individually, pregnancy is a factor in determining priority.

20. I have experienced trauma in my life.

All clinicians receive trauma informed practice training and trauma informed care is a guiding principal in all the work we do. It is very important to us that you feel safe and comfortable in our services.

21. I am required to be assessed by Probation / Ministry of Child and Family Services.

Interior Health does not conduct formal assessments or treatment recommendations for Probation or MCFD.



QUESTIONS AND CONCERNS

RE CLIENT TRANSFER FROM PATHWAYS TO INTERIOR HEALTH

March 15, 2021

22. I recently had an overdose / suicidal event.

This can be a very scary experience. Your safety is important. A team member will follow-up with you as soon as possible to see how you are doing, and help you plan for safety and get connected to services. We work closely with our acute care team in the event you require hospital admission.

23. I am a transplant recipient.

Treatment is based on the unique needs of each individual. Our services are integrated with primary care services.

23. I am transgender and have specific care needs.

We welcome people of all genders, sexual orientation, and backgrounds. Our services are trauma-informed and integrated with primary care services.