



**Provincial Health
Services Authority**
Province-wide solutions.
Better health.



**BC MENTAL HEALTH
& SUBSTANCE USE SERVICES**
Provincial Health Services Authority

**Red Fish Healing Centre for
Mental Health and Addiction**

WELCOME HANDBOOK

**FOR CLIENTS
AND FAMILIES**



Message from Kwkwetlem First Nation (k^wik^wə^ʔləm)

Welcome to the Red Fish Healing Centre for Mental Health and Addiction, located on the traditional and ancestral territory of the Kwkwetlem First Nation (k^wik^wə^ʔləm).

We hope that you may find strength in your journey here as you embark on a path of healing and recovery. There are many elements of Kwkwetlem culture embedded throughout the facility and client programming. We wish that you may benefit from these elements of our way of healing, as many of our people have since time immemorial.



WELCOME!

As an internationally recognized centre of excellence, we look forward to providing culturally safe, gender-affirming, trauma-informed, client-centred, and compassionate care. Come as you are; we will embrace and work alongside you to help make your dreams become reality.

A NOTE FROM THE AUTHORS

This handbook was a collaborative effort between family members, clients and health care staff. These family members and clients have walked the path, and it matters to all of us that their lived and living experiences are heard and used to transform their and their loved one's care. Putting the client at the centre of their own care is an important step toward transforming all aspects of the health care system.

This handbook includes client and family perspectives and other information about the Red Fish Healing Centre for Mental Health and Addiction. We hope it will be a helpful resource to you. Although it is not possible to reflect the enormous diversity in family and client circumstances, we have made every effort to honour those experiences throughout.



WHAT YOU WILL FIND IN THIS HANDBOOK

- The Start of Your Journey** _____ **5**
 - About BC Mental Health and Substance Use Services _____ 5
 - Who this handbook is for _____ 5
 - Our commitment to you _____ 5
 - Your rights _____ 6
 - What is family _____ 7
- Introduction to the Red Fish Healing Centre for Mental Health and Addiction** _____ **8**
 - About the facility _____ 8
 - Food and housekeeping _____ 11
 - Accessibility information _____ 11
- Visiting the Red Fish Healing Centre for Mental Health and Addiction** _____ **11**
 - What to expect _____ 11
 - Other ways for clients and families to connect _____ 11
 - Visits in the community _____ 12
- The Client Care Journey** _____ **13**
 - Overview of the care journey _____ 13
 - Admission process _____ 14
 - When clients first arrive _____ 14
 - Questions you can ask during admission _____ 15
 - Understanding the Mental Health Act _____ 15
 - Your care team _____ 16
 - Treatment at Red Fish Healing Centre _____ 17
 - Abstinence-focused _____ 17
 - Group therapy _____ 20
 - Individual therapy _____ 20
 - Group activities _____ 21
 - Community Passes _____ 22
 - Free time _____ 22
 - Leaving Red Fish Healing Centre _____ 24
 - Discharge planning _____ 25
 - After returning home _____ 26
- Your Role as Partners in Care** _____ **28**
 - Working with the care team _____ 28
 - Expecting challenges and asking for support _____ 30
- Communication and Access to Information for Families** _____ **32**
 - What communication to expect _____ 32
 - What information is protected _____ 33
 - If the client does not provide consent _____ 33
- Your Feedback is Important** _____ **34**
- We Want To Work With You** _____ **35**
- Resources** _____ **36**

THE START OF YOUR JOURNEY

We know that the first step toward recovery is a hard one. At the Red Fish Healing Centre, we are dedicated to providing each person with the best care possible. From the first day clients arrive, everything we do here aims to help you find hope, purpose and fulfillment throughout the healing journey.

It is our hope that the information you will find in the following pages will be helpful in lighting your way while you or your loved one is in our care. We welcome and encourage questions to care providers if you need more information. With your partnership and support, we can work together toward a better, healthier future for clients and families.

ABOUT BC MENTAL HEALTH AND SUBSTANCE USE SERVICES

BC Mental Health and Substance Use Services, part of the Provincial Health Services Authority, provides highly specialized treatment for people across British Columbia with severe mental health and substance use issues. The Red Fish Healing Centre for Mental Health and Addiction is one of our services. You can learn about our other services on our website.

WHO THIS HANDBOOK IS FOR

This handbook is for clients of Red Fish Healing Centre and their families, friends, and other loved ones. This handbook was designed to be a companion for you as you or your loved one navigate treatment over the next three months for those within the enhanced care unit stream, and six to nine months for those within the assessment and treatment stream.

OUR COMMITMENT TO YOU

We are committed to working with you in all decisions about your treatment. We know that family and friends are tremendously valuable to client healing and are important members of the care team. We will work with you and everyone involved in your/your loved one's care to help provide the support needed.

We define family as follows: "Anyone who is identified by the client as an important support or advocate in their treatment and recovery and who should be included in encounters with health care professionals. This may include immediate and extended family members, friends, informal caregivers, community support workers and others unique to your experience."



Circle of Care



YOUR RIGHTS

We are fully committed to treating you with the respect, dignity and legal protections you are entitled to.

CLIENT RIGHTS

Clients at the centre have the right to:

- ✓ Be treated with dignity and respect
- ✓ Privacy and confidentiality
- ✓ Be viewed as a person who can change, grow and be positively connected with their community
- ✓ Be a partner in their own treatment
- ✓ Have their culture recognized as a strength and request services that respect their culture and beliefs
- ✓ Ask that their personal care plan recognize their individual strengths as well as needs, limitations and challenges
- ✓ Learn from any past mistakes and not to be viewed only in terms of those mistakes
- ✓ Hear messages of hope throughout treatment
- ✓ Receive care from people who know how to help them to build upon their competencies and strengths
- ✓ Participate in their treatment plan rather than to have a plan developed for them, by others
- ✓ Set their own goals regarding substance use and other health issues

FAMILY RIGHTS

Families at the centre have the right to:

- ✓ Be treated with respect
- ✓ Ask and receive help
- ✓ Receive appropriate information on your loved one's illness and treatment, with consent
- ✓ Receive necessary information to support your loved one, with consent
- ✓ Receive comprehensive information that may be useful in the care of your loved one
- ✓ Visit your loved one, with consent, and under the provincial health officer visitation guidelines during COVID-19
- ✓ Protect your own health and well-being



FAMILY IS:

Anyone who is identified by the patient or client as an important support or advocate in their treatment and recovery and who should be included in encounters with health care professionals. This may include immediate and extended family members, friends, informal caregivers, community support workers and others unique to their experience.

“I experienced many emotional ups and downs as my son lived with substance use disorder and anxiety. Each time he entered treatment, I had such hope for his recovery. Each time he actively used again was full of emotional letdown, fear and worry again. What I learned is that there are many paths to recovery, including many stays in treatment centres.

It was a roller coaster ride for our family, as we had expectations that were not ours to make. I learned that recovery and wellness is very individual and it can't be rushed by anyone.

Each step of our loved one's journey needs the support we can give at the time, and always free of judgement. That's the most important.”

– FAMILY MEMBER



INTRODUCTION TO THE RED FISH HEALING CENTRE FOR MENTAL HEALTH AND ADDICTION

The Red Fish Healing Centre for Mental Health and Addiction is a 105-bed mixed-gender facility for adults (19+) who are diagnosed with both mental health and substance use disorders that are happening at the same time (also known as concurrent disorders). We strive to customize every treatment plan to each individual person.

ABOUT THE FACILITY

To achieve the goals of specialized treatment, the facility offers three clinical pathways, based on client needs: mood disorder, psychotic disorder, and disorder associated with substantial cognitive impairment. These clinical pathways have distinct foci of assessment and treatment, overlapping wraparound elements, and flexibility for individualized customization depending on the client's clinical need, preferences and strengths. The facility also offers four levels of care delivered across seven units, to assist with a progressive approach to recovery and eventually reintegration to their Regional Health Authorities and local communities:

COHO UNIT

(ENHANCED CARE UNIT)

This is an intensive treatment environment for clients experiencing the most severe and complex mental health and substance use challenges, who are at a high risk of aggression or other challenging behaviours as a result. It is secure – meaning that client passes are very limited – in order to keep clients safe until they are better. Clients may stay here for up to three months.

GOALS IN THE COHO UNIT:

- ☑ Grow confidence, engagement, and interest in entering treatment
- ☑ Begin intense assessment and treatment
- ☑ Stabilize emotions and begin to regulate them
- ☑ Detox and start medications for comorbid mental illness and substance dependence

SALAL UNIT AND HEMLOCK UNIT

(ASSESSMENT AND STABILIZATION UNITS)

Most clients begin their recovery journey within one of these two units. These units are dedicated to providing a comprehensive assessment, stabilizing acute symptoms, observing changes closely over time, managing withdrawal (detox), and starting intensive treatment. These units are also secure, and therefore passes will be limited at the start, but may increase depending on client factors and readiness.

GOALS IN SALAL AND HEMLOCK UNITS:

- ☑ Get involved in therapeutic programs
- ☑ Stabilize physical and mental health
- ☑ Establish healthy routines
- ☑ Establish positive and trusting relationships in safe environment

CEDAR, YEW, AND SALMONBERRY UNITS

(TREATMENT UNITS)

These three treatment units provide intensive pharmacological and psychosocial interventions, in alignment with the client's individual care plan.

GOALS IN SALMONBERRY, YEW, AND CEDAR UNITS:

- ✓ Participate in a wider range of therapeutic programs
- ✓ Develop and practice life skills, such as volunteering, to help with employment readiness
- ✓ Enhance readiness to return to the community
- ✓ Optimise treatment of mental health and substance use challenges

CHUM UNIT

(ENRICHED TREATMENT UNIT)

This is an enriched treatment unit for clients who are cognitively or behaviourally unable to participate fully in treatment on other units.

GOALS IN THE CHUM UNIT:

- ✓ Participate in a wider range of low barrier therapeutic programs
- ✓ Develop and practice daily life skills, such as cooking
- ✓ Enhance readiness to return to the community
- ✓ Optimize treatment of mental health and substance use challenges

The four levels of care across seven units are a recognition that a client's recovery journey is non-linear; individuals may require higher levels of care during the course of treatment. The time needed at each stage varies from client to client. The average length of stay is 4.5 months; however, clients may stay longer and those who require additional support after discharge can be transitioned to the Recovery and Rehabilitation Program operated by Coast Mental Health Society on behalf of BC Mental Health and Substance Use Services.

FOOD AND HOUSEKEEPING

We are committed to providing great service and quality food. Clients are offered a four-week menu cycle that meets the requirements of the Canadian Food Guide. Therapeutic diets (e.g., diabetes) and some food preferences (e.g., portion sizes, vegetarian or vegan) will be accommodated.

All client rooms and ensuite cleaning schedules are shared with clients. All shared washrooms are cleaned daily.

ACCESSIBILITY INFORMATION

- > The main entrance is wheelchair accessible. There are curb cuts located in the sidewalk between the drop off area and the front entrance, as well as within the parkade.
- > Elevators are located on all floors and may take you to the other floors.
- > The underground parkade has labeled designated wheelchair accessible parking stalls located next to the main elevator to bring you to reception.
- > All doors within the centre open automatically.
- > All visitor washrooms are accessible. A staff member may unlock this for you.

VISITING THE RED FISH HEALING CENTRE FOR MENTAL HEALTH AND ADDICTION

WHAT TO EXPECT

- > Families and friends are to check in with reception when you arrive for your planned visit. Our staff will let your loved one's care team know and give you directions to their unit.
- > Once at the unit, please use the intercom to connect with the care team and let them know you have arrived.
- > There are designated lockers to store your personal belongings and designated family room(s) on each of the units for you to visit with your loved ones. Visits may also occur in the dining area on the unit and grounds.
- > Inform staff if you wish to bring gifts and other items to your loved one. To protect the safety and wellness of clients, everything brought onto the facility will need to be searched.
- > Contact your loved one's care team if you have any questions or concerns about visiting or what to bring.
- > Check www.bcmhsus.ca for the most recent information about visiting.

“Even though we weren't able to visit as often as we would have liked, every visit was a precious chance to learn how better to support our mom. Being able to see what the Red Fish Healing Centre was like, learning about the groups and other treatments, spending time outside at the picnic tables and meeting some of her new friends there, really helped us in so many ways to better understand what our mom was experiencing.”

– FAMILY MEMBER

PARKING

Parking is available free of charge for family members in the underground parking lot.



VISITING HOURS

Weekdays (Monday–Friday)
3:00-4:30 p.m. & 6:00-8:00 p.m.

Weekends (Saturday-Sunday) Holidays
1:00-4:30 p.m. & 6:00-8:00 p.m.



If you are unable to visit on-site, we offer tablets with Zoom and FaceTime installed.

Please contact us if you have any questions or concerns and we will do everything we can to support your visit.

OTHER WAYS FOR CLIENTS AND FAMILIES TO CONNECT



PHONE

Each unit has a telephone for clients to connect with their family members. Staff will also help with teleconferencing.



TABLETS

Clients can sign out a tablet to connect with their families by video at prescheduled times. Staff will help arrange these and help you with videoconferencing.



EMAILS

Clients have scheduled computer time until 10 p.m.



LETTERS AND PACKAGES

Gifts are allowed. Staff will inspect them prior to being given to clients.¹

¹ Gifts that are allowed include (but are not limited to) cigarettes, clothing, books and food. Gifts that are not allowed include (but are not limited to) energy drinks, alcohol and other drugs and weapons.

VISITS IN THE COMMUNITY

Clients can spend time with their families if they have a pass to the community. Families will be asked to become familiar with their safety plan ahead of time, such as how to manage triggers. As with unsupervised visits on facility grounds, families are expected to remain with their loved one during off-site visits.

Let staff know if you have any concerns before or during the visit. Planning activities that are supportive of client's recovery requires open conversations between the care team, clients and families.

THE CLIENT CARE JOURNEY

OVERVIEW OF THE CLIENT JOURNEY

“Families have years and years of knowledge of their loved ones and that wealth of information about what’s going on with them. Families are part of the team helping people get back on track.”

– STAFF MEMBER

“Supporting a vulnerable loved one through a mental health condition, like we continue to do with our son, requires a large degree of collaboration based on trust. That collaboration is between ourselves and our son, but also between us as a family and the healthcare team supporting him.”

– FAMILY MEMBER

Recovery is a personal, non-linear journey where people work to improve their health and wellness, learn to live a self-directed life, and strive to reach their full potential. To help clients achieve their goals, we use the recovery model.



ADMISSION PROCESS

“We were able to go in with my daughter for part of the admission process. We’d been waiting for this day for such a long time and felt very anxious. Looking back, I know our confusion would have been somewhat relieved if we’d asked more questions of the intake staff.”

– FAMILY MEMBER

We welcome families to accompany their loved ones when they are admitted to support them through this time. As we are a provincial service located in the Lower Mainland, we understand this is not possible for all families and offer different ways to stay involved, such as virtual visits.

WHEN CLIENTS FIRST ARRIVE

- > You will be greeted by a nurse and health care worker, and escorted to an intake room.
- > You will be asked to provide consent for family involvement. If consent is given, that person will become your designated visitor during the following stages of admission. If you change your mind at any time, your family member will be asked to step out of the room.
- > The nurse or health care worker will ask you questions about your health, dietary requirements and other important information.
- > Personal items and belongings will be checked by staff to ensure no substances, drug paraphernalia, phones or other electronics, or contraband items (such as items that are, or can be, potential weapons) are brought to the facility. Sharp objects, such as nail clippers and razors, are allowed, but kept in the care team station rather than the client’s room.
- > You will be asked to shower. You will be given temporary clothes (like scrubs) and asked to put the clothes you wore to the facility in a bag. This is to allow all belongings to undergo further care, following our bed bug prevention protocol.
- > The nurse will meet you for an initial mental health and substance use assessment and then see a doctor or nurse practitioner for a physical assessment.
- > Staff will order all necessary medications for you from our pharmacy. There is no need to bring medications to the facility.
- > After these meetings, you will be given a tour of the unit. If your family is with you, you will be given an opportunity to say goodbye at this point and they will be escorted back to the main entrance.

QUESTIONS YOU CAN ASK DURING ADMISSION

We know this can be a difficult time and encourage you to talk to the admitting staff about any questions or concerns you may have. During the intake process, be sure to ask questions, such as the following:

- ? How soon until families are able to visit?
- ? Will families receive a phone call from anyone? Who?
- ? Who can families reach out to with questions related to their loved one's care? What is their name and phone number?

The staff member that families will most likely be in contact with will be a social worker. Expect that this contact person may change over time as treatment progresses.

UNDERSTANDING THE MENTAL HEALTH ACT

Every province has a law that governs how someone living with a mental illness should be protected and treated. Under the B.C. Mental Health Act, the Red Fish Healing Centre for Mental Health and Addiction is recognized as a schedule a designated provincial mental health facility.

If someone is involuntarily admitted to Red Fish Healing Centre for Mental Health and Addiction, they have rights under the Mental Health Act, including the right to:

- > Know the name and location of the facility and ward to which they have been involuntarily admitted
- > Know why they have been involuntarily admitted to the facility
- > Get advice from a patient advocate lawyer about the admission at any time
- > Look at the documents authorizing their involuntary admission to ensure that they have been treated according to the law

For more information, search for the B.C. Mental Health Act online. You can also find a list of these rights and a copy of Form 13 at www2.gov.bc.ca/assets/gov/health/forms/3513.pdf

YOUR CARE TEAM

We provide care using a multidisciplinary team based on each client's specific needs, meaning many health professionals work in partnership with each other, clients and families to provide direct care to the individual. The care team is specially trained to treat concurrent and complex mental health and substance use disorders. Their training includes cognitive behaviour therapy (CBT), dialectical behaviour therapy (DBT), Indigenous cultural safety and trauma-informed practices.

We have many different types of staff with different expertise to support you along the way, including the following:

- Acupuncturist
- Art therapists
- Dietitian
- Health care workers
- Indigenous care coordinator
- Music therapists
- Nurses
- Nursing unit clerks
- Occupational therapists
- Peer support and volunteer coordinator
- Pharmacists
- Physiotherapist
- Psychologists
- Psychiatrists
- Recreation therapists
- Social workers
- Spiritual care practitioner
- Teacher
- Yoga instructor

This interdisciplinary team works together with each client and the client's regional health authority care team to create an individualized care plan. Family members and other supports identified by the client are also encouraged to provide input into the care plan.

Families can call us directly at **604-524-7100** to be connected with any of the staff members involved in your loved one's care.



TREATMENT AT RED FISH HEALING CENTRE

“I’ve battled substance use and homelessness for a long time. The groups taught me coping strategies to help with my addiction. They’re therapeutic and relaxing. I’ve learnt that I have to give 110 per cent to recovery by making long and short term goals that are achievable and move me in the direction I want to go in.”

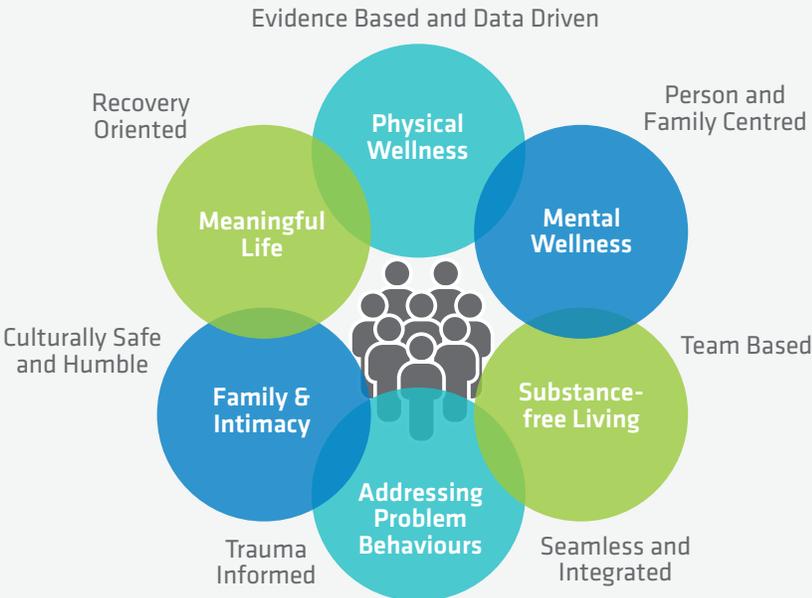
- CLIENT

ABSTINENCE-FOCUSED

The Red Fish Healing Centre for Mental Health and Addiction is an abstinence-focused program, which means it is an expectation that the client’s ultimate goal is to stop using substances that negatively impact their life. Use of non-prescribed medications, non-medical drugs, tobacco, marijuana and alcohol are not considered compatible with the goal of healthy living. However, overcoming addiction is often a cyclical journey, not a straight line, especially when the client is also recovering from one or more psychiatric illnesses.

We support clients in the event of relapse and adopt harm reduction practices to reduce the negative consequences of drug use. This includes prescribing substitution therapies, such as opioid agonist treatment (e.g. Suboxone and Methadone), nicotine replacement therapy (e.g. nicotine patches), and having naloxone available in the event of an overdose.

Our services are designed to reflect a non-linear recovery process, and in some instances, clients may return more than once to continue their recovery process. We will work with clients with varying levels of motivation as much as possible, given motivation is expected to fluctuate throughout recovery.



GROUP THERAPY

The Red Fish Healing Centre is a group-based program. We offer a wide range of therapeutic group sessions to meet the treatment needs and interests of every person.

Groups occur daily and are guided by a multidisciplinary health care team. The goals of the groups are to establish skills in substance-free living, mental wellness, physical wellness family and intimacy and addressing problem behaviours.

Attendance is not mandatory, but participation is important for clients to get all you can out of your stay. Clients are encouraged to attend a variety of different groups throughout the week and a minimum of three groups per day.

The Red Fish Healing Centre is a group-based program. Your participation is important to ensure you get all you can out of your stay.

Calendar group is every Monday morning and is a great opportunity to plan your week and learn about the different groups offered.



Art work provided by clients at the Burnaby Centre for Mental Health and Addiction

YOU EARNED IT!

There are a number of perks and benefits for clients participating in programming at the centre, from vouchers and prizes to clothing and outdoor activities.

VOUCHER VILLAGE

You can earn vouchers by attending groups. These can be spent at the Voucher Village to purchase small items or you can save vouchers to put toward larger items.

FISHBOWL

This is a weekly celebration of group attendance for those who are on the treatment units. You have a chance to earn prizes (small, large, jumbo) by attending the majority of daily groups (daily planning, healthy living, evening check-in).

RED FISH BOUTIQUE

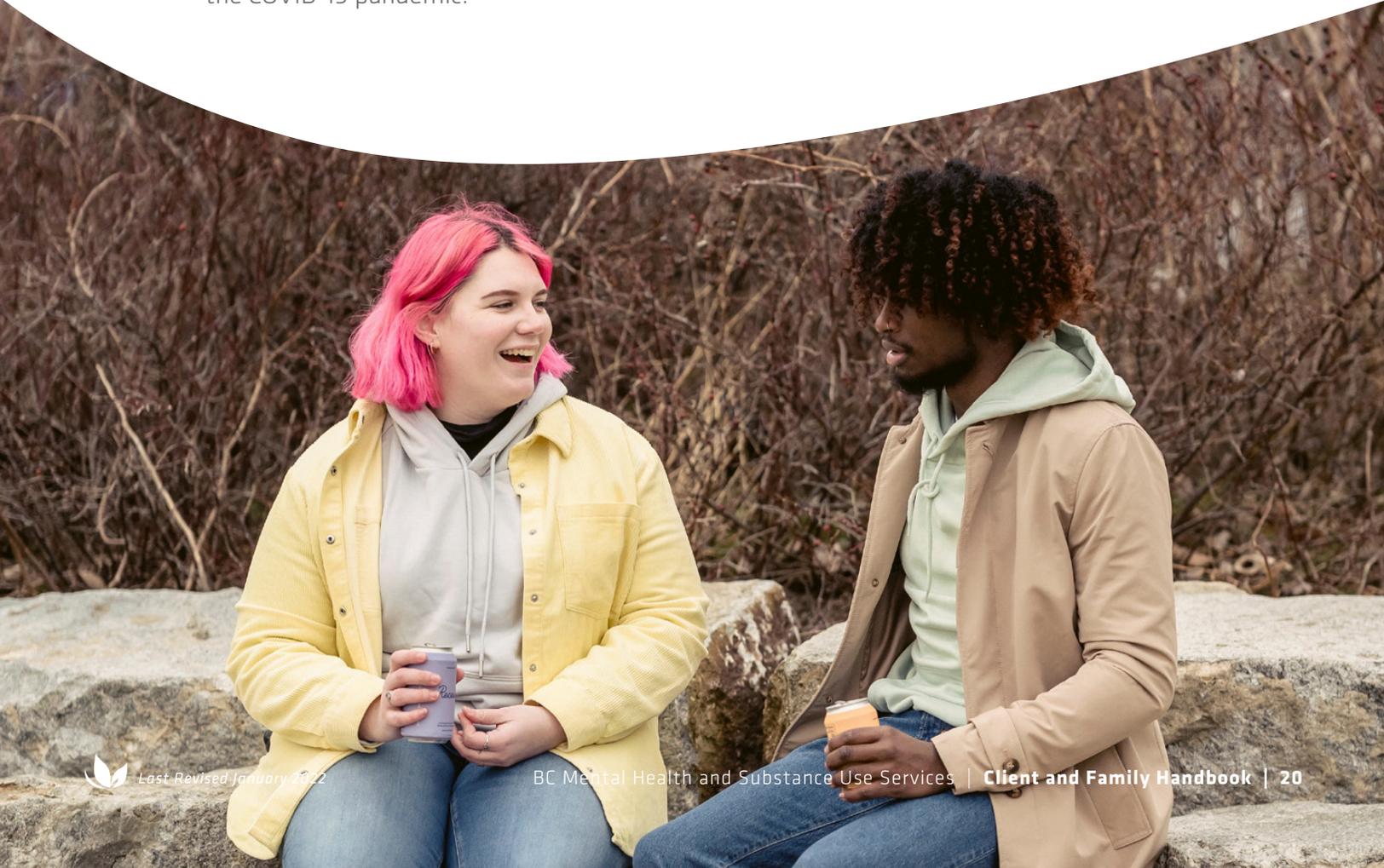
The Red Fish Boutique offers a wide variety of new and gently used clothing and items available for all clients. Opening times and items available vary.

INDIVIDUAL THERAPY

- > **Breaking Free Online:** This is a digital treatment and recovery program clients complete in their individual time using tablets at the facility. Participants work through the psychological issues driving their use of substances and learn strategies to support long-term recovery.
- > **Option for one-to-one counselling:** Most of your loved one's treatment will be provided in a group therapy setting. However, one-to-one counselling is offered on a case-by-case basis when needed. This is discussed and decided at care planning meetings.

GROUP ACTIVITIES

- > **Client Council:** Clients on every unit meet weekly with staff and co-clients to discuss shared experiences, upcoming Red Fish Healing Centre events and activities, and raise any issues related to communal living.
- > **Outings:** Getting out in the community is an important part of treatment. Clients can participate in a variety of activities throughout the year, including swimming, bowling and trips to the city library and recreation centre. There are also monthly adventure outings including kayaking, hiking, rock climbing, snowshoeing, big canoe and disc golf.
- > **Gatherings and Celebrations:** We host special events during seasonal holidays and invite family members to attend. These are currently limited and planned differently as a result of the COVID-19 pandemic.



POWER-TO-BE OUTINGS

These outdoor adventure outings take you into nature. They occur monthly to recognize and celebrate those who are showing great commitment to their recovery.

Some example adventures:

- Kayaking
- Rock climbing
- Snow shoeing
- Big canoe
- Stand-up paddle boarding
- Disc golf



Photos by the Recreation Therapy Department

COMMUNITY PASSES

Off-unit and off-site passes are planned together with you/your loved one's unit team. They are a great way to build some new skills. Overnight passes need to be scheduled ahead of time in order to allow for any medications to be arranged.

FREE TIME

Every day, clients will have periods of free time in the afternoon and on weekends. We encourage you to use this time therapeutically, as they are opportunities to:

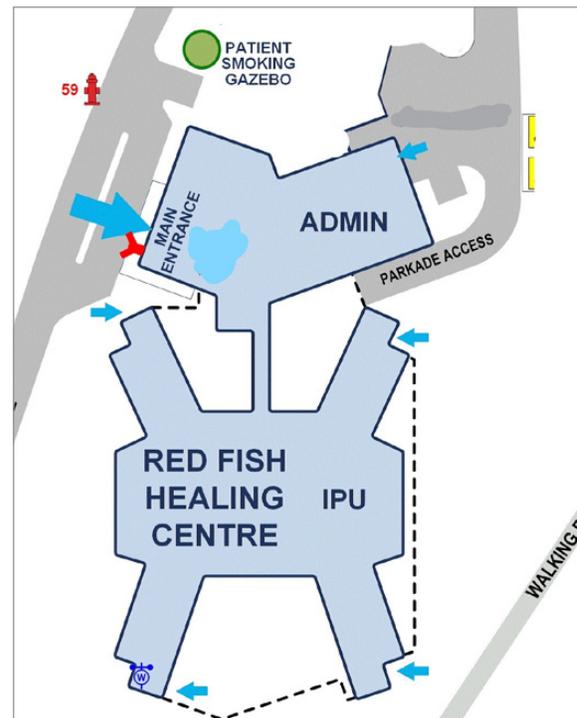
- > Reflect on and integrate any skills learned from programming throughout the week
- > Connect and share updates on progress with loved ones
- > Relax, read, and use the computer
- > Engage in leisure activities offered onsite and within the community, such as playing basketball or hiking in the summer
- > Talk with their care team about their journey

SMOKING, E-CIGARETTES AND VAPING

If you would like to cut down or quit, we offer a full range of products, nicotine replacement therapies and groups to help.

- All tobacco products, e-cigarettes/vaporizers, e-juice, and other smoking related items are stored in your assigned locker. See your nurse or health care worker if you need help with your locker.
- E-cigarette/vaporizer batteries may be charged at designated charging stations in the healing community. The canister/tank must be stored in your locker.
- If you choose to smoke please use the electronic lighter at the designated gazebo.

“Smoking is the leading cause of preventable death.”



SAFETY IN THE FACILITY

We are committed to providing a safe and therapeutic environment for all clients and staff. We are also committed to supporting clients who struggle with complex substance use and associated behaviours. With this population, staff need to work closely with clients and families to support recovery and ensure a safe environment for all.

Relapse can occur as part of someone's recovery journey. When a relapse occurs, clients work with their care team to adapt their treatment plan with the goal of re-engaging in the program and continuing their recovery at Red Fish Healing Centre for Mental Health and Addiction. Most clients who relapse stay in the program and adapt their treatment plan.

However, in order to keep other clients safe and ensure that Red Fish is the right place for you, some behaviours may result in an early discharge back to the regional health authority. These behaviours include selling substances, patterns of use that indicate abstinence is not the client's goal, using on site, or sharing with co-clients).

If this occurs, clients can reapply to the program at a later time when in-patient treatment fits better with their stage of recovery and treatment goals.

LEAVING RED FISH HEALING CENTRE

“Our son decided he couldn’t cope and wanted to leave treatment early. Meeting with his care team to discuss exit plans was so important to us. The emotional whirlwind we are experiencing, and unbearable worry about how he would do, including fears that he might relapse and overdose, were all things we could express. Our input helped shape the plans that were made for our son.”

– FAMILY MEMBER

Our enhanced care unit is intended to provide intensive treatment for up to three months, with ongoing client evaluation of suitability to transition to another level of care at the Red Fish Healing Centre for continued treatment or to their home regional health authority. The assessment and treatment units are designed to be six to nine months long. Clients may complete the treatment earlier, be transferred to a different care environment, or choose to leave if the program is not right for them. Our goal is for every client to be transitioned safely and smoothly, regardless of the reason for discharge.

The province remains in an overdose crisis. While our program is abstinence focused, we do work with every person to support them to use substances safely. Clients with history of substance use can be at risk for overdose during passes and after discharge.

It is important to discuss safety plans and options with the treatment team. Ask your treatment team for education and resources on the signs, symptoms, and steps to respond to an overdose. Every client has a right to a Naloxone kit and information about the Lifeguard App as part of your safety plan as you prepare for discharge. Families should also receive Naloxone kits from staff, or you can request one at your local pharmacy for free.

For training and resources on responding to overdoses, including how to use a Naloxone kit, visit Toward the Heart: towardtheheart.com/naloxone-training

DISCHARGE PLANNING

Discharge planning involves the client, their family, their interdisciplinary care team, and the home health authority community case manager (or other health care professional serving as liaison)². Together, an aftercare plan is developed that supports the client as they work toward their self-identified goals when discharged. The community case manager or other health care professional will be responsible for participating in planning meetings and support clients to follow their aftercare plan.

The goal of the plan is to ensure a smooth and well-supported transition back to the community, with no interruption to care. As much as possible, this plan will include services and resources that are available in the home community.

² Community case managers work in your regional health authority, typically on a mental health team. When your loved one is ready for discharge, the community case manager is responsible for helping to create a care plan, determining available resources, and arranging services and appointments after they return home.

THIS PLAN LOOKS DIFFERENT FOR EVERY PERSON, BUT MAY INCLUDE THE FOLLOWING:

- > Transfer of medications to community mental health teams and pharmacies
- > Housing plan (e.g. market housing, mental health housing, a staffed facility, tertiary care or family home)
- > Follow-up plan with community psychiatrist and/or general practitioner
- > Community mental health nurse, case manager or other healthcare professional follow up
- > Legal and financial supports
- > Overdose prevention plan (naloxone kits are offered to those at risk).

AFTER RETURNING HOME

“One of the best predictors of outcome for someone with mental health and substance use issues is the level of support after they leave the centre. Having family members who are actively involved and understanding of the treatment and how to provide that kind of support to their loved one after they leave is really important.”

– STAFF MEMBER

After you/your loved one leaves, the community case manager (or other health professional serving as liaison) is responsible for arranging your/your loved one’s aftercare. While we do not offer direct care after discharge, we are happy to talk to families, clients and providers about the program and other resources in your community that may be helpful.

HERE ARE SOME SUGGESTIONS ON HOW TO ALLEVIATE THE CHALLENGES OF RETURNING HOME:

- > **Virtual health:** Explore alternatives to accessing in-person services, especially for rural and remote communities
- > **Crisis support:** Have a strategy in place for who you/your loved one can connect with, the number of the mental health team, and the location of the nearest emergency room if there is a crisis or difficulty
- > **Planned follow-up:** Families can support their loved one to attend appointments. If clients are not returning to their family’s home community, families can determine a specific timeframe for when their loved one will contact them, or someone else they trust to check in with them regularly
- > **Identify key contacts:** Find out who to contact in the event of a crisis, such as the Suicide Hotline, an emergency contact, and the community case manager or other health care professional. Examples include making plans with a trusted friend or adding a crisis line into cell phones.
- > **Establish “do-able” goals:** Setting goals that are short-term and easy to achieve will provide invaluable encouragement as well as foster a healthy habit of following through with plans.

DISCHARGE PLANNING RESOURCES

- > Your best local resource is the community case manager or other health care professional involved in your loved one's recovery and aftercare.
- > Our access and discharge coordinators can help direct you to local, provincial and national mental health and substance use resources. **Call 604 524 7100 ext. 336424, Monday to Friday, 8 a.m. – 4 p.m.**
- > You do not have to navigate this journey alone, and may find it helpful to talk to a professional or others with similar lived experiences. Consider seeking support in your community:
 - > Counselling BC is an online tool to help you find professional counsellors and therapists. You can search by location, specialty area (e.g. addiction), languages, and other filters: counsellingbc.com/counsellors
 - > Here to Help BC has many resources and supports for family members of people experiencing mental health and substance use challenges: www.heretohelp.bc.ca



YOUR ROLE AS PARTNERS IN CARE

WORKING WITH THE CARE TEAM

“Even though we felt quite lost at first, over time we developed relationships with my nephew’s care team that opened up conversations that were enormously helpful. Being included in his care was unexpected, but it made all the difference and we will be forever grateful.”

- FAMILY MEMBER

We are here to plan your care with you, not deliver it to you. Clients and families are important members of the care team. Your involvement is tremendously valuable to your (or your loved one’s) recovery. In this section, we will explore ways for clients to participate more fully in their treatment, as well as ways for families to support clients throughout their journey.

WE ENCOURAGE YOU TO DO THE FOLLOWING:

- > Attend interdisciplinary rounds. These are regular (usually monthly) meetings between clients and their interdisciplinary care team. Families can join these meetings in person (if you are the designated visitor) or by teleconference.
- > Request additional meetings with staff if you feel like you need more information.
- > Come prepared with a list of questions to start the conversation with our care providers.
- > Talk to the care team about what support is available to you, such as the Red Fish Healing Centre for Mental Health and Addiction Family Support Group.

SAMPLE QUESTIONS TO ASK THE CARE TEAM

Before meeting with the care team, consider what you want to know:

HEALTH PROBLEMS?

- ? What are my/their diagnoses?
- ? What are my/their symptoms?
- ? Are my/their symptoms getting better or worse?

MEDICATION?

- ? What will this medication do?
- ? What are the possible complications?
- ? Are there any side effects to this medication?
- ? Will this medication interact with medications I am/they are already taking?

TREATMENT?

- ? What are the treatment options?
- ? What are the benefits of each option?
- ? What will this treatment do?
- ? Why do I/they need this treatment?

EXPECTING CHALLENGES AND ASKING FOR SUPPORT

“My son described feeling very vulnerable and scared calling us that he couldn’t do it. His social anxiety was at its highest, and here he was in a group facility, which required interactions and attendance in groups.”

– FAMILY MEMBER

When clients are first admitted to Red Fish, we recognize that both the individual and their family are adjusting to major life changes.

For example, substance use may have been an unsafe way of coping with the different challenges you faced in the past. At times, substances may have been the only thing you have turned to.

When you enter treatment, that coping mechanism is taken away as you begin to learn new ways to feel better. It is normal during this new way of living to experience a variety of different challenges, such as shame and guilt, loneliness, fluctuations in commitment, lack of insight, feeling discouraged anxious or depressed, relationships issues and/or difficulties with sleep. How these challenges come up will vary depending on the person.

Amidst all of these changes, it is important that you prioritize your self-care. Examples of self-care include (where and when possible): getting enough sleep, eating enough nutritious food, setting healthy boundaries, doing physical activity, and practicing spirituality.

SUPPORTING YOUR LOVED ONE THROUGH TREATMENT

As family partners in treatment and recovery, there will be trials and challenges as you explore your role. For example, you may find yourself pushing for change when your loved one is not ready. This will likely bring up many difficult emotions. It is important to know where you can provide support, and where you cannot.

HERE ARE WAYS FAMILIES CAN PROVIDE SUPPORT:

- > **Provide the care team a written history.** You knew your loved one before their illness, which is especially helpful when concurrent disorders are present. Your perspective can support the best possible assessment and diagnosis. This information will be added to their file and be read by others involved in their care. Be sure to include collateral information, such as family history, treatments that worked and did not work and perspectives from other people in their life.
- > **Stay informed and connected.** Learn as much as you can about your loved one's illness. Ask the care team questions. Call, email and visit in person when possible.
- > **Send mail and gifts, but talk to the care team before you bring gift items.** Letters and gift items show your care. They can offer advice on whether the gifts, including food and beverages, are helpful or harmful for recovery.
- > **Practice acceptance and non-judgment.** Your loved one may fluctuate in their commitment to treatment, or potentially relapse. These are not signs of failure, but rather opportunities for understanding and support.
- > **Be patient and manage expectations.** It is important to maintain a sense of hope while setting realistic expectations for your loved one. Refrain from the desire to "rescue" your loved one when they are struggling emotionally. Allow the treatment process to occur without setting your own timeline and priorities. Sometimes simply listening without trying to solve an issue is more helpful.
- > **Be mindful of comments that may trigger guilt.** Some comments may seem supportive, but can be discouraging, for example, "You can do it if you try harder" or "You were so happy before and I miss that."
- > **Use all the resources available to you when making decisions.** At Red Fish Healing Centre for Mental Health and Addiction, you may need to make decisions about your loved one's care that will involve many people and moving parts. Make time to meet with everyone involved, seek their input, and gather as much information as you can to make an informed decision.

COMMUNICATION AND ACCESS TO INFORMATION FOR FAMILIES

We strive for open, honest and safe communication for all. This requires a balance between family inclusion and clients’ rights, goals and needs. This section will help you understand what communication families can expect from our staff and physicians, what types of information are protected, and why.

“I was glad to know my family are there for me, but it’s too much to have them involved right now. Maybe later.”

- CLIENT

WHAT COMMUNICATION TO EXPECT

Clients must give us written consent to communicate with family. Our staff will encourage this and explain that providing consent does not mean every detail will be shared.

If the client provides consent, a social worker will contact their family within the first few days of admission. The role of the social worker is to liaise between the family, the client and other members of the care team. Families may occasionally interact with other clinical staff; however, they will primarily communicate with the social worker.

FAMILIES ARE ENTITLED TO THE FOLLOWING INFORMATION:

- > Whether your loved one is still a client at our facility
- > Overall progress
- > Medication impacts or changes
- > Emergencies and safety incidents
- > Discharge planning, including how to support them after treatment

WHAT INFORMATION IS PROTECTED

When a client provides consent, this does not mean we can share their personal protected information, as we must follow the laws and policies of the Government of British Columbia.

EXAMPLES OF A CLIENT'S PERSONAL PROTECTED INFORMATION INCLUDE THE FOLLOWING:

- > Reports and clinical notes
- > Physical and psychiatric diagnoses
- > Medications prescribed
- > Certain details in the treatment process
- > Personal disclosures, for example, in counselling
- > Difficulties experienced during treatment

IF A CLIENT DOES NOT PROVIDE CONSENT

If consent is not given, or if the client withdraws existing consent at a later time, we will not contact or release any information to their family. This is legislated under the [BC Freedom of Information and Protection of Privacy Act](#). We will ask that clients consent to minimum contact, which allows us to inform family members that we currently do not have client consent to share information.

However, we continue to revisit this question with clients over the course of treatment, as this might change as part of the recovery journey.

We acknowledge that one of the most difficult aspects of supporting a loved one in treatment is hearing the words, "I can't tell you. That's confidential." It can feel like you are being excluded from essential details during critical times. Even if the team cannot share information with you, you may still share information with the team if you have concerns. This can be helpful for the team to know what is worrying you and they will act on this information even if they are not able to share information with you. We encourage families to reach out to their loved ones through their own means and ask them to provide us with consent.

FAMILIES, IF YOUR LOVED ONE DOES NOT PROVIDE CONSENT, REMEMBER THE FOLLOWING:

- > Going into treatment may bring up fears or feelings of shame. These feelings can hinder our desire to share what is happening with others, even if it is with our family.
- > If your loved one has refused to give consent, this may change over time.
- > Staff will explore the reasons for why a client has denied consent when family supports exist in a deeper way.
- > If you receive information that appears contrary to what you understand to be true, let your loved one's care team know. These conversations are important.

The care team understands the value of family involvement in treatment and recovery, and when appropriate and possible, encourage clients to consider giving their consent to families.

FOR MORE INFORMATION ON BC'S PRIVACY LEGISLATION, VISIT THE B.C. GOVERNMENT'S WEBSITE:

www2.gov.bc.ca/gov/content/governments/services-for-government/information-management-technology/privacy

YOUR FEEDBACK IS IMPORTANT

You have the right to a consistent, timely, and transparent complaints process in B.C. If you are concerned about the way you or your loved one was treated, we invite you to share your feedback through a number of ways:

1. Talk to your unit patient care coordinator.
2. Fill out a client feedback form, available on all the units.
3. If the concern is related to the whole unit, bring it up at Client Council, which meets once per week.
4. If the issue is still not resolved, contact the Provincial Health Service Authority's Patient Care Quality Office, which handles escalated complaints. Office hours are **8:30 a.m-4:30 p.m.** on weekdays, excluding statutory holidays. For more information, call **1-888-875-3256** or email pcqo@phsa.ca

Care quality concerns are best addressed where and when the care took place. The sooner an issue is managed, the less likely it will escalate.

WE WANT TO WORK WITH YOU

“Our journey, although unique, shares many aspects of what all families are going through and it’s often hard to feel anything but exhausted. For us, finding meaningful ways to give back has brought us surprising healing. Participating in groups that help shape services for anyone who suffers from mental illness and addiction has renewed our spirits and given us hope.”

– FAMILY MEMBER

At the Ministry of Health, the Provincial Health Services Authority and BC Mental Health and Substance Use Services, we have made a commitment to ensuring your voices as clients, families and caregivers are incorporated at all levels of the health care system – from decisions about your or your loved one’s care, through to policy and strategic planning for the organization.

If you are interested in using your voice to improve our services, here are some ways you can get involved:

- > **Partnerships in Care Committee:** A collaborative committee of clients, families and health care providers at Red Fish Centre for Mental Health and Addiction, Heartwood Centre for Women, and Coast Mental Health Rehabilitation & Recovery working together to improve services. Members attend monthly meetings in-person or by telephone. For more information, contact family@bcmhs.bc.ca
- > **Patient and Family Partner Network (BC Mental Health and Substance Use Services):** A provincial community of patients, clients, and families with lived experience of mental health and substance use. Network members work in partnership with staff to improve our services. For more information, contact engage_bcmhsus@phsa.ca
- > **Patient Voices Network (BC Patient Safety and Quality Council):** A provincial community of patients, clients and families with a wide range of health experiences. Network members work in partnership with staff across the health system to improve care in B.C. For more information, visit patientvoicesbc.ca

RESOURCES

BC 211 Redbook: redbookonline.bc211.ca

BC Mental Health and Substance Use Services: bcmhsus.ca

B.C. Ministry of Health Patient and Family Engagement Framework: www2.gov.bc.ca/assets/gov/health/about-bc-s-health-care-system/health-care-partners/patients-as-partners/patients-as-partners-framework.pdf

British Columbia Schizophrenia Society: bcss.org

Canadian Mental Health Association – BC: cmha.bc.ca

Canadian Patient Safety Institute: patientsafetyinstitute.ca

Family Caregivers BC: familycaregiversbc.ca

From Grief to Action Coping Kit: bccsu.ca/Coping-Kit

Here to Help BC: heretohelp.bc.ca

Moms Stop the Harm: momsstoptheharm.com

Opioids: A Survivor’s Guide: bccsu.ca/Opioids-Survivors-Guide

Pathways Education Course: pathwayssmi.org/education/family-to-family-course

Toward the Heart – Naloxone Training: towardtheheart.com/naloxone-training

**RED FISH HEALING CENTRE
FOR MENTAL HEALTH
AND ADDICTION**

**2745 Lougheed Highway
Coquitlam, B.C.
V3C 4J2**

Phone: 604-524-7100



**Provincial Health
Services Authority**
Province-wide solutions.
Better health.



**BC MENTAL HEALTH
& SUBSTANCE USE SERVICES**

Provincial Health Services Authority