

This report summarizes the feedback gathered at a community forum held to discuss the relocation of the Richmond Mental Health Team (RMHT), the Richmond Older Adult Mental Health Team, the Integrated Outreach Team (IOT), and the Richmond Consumer & Friends Society (RCFS) to a new site. VCH Mental Health Clients, Richmond Consumer & Friends Society members, Pathways Clubhouse members and Richmond Mental Health and Addictions Family Advisory Committee were invited to attend.

What we asked and what we heard :

What do you like about the current space that you want to be part of the new space?

- the warmth of the reception person

What new features would you like to see at the new location?

- Adequate space to wait for injections; not having to return to the first waiting area
- Having a patient centred flow to the space; not having to send patients all over the place in a disjointed way
- Washrooms inside the office space that feel safe and are clean
- Welcoming and open with no glass partition or high desk
- Accessible by public transit
- Ample free parking
- Artwork in and around the building
- A variety of services and options
- Clean, clear light; therapeutic lighting
- Blinds on windows
- Use of colour to create calming spaces
- Plants, trees and greenery
- Well-designed flow that is people friendly and easy to navigate
- Visible signs that stick out not placed flat on doors or walls
- No stairs; all located on one floor
- TV with services and educational info about MH
- Ramp instead of stairs
- Artwork and murals on the walls
- Rain feature or waterfall for calming
- Beverage station with healthy refreshments
- A common space to sit and visit
- An environment that promotes health
- No buzzer to get in; have some other mechanism for safety and monitoring or allow people to select a pleasant sound; not a buzzer
- Artwork and craft stations to promote people using their hands and having calming activities to distress
- More opportunity for private space

What would make the new site welcoming, comfortable, and supportive to you?

- A greeter, a volunteer for who this would be a great training opportunity
- Social enterprise coffee shop in a Willow café model; hire clients to work at the coffee shop
- An area where cigarette butts can be disposed of
- Smoking area more than six metres away from an intake
- Water fountain to fill up your own water bottle and to drink at
- TV in waiting area and washrooms that scroll educational information or programs and what classes and programs are on or scenes of nature and inspirational quotes e.g. Dr. Mike Condra "What is Mental Health"

cont'd What would make the new site welcoming, comfortable, and supportive to you?

- TV's with a member section for featuring items of interest to members
- Space for wheelchairs
- Easy to clean chairs – no fabric, with good back support
- Easy care flooring – no carpet
- Alcoves and spaces
- Creative features; the space should lift a person's mood
- Brighter colours less white, less institutional looking
- Meditation rooms and calming space

What features would you like to see in the reception, interview and group spaces?

- Accommodation for clients with lots of belongings
- Several seating options; easy to rearrange chairs to configure in different ways so we can be creative
- Help to access services and navigation support
- A place to put dogs
- A place to put bikes
- Safe places to store items such as backpacks
- A way for reception to see people outside and be able to assist them to come in with their stuff if needed
- Ann Vogel model of waiting room
- RCFC will have space at the main reception area

What features do you feel would enhance collaboration between clients, families and clinicians?

- An outdoor area for people to sit and visit
- More openness in the design not closed in
- Spaces that allow people to mingle outside offices
- Waiting room to be more engaging e.g coffee, magazines, video games, open WiFi , educational games, TV for education
- Accessible space open to all
- Central gathering place for patients, families and clinicians to interact
- Everyone uses the main entrance both staff and clients
- Opportunity for people/clients to be "normal"
- Not made to feel alone but part of a group
- Separate spaces for ACT, Older Adult MH and Adult MH clients
- More groups, group interaction/therapy; mindfulness activities
- Cafeteria where you can get some food and coffee (e.g RH atrium)
- Announce services via TV's or announcement/poster boards
- Group work to build or create something together
- Look to international/national models for design ideas

How will you want to receive information about services and programs once the move to the new site is complete?

- Mail, Email or Phone calls
- Not a phone call; I might feel pressure to join and may not want to
- Find out from me what is good for me and then tell me that information and or invite me; you already know me and know what may be best for me as a patient.
- Don't want advertising; I like the personal approach better
- Flyers translated in various languages – mailed out

We asked forum attendees to share their vision for what would make the new space welcoming. This word cloud was created from their responses.



How will this feedback be used to inform planning for the new Richmond Mental Health location and services?

- 1 Inform design of new space
- 2 Support Richmond Mental Health team to design person and family centred services and programs
- 3 Contribute to enhanced collaboration between client, families and clinicians

What happens next?

The Richmond Mental Health Team (RMHT), the Richmond Older Adult Mental Health Team, the Integrated Outreach Team (IOT), and the Richmond Consumer & Friends Society (RCFS) are moving to a new location at 7671 Alderbridge Way. The new site has ample parking, more windows and a convenient location, close to transit and the Pathways Clubhouse.

The teams will move from their current No. 3 Road location by April 30, 2016. The new Alderbridge site requires extensive renovation and will be ready in early 2017. This means our team moves must unfold in two steps.

Adult Mental Health Team:

Step 1 – Moved to a temporary space at 150- 5811 Cedarbridge Way as of April 30th

Step 2 - In early 2017, RMHT will move into our permanent location at 7671 Alderbridge Way.

Older Adult Mental Health Team:

Step 1 - Moved to a temporary space 600-8100 Granville Avenue as of April 19th .

Step 2 - In early 2017, the Older Adult Mental Health Team will move to our new permanent location at 7671 Alderbridge Way.