

# VCH COMMUNITY ENGAGEMENT



Making better  
decisions together  
with patients  
and families



## Foundry

### Community Engagement Summary Report

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## Background

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Foundry Centres are integrated health and social service centres for young people ages 12-24. Foundry centres provide a single place for young people to access mental health care, substance use services, primary care, social services and youth and family peer supports. The goal is to provide safe, non-judgmental care, information and resources, in a youth and family friendly manner. Foundry brings health and social services from the community together to make it easier for young people to find the care, connection and support they need.

Foundry centres take a prevention and early intervention approach and will improve access and navigation of services by also including peer and family engagement and support. Foundry centres want to reach young people early so that help is available sooner and can address small problems before they become bigger ones.

Richmond Addictions Services will be the lead agency for developing a Foundry centre in Richmond and will be working with VCH as a partner. The Foundry Richmond centre will work in collaboration with the entire community and community agencies to ensure that Richmond young people, ages 12 – 24, will know where to go to access health and social services. The Richmond Foundry Centre will aim to reduce stigma associated with receiving mental health support by providing a variety of services in one youth-friendly place. The planned centre will enhance the services available to young people, but more importantly, it will bring more services together in one place in an integrated manner.

## How we engaged

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On June 18, 2019, Parents and family members were invited to participate in a discussion about their hopes and concerns for Foundry Richmond. A focus group was held to gather input to inform the planning and eventual activation of Foundry Richmond.



## What we asked

1. What are your hopes for Foundry and what it will mean for youth?
2. What are your concerns about Foundry?

These hopes and concerns were themed into topics for discussion. Parents and family members were asked what would be needed to support the stated hopes and what is needed to mitigate concerns.

### KEY POINTS:

#### Themes developed from hopes and concerns

- Convenience
- Engaging for youth and inclusive
- Transparency in services; availability and accountability
- Options available for services ie. legal., group counselling
- Solid Partnerships that facilitate a range of services
- Support for families
- Safe space; LGBTQ2S friendly
- Low or no barriers; easy to access

# What we heard

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## Hopes

- designed by youth for youth
- safe space
- easy to access
- youth would choose it
- has options for services that can be easily accessed
- LGBTQ2S inclusive
- support services for youth with MH concerns (not sure what is going on but need help)
- provide support to me as a single parent
- lots of different services can be accessed
- the age range is higher than 18
- engaging for youth
- convenient
- a place to learn
- inclusive of children with developmental challenges
- supportive to families
- has an outreach component
- promotes widely throughout the community
- includes legal services
- includes group counselling
- compassionate
- no hoops to jump through; very low or no barriers
- services provided in partnership - strengthens the level of services
- non-judgmental

## Concerns

- confidentiality is maintained always
- transparency in what is offered
- transparency of qualifications for staff
- no harm is done - client and family centred focus
- Important to be honest about what the centre can offer and what they do not offer.

## Themes

**What needs to be in place to provide for these hopes to be realized and the concerns mitigated.**

### **Support for families....**

- Parent groups
  - peer led
  - support groups
  - educational
  - counselling
- Translation available
- Cultural and language capacity
- connecting with others
- responsive
- opportunities to connect
- meals
- resilience kids model

### **Safespace; LGBTQ2S Friendly...**

- presence
- opportunity for representation
- welcoming
- training for staff
- gender affirming care
- evaluation through surveys if safe
- washrooms for all
- youth advisory representation

### **Solid Partnerships...**

- free
- access to services
- seamless transitions to other services
- linking to the right services
- gaps analysis
- advocate for more services
- one file
- one electronic medical record
- home agency does not matter as long as they know how to navigate the system

### Low or no barriers; easy to access....

- navigators
- no paperwork
- people who know what they are going through
- big brother/big sister
- mentoring
- non judgemental
- welcoming
- communicators
- no glass windows
- no barriers
- comfy chairs
- water
- coffee/tea
- snacks
- nice surroundings
- tech friendly
- quiet spaces

### Engaging for youth and inclusive...

- how do we compete with online media?
- group membership
- existing peer relationships can make it tricky
- kids who are introverted might seem ok
- first nations indigenous culture
- cultural variety
- language accessibility
- mobility accessible - accessibility assessment
- offer yoga, meditation, aromatherapy
- have smudging
- celebrate pride in culture
- hold potlucks
- offer alternative health options
- fun programming

### Convenience...

- provide transportation
- be patient
- very welcoming - be happy to see them when they come in
- phone ahead to provide a gentle reminder

- provide drop in services
- 24 hour online info or connection
- evening and weekend hours and service provision

### Options available for services...

- legal services
- group counselling
- 1 to 1 counselling
- groups with different levels of support
- activities
- diversity

*"Foundry should be a welcoming place; youth should feel that staff are happy to see them when they arrive."*

## Who we heard from

Nine parents/ family members attended along with two community partners.

*"Services provided in a partnership model strengthen the services offered."*

## Summary and Recommendations

- Ensure that youth have an active and ongoing voice in the planning, activation and ongoing evaluation of the space and services.
- Make the space safe for all youth and create a welcoming environment where youth are listened to and given access to services that are youth- centred.
- Ensure low or no barrier access through provision of services that are culturally safe, available at convenient hours, in the languages of those needing service, allow for virtual access and are respectful.
- Make space for families to be actively involved and able to access services as needed.
- Be clear on what youth and parents can expect in the way of services and support from Foundry