

After five years of intensive consultation, planning and implementation, the work VCH set out to accomplish through the DTES 2<sup>nd</sup> Generation Strategy is substantially completed.

The goal of the work undertaken through the Strategy was to focus on changes that would reduce preventable health complications by engaging at-risk people into care, identifying and addressing health issues before complications occur, maintaining connections to care as clients' needs change, and improving overall health outcomes for residents of the DTES. To support this goal, VCH has implemented the following initiatives:

*Integration of VCH Health Services in the DTES*

- At the core of the DTES 2<sup>nd</sup> Generation Strategy work, VCH has implemented a new integrated model of care in the DTES (as of January 23, 2018)
- This new model brings together existing VCH services into three integrated Community Health Centres (CHC) – Pender, Downtown CHC and Heatley
- Each CHC offers consistent services for clients. This includes primary care, specialized health services, mental health care, substance use services and harm reduction
- Six Integrated Care Teams (ICTs), two at each site, will provide clinic-based and outreach support, with services and expertise coordinated around client needs (all DTES clients who need this comprehensive integrated care will be assigned to an ICT)
- Each ICT includes: nurses, social workers, counsellors, peer specialists, community liaison workers, health care workers, physicians and nurse practitioners
- ICTs are supported by specialized services such as wound care clinicians, psychiatrists, palliative care nurses, occupational therapists and more
- Clients who have their own non-VCH doctor or nurse practitioner can still access specialty services such as Mental Health, Substance Use treatment and services, and Home Health Teams
- Approximately 6,000 active clients will be transitioned overall, while creating access for about 3,000 additional clients over time through the new model and team structure
- Services will be available 12 hours a day, and DCHC is open seven days a week (a DTES physician or nurse practitioner will be on-call after hours for clients in need)
- Client experience will be enhanced with a consistent team of service providers working together.

Please visit [dtes.vch.ca](http://dtes.vch.ca) for a full list of benefits for clients and the DTES community

*DTES Mental Health & Substance Use Drop-in – Powell Street Getaway*

- In April 2016, Lookout Housing and Health Society was chosen as the successful proponent for VCH Vancouver's DTES MHSU Drop-in
- The Drop-in opened in fall 2016, providing clients with easy access to a welcoming, safe and supportive environment with the goal of strengthening connections to health care services for DTES clients
- A new Health Canada-approved Supervised Consumption Service opened in July 2017 as part of VCH's services at Powell Street Getaway

*VCH operated low barrier, on-demand substance use treatment service – DTES Connections*

- DTES Connections officially opened in March 2017 at 623 Powell St.
- The DTES Connections team is the only provider of a broad range of evidence-based opioid addiction services, including opioid replacement therapy, 7 days a week from 8:30a.m. to 5:30p.m.

*Embedding Peers/People with Lived Experience*

- A framework was developed for embedding peers (people with lived experience) into VCH programs in the DTES

### *Core Competencies*

- All DTES staff have received training for the following core competencies: cultural safety, trauma-informed practice, harm reduction and recovery-oriented practice

### *Food Services*

- An RFP issued for VCH-funded food services in the DTES has replaced two existing contracts to improve coordination of food services
- VCH Vancouver staff and DTES community stakeholders developed a food quality standards document that will be used for all food services provided at VCH operated services in the DTES. These standards have also been shared with partners.

### *Intensive Case Management Team*

- An interdisciplinary Intensive Case Management Team (ICMT) is now in place in the DTES
- An additional team focused specifically on serving vulnerable women launched on February 1, 2017
- The interdisciplinary model of ICMTs include social workers, outreach nurses, , health care workers and Peers with lived experience
- A new youth ICMT is in the works for 2018 and will complement other outreach services

### *Improving Supports for Women in the DTES*

- A VCH DTES Women's Health and Safety Strategy will continue to be developed in collaboration with women-serving organizations in the DTES
- A women's only Intensive Case Management Team has been in operation for a year (as detailed above)
- 38 addiction recovery treatment beds were announced in January 2017, at the Rice Block.
- A women's only Overdose Prevention Site, SisterSpace, has also been opened in partnership with Atira
- Plans are underway for a Mobile Health Van that will be used by the women's ICMT

### *Improving Supports for Indigenous People in the DTES*

- Inclusion of Indigenous Elders at each site and working with the Indigenous community
- Indigenous design concepts have been applied to all renovations/new builds
- New Indigenous-specific Naloxone distribution sites and training
- Indigenous Cultural Safety Training now a Core Competency in the DTES for all VCH staff and Peers
- Supporting events such as the Nə́camat DTES Indigenous Women's Village of Wellness

### *Shelter Pilot – Initiated in July 2015*

- VCH, BC Housing, RainCity Housing and Lookout Housing and Health Society designated 10 shelter beds for homeless individuals, some with complex clinical needs, who are ready to leave the hospital
- This program has resulted in permanent housing for more than 40 per cent of the 108 clients referred so far (also reduced the wait time for clients in acute care waiting for shelter beds)

### *In The Works: Two Purpose-Built Developments*

#### *58 West Hastings:*

- In the works over the next 3-5 years, VCH will open a new purpose-built Community Health Centre to replace existing, outdated CHC space as part of a larger development with new affordable rental housing.
- The development is a partnership between VCH, the City of Vancouver, the Province through BC Housing, and Vancouver Chinatown Foundation.

#### *301 East Hastings Street:*

- This development partnership with the Province through BC Housing will create a mixed-use facility with approximately 60-100 units of affordable rental housing, including a new purpose built VCH Community Health Centre that will replace existing, outdated CHC space.

**For more information about the work accomplished through the DTES 2<sup>nd</sup> Generation Strategy, please visit <http://dtes.vch.ca/>**