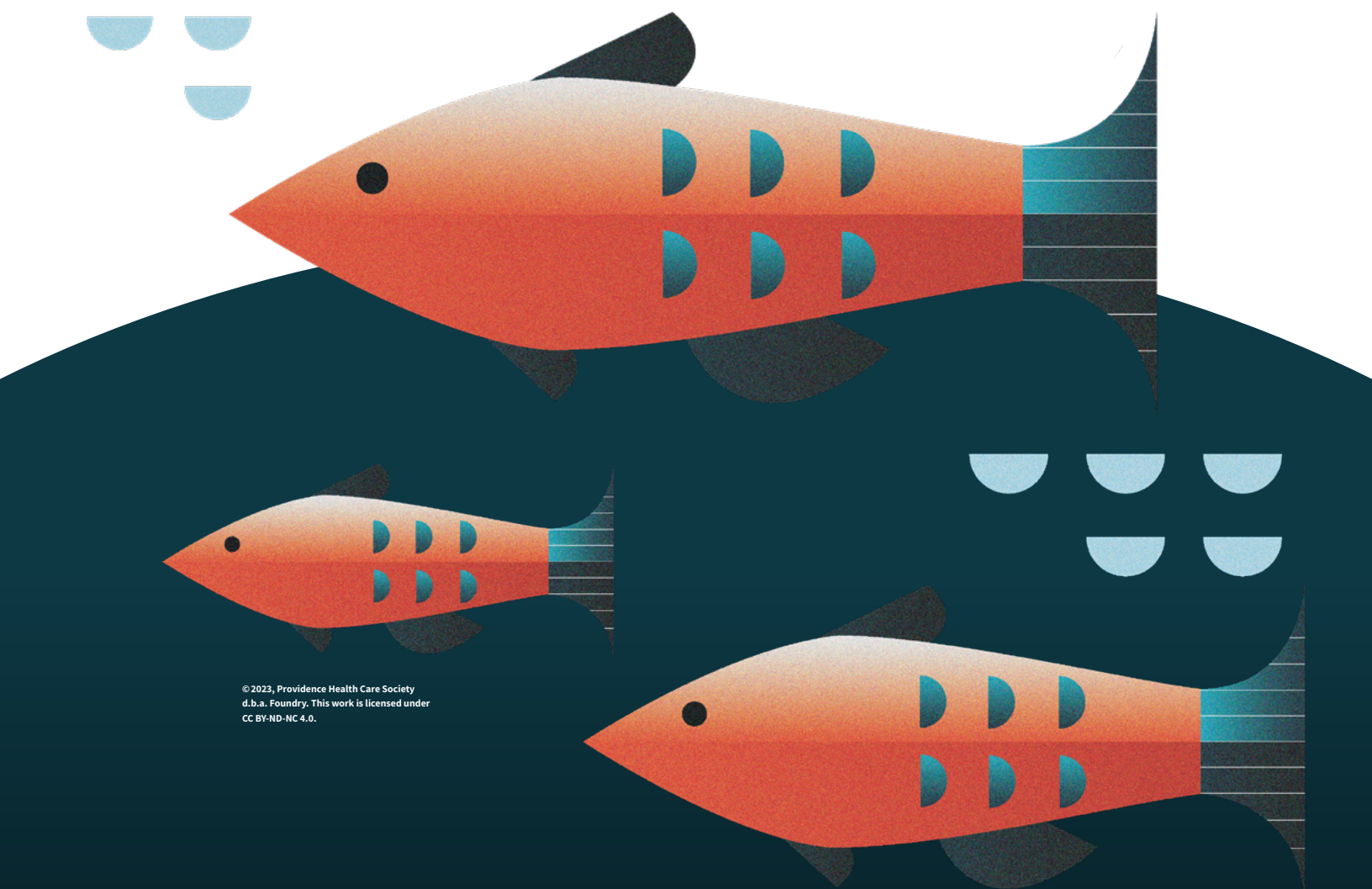


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# Centre Operations

October 2023



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# Introduction

**Foundry communities coming together to offer integrated services is the foundation for transforming access to care for young people and families/caregivers. Services delivered within each Foundry centre move beyond co-location, focusing on community cohesiveness and integrating with intention to mitigate service overlap and duplication, and to provide wraparound support for young people and their families/caregivers across the continuum of care.**

Foundry's innovative processes support systems navigation, community collaboration and a shared responsibility. They are developed through intentional partnerships, relationship building and standardized guidelines. For many, integration is a new way of working and will require thoughtful planning and collaboration, with regular review and adjustments.

A Manager of Service Implementation and Integration will support each Foundry centre as they develop and implement services and processes. This includes developing an inter-agency staffing model, establishing shared agreements on operational items such as hours of service, team policies, communication and documentation protocols, developing and nurturing a sense of team and everything in between.

As partners move towards better integration, Foundry centres can more effectively offer services as a single point of entry into a welcoming and safe space that values relationship building, empowers youth and families/caregivers to more seamlessly navigate their we llness journeys and transforms how young people access the tools they need to take on their world.

**Foundry's work includes ensuring we create culturally safe and respectful environments for equity-denied groups including IBPOC (Indigenous, Black and People of Colour) communities.**

We recognize our role and responsibility as a white settler organization in calling out and dismantling colonialism and racism in the work we do.

Our journey includes committing to the implementation of the United Nations Declaration of the Rights of Indigenous Peoples (UNDRIP), the Truth and Reconciliation (TRC) Calls to Action, the Calls for Justice of the National Inquiry into Missing and Murdered Indigenous Women and Girls (MMIWG) and the recommendations of the report "In Plain Sight: Addressing Indigenous-specific Racism and Discrimination in BC Health Care"

# Implementation of the Operational Framework

**Three key areas support the implementation of a successful operational framework – access to care, integration and intentional partnerships.**

## Access to Care

Transforming access to care requires changes in how we operate to support young people and their families/caregivers as they enter and navigate the complex health and social systems within each community. A Foundry centre may present young people and their families/caregivers with a new doorway to care in their community. To make truly transformative change, how we operate must match the desired outcome of low-barrier care across the continuum, with minimal need for young people and families/caregivers to walk this journey alone. To achieve this matching, staffing models and services may need to be realigned within the same-day services and Integrated Stepped Care Model (ISCM) framework. In operational planning, it is essential to seek out gaps, opportunities and strengths within the community, and hear from young people and families/caregivers about what services and supports they feel will support their journeys.

## Facilitating Integration

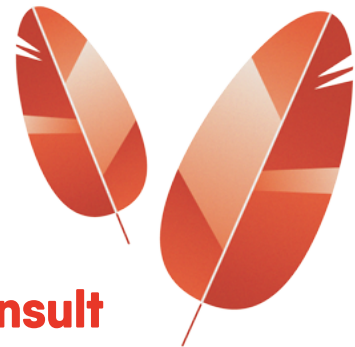
Operational structures within a Foundry centre can impede or facilitate integration. An example of impeding integration is a lack of structural collaboration between medical services and counselling. If the two services document in separate records systems and don't build in time or capacity to discuss ways to work together, the services will not be well integrated. Operating services in alignment and in partnership with each other to support young people and families/caregivers through the transitions and grey areas of their journeys will foster opportunities for integration.

The ISCM supports developing a shared language, shared staffing to cover service gaps and identified priority areas, and establishing shared policies, procedures and guidelines — all of which enhance an integrated approach to care. A key indicator of the level of integration is when youth at a Foundry centre are not aware of what agency a staff member might work for — they are simply guided to the service that best meets their needs.

## Intentional Partnerships

The development and sustainment of intentional partnerships is only achieved when time and space are set aside to grow and foster relationships and connections with services throughout a community. These partnerships are supported by developing an operational framework that takes into consideration the clinical requirements and lifespan development needs of youth. The establishment of referral pathways, both into and out of the Foundry centre, as well as documentation, information sharing and communication policies and practices create a strong foundation for both collaboration and shared decision making.

The best outcome of these intentional partnerships is that young people, families/caregivers and communities' experience seamless and comprehensive care that meets their needs and enhances their willingness to engage.



**Foundry commits that it “shall consult and cooperate in good faith with the indigenous peoples concerned through their own representative institutions in order to obtain their free, prior and informed consent before adopting and implementing” policies or administrative measures that may affect them.**

UNDRIP 19

# Tools and Resources

Visit [The Foundry Learning Centre](#) to access tools and resources about centre operations, including service planning, staffing, confidentiality, integration, consent and safety.

These resources are offered as a starting point for each centre, which they can adapt to their own specific needs, preferences and context. They don't all need to be used by every centre. We welcome feedback and ideas for new tools and resources that would be helpful.



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