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## Frequently Asked Questions

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Foundry's provincial vision is to transform how young people access health and social services within BC. As part of this, we work with young people, families, government and social-profit (otherwise known as non-profit) partners and communities to open Foundry centres – making services available to young people, aged 12 - 24 in youth friendly and inclusive environments.

Foundry increases access to services by collaborating with existing supports in the community, through an integrated approach to care. Foundry centres practice and promote new ways of working with youth, young adults, and caregivers that make it easier to access the right care at the right time, supporting young people to thrive.

**This document was created with the intention to answer some of the most common questions we receive from communities interested in having a Foundry centre.** If after reading this document you have additional questions, please let us know and we will try our best to respond. At this time, we are focused on developing our current centres so that they are fully operational and reflect the current and changing needs of their respective communities, youth and families.

### **Q: What is Foundry?**

**A:** Foundry provides early intervention services to support the wellness of young people ages 12-24. Our network of community-based Foundry centres are providing comprehensive care through integrating mental health, substance use services, primary care, social services and peer support. By bringing together a variety of health and social services under one roof and working in partnership with young people and families, Foundry helps BC's young people get the help they need when they need it. Through our online platform, [foundrybc.ca](http://foundrybc.ca), we are providing young people and families access to tools and resources. Importantly, Foundry is based on intentional partnerships – government and community organizations working together toward a shared vision.

### **Q: How is Foundry different?**

**A:** Foundry helps remove barriers to care by bringing together services and supports for young people and their families into one location. Instead of having to navigate an array of services themselves, and re-tell their story several times, young people are able to walk through our door to get the help they need in one, youth-friendly location. And if needed, young people receive a “warm handoff” to connect them to another service in the community that would best support their needs. The Foundry brand, helps young people to know where to go for help.

*Foundry is forging a new, province-wide culture of care through the development of a network of centres and online tools and resources — co-created with our health and social service partners, young people and families in communities across BC.*

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Foundry is holistic, meaning it doesn't just focus on one area of support, such as mental health, but brings together services based on what each young person needs. It also increases access to care by providing weekly drop-in hours, and no requirement for referrals. Foundry is built on youth and family participation in service delivery design, incorporating their input at all levels of decision making to more effectively meet their needs. Through Foundry, we are creating a new experience for young people and their families when seeking support for their wellness needs.



**Foundry Abbotsford**

*"If I had had safe people to connect with, I wouldn't have lived in isolation for so long."*

*- Young person in Abbotsford*

**Q: What services are offered in a Foundry centre?**

**A:** Each centre provides young people with multiple services co-located and integrated under one roof. The core services each centre must offer include: primary health care (e.g. physical health, sexual health), mental health and substance use services, social services (e.g. vocational, educational, financial services) and youth and family peer supports. Centres may also include additional services based on local needs, such as food security and child-minding.

**Q: What is the role of the Foundry central office?**

**A:** The Foundry central office leads the provincial initiative, and works with lead agencies, their partners and communities serving as a bridge to government. The central office supports the establishment of new centres; including capital project management, communications and partner engagement. Once centres are open, they support implementation of the Foundry service model through training and integration. Once centres have fully implemented the Foundry model, the central office provides ongoing support for evaluation, quality improvement and research. Throughout all these stages, the central office provides support to ensure meaningful local youth and family engagement and knowledge exchange. In addition, the central office provides province-wide services through online tools, public health and policy initiatives and health promotion campaigns.

**Q: How are young people referred to the centres?**

**A:** Young people are referred via any service provider, physician, emergency department, school or family member. Young people can self-refer, and all centres provide walk-in hours for primary care and counselling. Based on data collected in our centres, friends, family members and school counselors/teachers are the top three ways young people hear about Foundry.

**Q: Why is the target youth and young adults ages 12-24?**

**A:** Nearly 75 percent of mental health challenges begin by the age of 24. In Canada, 1 in 5 young people aged 15-24 report experiencing mental health or substance use problems. If we can intervene earlier, and before an issue becomes a crisis, we can help young people achieve better health outcomes and a better quality of life.

Focusing on this age range (12-24) allows us to support young people as they age out of the child and youth mental health system, or for



young people aging out of the care of government. Foundry will reach and support young people when they are most vulnerable to developing mental ill-health.

**Q: Who provides the services at each Foundry centre?**

**A:** Each Foundry centre is operated by an organization within the community and referred to as a “lead agency”. The development of a Foundry centre involves the coming together of existing youth-focused community-based services, resources and organizations to ensure centres will be able to provide the full range of services through an integrated approach. Services are not just co-located, but work together as a team to help provide a seamless experience for young people.

**Q: How were the original Foundry locations selected?**

**A:** The first phase of centres were selected through an expression of interest process in 2015-2016 that involved lead agencies, primarily social-profits but also health authorities and other government organizations working with community partners to develop a submission. Successful applicants were selected based on the recommendation of an independent panel of youth, family members, government representatives, front line staff, and representatives of Indigenous organizations. Twenty-five communities applied, 13 were short listed and 5 were selected for a “proof of concept” phase. An additional 5 centres were selected for a Phase II, all chosen from the initial 25 submissions. Decisions were based on criteria broadly reflecting a community’s need and readiness, and the prospective lead agency’s organizational readiness for a Foundry centre.

**Q: Where are Foundry centres located?**

**A:** Foundry’s first phase, or “Proof of Concept” centres, announced in 2016, are located in the following communities, with one in each of BC’s regional health authorities:

- **Foundry Campbell River**, operated by the John Howard Society of North Island, opened in April 2017;
- **Foundry Kelowna**, operated by the Canadian Mental Health Association – Kelowna Branch, opened September 2017;
- **Foundry North Shore** (North and West Vancouver), operated by Vancouver Coastal Health, opened in September 2017;
- **Foundry Prince George**, operated by the YMCA of Northern BC, opened in October 2017; and
- **Foundry Abbotsford**, operated by Abbotsford Community Services, opened in June 2018.

These centres joined **Foundry Vancouver-Granville** (formerly known as the Granville Youth Health Centre), launched in downtown Vancouver in 2015 by Providence Health Care.

In February 2017, the Province announced funding for an additional five new Foundry centres. Once again, there will be a new Foundry centre in each of BC’s regional health authorities:

- **Foundry Victoria**, operated by Victoria Youth Clinic Society, opened in May 2018;
- **Foundry Penticton**, operated by One Sky Community Resources, will open in spring/summer 2019;
- **Foundry Ridge Meadows**, operated by Maple Ridge Pitt Meadows Community Services;
- **Foundry Richmond**, operated by Richmond Addiction Services Society;
- **Foundry Terrace**, operated by Terrace and District Community Resources Society (*Richmond, Ridge Meadows and Terrace are anticipated to open in 2019/2020*).



*“It’s important to catch people when they are younger and can be better supported for a smoother transition into adulthood. And this is what Foundry will be able to do – eliminate the gaps in service by multiple service providers working together and identifying what’s going on with a young person. Support is better when there is wrap-around care.”*

*- Mallory, Youth Peer Navigator, Foundry centre*

**Q: Is there funding for more centres?**

**A:** At this time, we have funding confirmed for 11 centres. In the February 2019 Provincial Budget, “Making Life Better” the Province of BC announced an expansion of Foundry. Further details are yet to be announced.

**Q: How will new communities be identified to partner with Foundry and open a Foundry centre?**

**A:** As the new funding was only recently announced, we are in the early days of determining a process to identify new members of our network. This process will be developed in consultation with our network, government and partners, and will incorporate learnings and data from our first two phases. Once we have more information to share, we will post this information on our website. To understand how our past work will guide us going forward, please review our Developmental Evaluation and Proof-of-Concept Report.

**Q: How can I find out about future funding opportunities?**

**A:** If you would like to stay updated about Foundry in general, including any new opportunities if they arise, we encourage you to sign up for our e-newsletter at [www.foundrybc.ca](http://www.foundrybc.ca) and also follow us on Facebook, Twitter, and Instagram.

**Q: We want to become a Foundry, but we can't wait – so we are already building a centre. What should we keep in mind – if we might eventually apply to be a Foundry?**

**A:** Foundry centre planning involves thorough pre-construction work involving youth and partner engagement in a process called functional programming. This involves selecting a site location, determining the size and scope of the project, and operational requirements within the centre. Foundry centres average 7,000 square feet: a centre that is too small will negatively impact service delivery, while a centre that is too large also presents obstacles. If you think your community wellness centre could eventually become a Foundry centre, we encourage you to incorporate Foundry design principles into your functional program. These are: youth-engagement through the planning process, accessibility, flexibility, integration of services, privacy and confidentiality, safety (violence prevention and mitigation), infection prevention and control, operational efficiency, material quality and durability, and sustainability.

**Q: What does it take to be a successful Foundry Lead Agency – what criteria do you look for?**

**A:** Establishing and operating a Foundry centre is an important, and time-consuming, undertaking. Generally, this requires an organization to have strong change leaders, robust community partnerships with the health authority, MCFD, Division of Family Practice, local Indigenous organizations and the school district, an ability to meaningfully engage with young people and families, and expertise and experience in the field. For more information on the experience of some of our current lead agencies, please read our Developmental Evaluation and Proof-of-Concept report.