

NKE Call, March 17, 2020 Notes

FCO: Karen, Kelly, Caroline, Nina, Rebecca, Stef, Steve, Nancy, Julia
Network: Toni (PG), Ben (Kelowna), Chris, Jill & Kim (Penticton), Rick (Richmond), Dr Jen Lee, Dr Christine Korol, Celina, Mel, Amy (Victoria), Jessica (Kelowna), Terry (North Shore), Leah (Abbotsford) and others.

Communications Strategy

- Acknowledging we're in a rapidly evolving situation with lots of change on the horizon.
- Internal webpage is being created and will be available for centre leads
 - Designed to streamline communications and will include:
 - All email communications
 - Notes from meetings
 - Resources and sources of pertinent information
 - FAQs
 - Possibly a recording of NKE calls?
 - Content to evolve as situation evolves and based on needs of centres
 - Resources from centres
- Please send Nina any of your communication requests or needs and we'll work as a team to address them and provide the supports and resources you might need.

Service Delivery

- Province-wide update yesterday with centres and discussed current services and revisions that have been made.
- Please email changes to services provided to Nina; these updates will be posted to the internal webpage.
 - **Prince George:** No major changes. We're managing expectations of partners regarding their staff. Making sure what we're doing is in alignment with their employers. Some limited services; lots of problem solving happening at the moment.
 - **Kelowna:** Reducing in-person contact with psychiatry and moving towards more tele-health services
 - **Penticton:** No updates since yesterday. Similar to PG, we're reaching out to partners and continue to problem solve how to deliver services. Still doing walk-in counselling and primary care. WE had three clients in yesterday and if we hadn't been open we were concerned about what would have happened to those folks. WE're meeting with partners and staff about how we can ensure young people aren't slipping through the cracks during this time.
 - **North Shore:** No changes from yesterday, although we have a staff meeting at 1pm with the manager. Julie will be updating the team re. VCH developments re. working from home. Most of our services are still available.
 - **Ridge Meadows:** Not offering booked appointments or walk-in services. Looking at how we can work from home. Things are changing hourly. WE'll send updates as we can. Am connecting with Dale to provide him with an update.

- **Victoria:** We're aiming towards providing service via telephone. Our hours are the same but limiting how folks enter the building. We're asking everyone to call the clinic to arrange appointments via phone. Put walk-in counselling on hold as our counsellors are sick. For primary care, we're wanting to continue to provide services to do physical assessments. It's likely half the team will be working from home. I don't want to close up the site so not sure what this looks like. Still in discussion.
- **Abbotsford:** Clinic is remaining open but asking clients to contact by phone (exploring facetime and/or telehealth). Walk-in counselling to be made available by phone. All clients coming in are screened prior to entry, if they want walk-in counselling, they're in a room with a phone and receive counselling via phone.
- **Campbell River:** N/A
- **Vancouver Granville:** N/A
- **Terrace:** N/A
- **Richmond:** No changes. Inquiring re. what's happening with the sexual health clinic.
- Walk-in Counselling Priority Needs identified that you would like direction from either or FCO or the network:
 - **Prince George:** Needs aren't too high and we're managing well. There's interest from our team and partners to understand what is Foundry's threshold. The challenge for us is more primary care because we have limited resourcing. Is there option for telehealth for primary care?
 - **Kelowna:** wanting to better understand best practice when providing counselling by phone. What standards need to be in place? What data needs to be collected and how?
 - **Penticton:** Division of Family Practice provided us with information regarding screening so will be reviewing this. Would love to better understand protocol for telehealth services.
 - **North Shore:** N/A
 - **Ridge Meadows:** Just trying to figure out how to support the team as they have some anxiety with all these changes.
 - **Victoria:** We're trialling things right now and moving to online. AS clinicians are working from home to provide counselling – don't want to be a crisis line. So how do we effectively offer counselling and not crisis intervention. We're trying stuff this week and will go from there.
 - **Abbotsford:** We just moved to counseling via phone today. We're thinking through the implications of that. One of the concerns raised by a counsellor is what do you do when you create a safety plan. We'd love to hear from sites as to what they're doing.
 - **Campbell River:** N/A
 - **Vancouver-Granville:** N/A
 - **Richmond:** We're going to try to create some online resources and host webinar re. prevention and engagement (youth are going to be without school and structure). Most of our healing through MHSU is through social support; I'm

expecting a worsening of symptoms as a result of social isolation. Our social channels are critical to supporting connections.

- Are people still using iPads for Toolbox entries/data collections? Recommendation from FCO that you can stop doing this – but please still register the visit and generate the end of visit form that the clinician completes.
 - PG: Still using and cleaning them between every user. If FCO recommends to not use iPads, then we can stop but wonder how we're going to

Update from Steve

- Appreciate that everyone is trying to find technological solutions. We're looking at a technology solution/recommendation by tomorrow – further details to be provided. There are confidentiality details and supervision considerations, but there's an opportunity for us to bring our resources together to support young people in BC.
- We have built up a lot of momentum around Foundry. We recognize that Foundry plays a critical role in the lives of young people. We have to ensure that we don't lose this momentum. We have opportunities to continue to meaningfully engage young people during this time. Are there ways that we can continue engagement virtually? Can YACs meet virtually? What about our PSWs – can we continue to support them financially so that we don't lose our PSW work force?
- We want Foundry to be seen as leading this work and not falling away to start up again in six months. What does engagement look like at your centre?