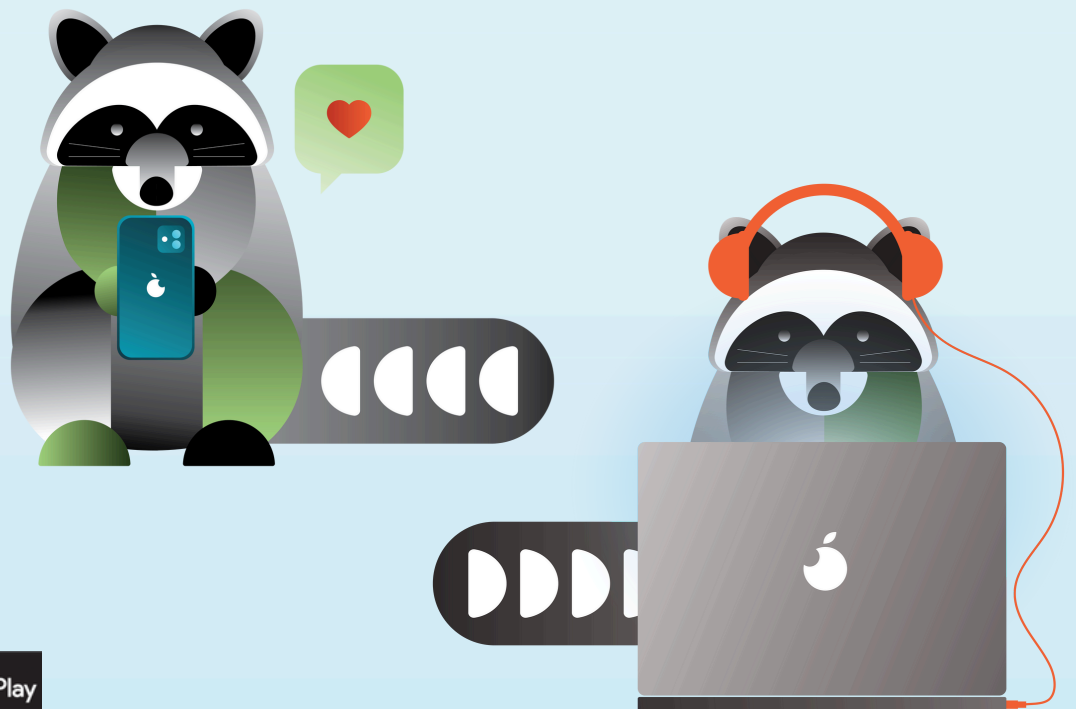


# Foundry Virtual BC Handbook

**A Support Guide For Operating Centres  
& Centres In Development**



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# Acknowledgements

We acknowledge, with much gratitude, that our work takes place on the traditional, unceded territories of Indigenous Peoples. We recognize and respect First Nations, Métis peoples and Inuit as the traditional stewards of this land that is steeped in rich history. We also acknowledge that our team of service providers work remotely across the province, allowing us to

If you have any questions about this handbook, please email Sierra Turner [sturner@foundrybc.ca](mailto:sturner@foundrybc.ca)

## Purpose

This handbook will serve as a resource guide for both operating centres and centres in development! In this handbook, we will share information about Foundry Virtual BC (who we are, who we support, services youth & caregivers can access, etc.). We will provide background information on virtual services (history) + future of virtual (being integrated into centres)



# What is Foundry Virtual BC?

Foundry Virtual BC offers accessible, free, and confidential services for young people aged 12–24 and their caregivers across British Columbia. Through the Foundry BC app, youth and caregivers can access a range of virtual services designed to support mental, physical, and social well-being.

## Hours of Operation:

- Monday–Friday: 10:00am–9:00pm
- Saturday/Sunday: 10:00am–6:00pm

## How to Access:

### Download the Foundry BC App:

- [App Store](#)
- [Google Play](#)

### Access in a Browser:

- [Web Portal](#)



The Foundry BC app is co-created with and for youth and their caregivers in British Columbia. It is designed to be user-friendly and accessible, ensuring that young people can easily navigate and access the services they need.

For caregivers, please make sure you register for a caregiver account. If you have any questions about the registration process, please email [online@foundrybc.ca](mailto:online@foundrybc.ca).



# Where did the idea of virtual services come from?

The concept of Foundry Virtual BC originated from the need to provide accessible support to youth and caregivers, especially those in remote or underserved areas. Recognizing the barriers to accessing in-person services, Foundry aimed to leverage technology to create a platform that could reach more young people across British Columbia. The goal was to break down barriers to accessing mental health, substance use, and social services, ensuring that all young people in BC have the opportunity to receive the support they need.

The development of Foundry Virtual BC involved extensive consultation with a Youth Advisory Committee and Family Advisory Committee to ensure the app and services would meet their needs. By incorporating feedback and co-creating the app with those who would be using it, Foundry ensured that the services provided would be relevant, effective, and accessible.



# Who does Foundry Virtual BC support?



## Foundry Virtual BC supports

- Young people aged 12-24 living in British Columbia.
- Caregivers of youth aged 12-24.

Our services are designed to be inclusive and accessible to all young people and their caregivers, regardless of their background or circumstances. Whether they are dealing with mental health issues, substance use challenges, or simply need support navigating life's challenges, Foundry Virtual BC is here to help.

# How can I share information about Foundry Virtual BC?

## To share information about Foundry Virtual BC, you can:

- Encourage people to download the Foundry BC app from the [App Store](#) or [Google Play](#).
- Share links to the Foundry Virtual BC webpage.
- Use Foundry virtual assets for posters, quarter cards, and tri-fold business cards.
- Share YouTube videos that outline virtual services.

These resources are designed to help you easily share information about Foundry Virtual BC with your community, ensuring that more young people and caregivers can access the support they need

# How does Foundry Virtual BC Support/Collaborate with Foundry Centres?

## Foundry Virtual BC collaborates with Foundry centres by:

- Providing integrated care that complements the in-person services offered at Foundry centres. This could include supporting a youth looking to access care in the evenings/weekends, or someone who is not yet ready to access care in person. The Foundry Virtual BC team tries to support a seamless experience for youth and caregivers who may access both virtual and in-person services.
- Providing temporary support to centres who may have gaps in services or need additional resources (e.g. counselling) for a short period of time.
- Collaborating on the delivery of groups and workshops.
- Supporting centres in engaging with youth and caregivers who prefer or need virtual support. By offering flexible and accessible virtual services, Foundry Virtual BC helps centres reach more young people and caregivers in their communities.
- Sharing resources, lessons learned and best practices on the delivery of care and services, virtually.
- This collaboration helps to create a comprehensive network of support, ensuring that young people and caregivers can access the services they need, regardless of their location or circumstances.



# What services are offered through Foundry Virtual BC?

Foundry Virtual BC provides a variety of services, including:

- **Counselling:** Virtual counselling sessions that can be accessed on the same-day or booked in advance. Our counsellors are trained to support a wide range of mental health conditions and challenges, helping youth develop strategies and skills to manage difficult times. Counselling is available to both youth and caregivers of youth 12–24 looking for support with their youth.
- **Peer Support:** Connect with trained youth and family peer support workers who share their lived experiences. Appointments can also be accessed on the same-day or booked in advance. Peer support provides emotional support, acceptance, validation, and empathy, helping youth and caregivers feel less isolated and more understood.
- **Employment & Education Services:** Through Foundry Virtual BC's Foundry Work & Education Program, youth can access assistance with job searching, resume building, and education planning. Our employment specialists work with young people to help them build the skills and experiences they need to achieve their goals, whether they are looking to enter the workforce or continue their education.
- **Physical and Sexual Healthcare:** Access to healthcare professionals for mental, physical, and sexual health support. Our multidisciplinary team includes family physicians, nurse practitioners, nurses, and social workers who provide a range of healthcare services.
- **Groups & Workshops:** Join virtual groups and workshops to learn new skills and connect with peers. These sessions cover a wide range of topics, from mental health and wellness to specific skills and interests.

Each of these services is designed to be flexible and accessible, allowing young people and their caregivers to choose the type of support that best meets their needs.



# What Primary Care and Physical/Sexual Healthcare Services are offered?

The Foundry Virtual BC team offers physical and sexual healthcare services for young people ages 12-24 across the province who do not have access to a local Foundry centre or provider in their community. We encourage young people to stay connected to their existing family doctor or nurse practitioner if they have one.

Physical and sexual health services at Foundry Virtual BC are provided by a multidisciplinary team including Family Physicians, Nurse Practitioners, Nurses and Social Workers. Other team members, including Counsellors, Peer Support Workers, or Employment/Education Counsellors may also be involved, by meeting with young people or co-facilitating health and wellness educational conversations.

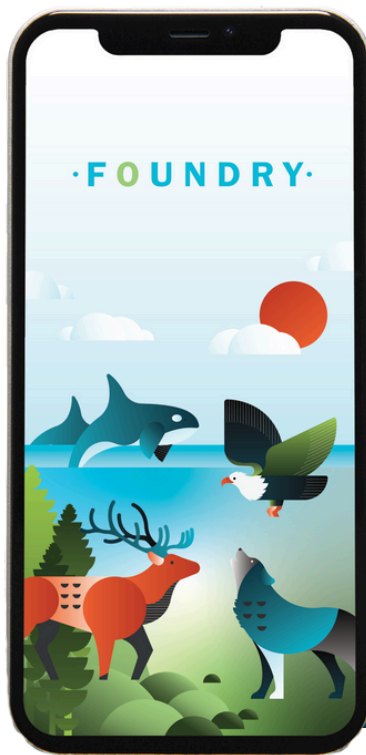
**Some Physical and Sexual Healthcare services are unable to be provided through Foundry Virtual BC. These services include:**

- ADHD assessments
- Crisis care management
- Ongoing long-term healthcare



## Foundry Virtual BC's Physical & Sexual Healthcare services are available for:

- Young people aged 12-24 years living in British Columbia.
- Youth without a primary care provider (e.g. family doctor/physician or nurse practitioner) in their community \* (except when accessing gender affirming care.)
- Young people with a Foundry centre in their community are encouraged to access primary care from their local centre if possible



**\*Foundry Virtual BC's gender affirming care services (specific to services provided by a family doctor or nurse practitioner) are only available to youth who do not have access to these services in their local community. All BC youth are able to access Foundry Virtual BC's other services for gender care (e.g. peer support, counselling, Foundry Work & Education)**

### Service Availability

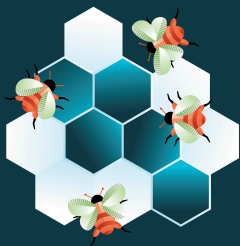
Physical and Sexual Healthcare appointments are offered through video and audio sessions and can be accessed through the Foundry BC app. Please note, we do not offer chat sessions for physical and sexual healthcare appointments.



# What Gender Affirming Care services can youth access through Foundry Virtual BC's Physical & Sexual Health Care Team?

The physical and sexual healthcare team is a part of an interdisciplinary team that provides integrated care, including counselling, peer support services and other social supports. The physical and sexual healthcare team can specifically provide the following:

**HORMONE CARE PLANNING:** Youth between the ages of 18–23 that are requesting support with hormone care planning can access gender-affirming services through Foundry Virtual BC.



**Youth must be able to access a community healthcare provider (Family Provider (FP) /Nurse Practitioner (NP) to do ongoing regular physical assessments when needed.**

**MEDICATIONS:** Foundry Virtual BC can support youth between the ages of 16–23 who have had hormone care planning done by a previous health care provider or are already on hormones and do not have a primary care provider/ need hormone medication refills.

**SURGERY:** Youth between the ages of 18–23 who are requesting upper surgery can access gender affirming services through Foundry Virtual BC. Assessments for surgery are done on a case-by-case basis. If you have any questions about whether you are eligible, please email [online@foundrybc.ca](mailto:online@foundrybc.ca). Youth will need to have a referral from a primary care provider (Family Physician or Nurse Practitioner) and must have a healthcare provider in the community who can follow up with pre/post-operative care.

**To learn more about gender affirming care, please visit**  
<https://www.transcarebc.ca/>



## Other information and requirements for healthcare appointments. Youth must be able to:

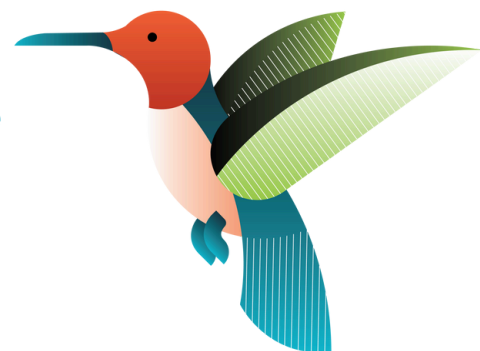
- Provide their current Personal Health Number (either BC MSP or Interim Federal Health Coverage)
- Confirm that they are a current resident of British Columbia. Youth must be living in BC and physically in BC when connecting with Foundry Virtual BC's Primary Care Team.
- Youth must have access to audio and video capabilities through a computer or smart phone device.
- Virtual appointments must be done by video for the Hormone Readiness Assessment (HRA), care planning and initial assessment.
- Phone calls can be used for coordination and follow-up when appropriate.

## How to book Physical and Sexual Health Services:

- To access services with one of our team members, youth will need to book an appointment with our Primary Care Social Worker through the "Physical and Sexual Healthcare Appointment" option on the Foundry BC app. Their first appointment will focus on reviewing concerns and health history, before arranging next steps with the appropriate health care provider.

\*These appointments are available weekly from Monday-Friday, 9:00am-5:00pm

To learn more about specific physical & sexual healthcare services, gender affirming care and specialized services, please visit [www.foundrybc.ca/virtual/primary-care](http://www.foundrybc.ca/virtual/primary-care)



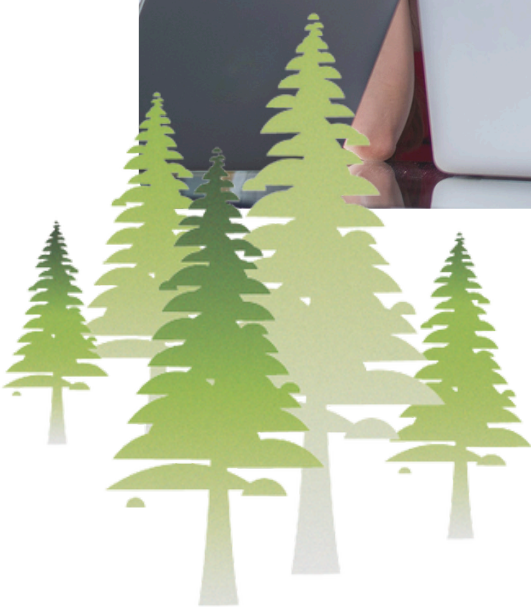
# Who can I talk to if I have questions about Foundry Virtual BC's services?



For any questions about Foundry Virtual BC's services, you can:

Call: 1-833-308-6379

Email: [online@foundrybc.ca](mailto:online@foundrybc.ca)



# How can young people and caregivers access Virtual Services if they don't have a smartphone or access to internet/Wi-Fi?

If young people and caregivers do not have a smartphone or access to the internet, they can still access Foundry Virtual BC services by:

- Calling 1-833-308-6379 for assistance. Our team can help guide them through the process of accessing services and provide support over the phone.
- Visiting a local Foundry centre, or connecting with school or community professionals to use their resources and get help accessing virtual services. Foundry centres have staff and resources available to support young people and caregivers in accessing the services they need.

By providing multiple ways to access services, we aim to ensure that all young people and caregivers in BC can receive the support they need, regardless of their technological resource





# Preventure<sup>®</sup>

Foundry is committed to continuing the important work of expanding mental health and substance use prevention and early intervention initiatives. Foundry is expanding their implementation support for the PreVenture<sup>®</sup> Program with schools across BC.

## What is the PreVenture Program?

The PreVenture Program is an evidence-based prevention program that uses brief, personality-focused workshops to promote mental health and delay and reduce substance use among youth. The program aims to equip youth in grades 7-9 with self-efficacy and cognitive behavioural skills to help them cope with common challenges such as stress, peer pressure, interpersonal conflict and identity development, while preventing the early initiation of substance use.

The PreVenture program is one the many initiatives Foundry is leading to support prevention and early intervention models of mental health & substance use services for youth ages 12-24.





## How does Foundry support schools with the PreVenture Program?

Foundry provides schools with comprehensive support, including training for school staff, access to ongoing coaching and implementation resources, and covers all program participation costs to enhance success and sustainability. Foundry's support with the PreVenture program is also a great way for young people to become aware of Foundry's services available to them in British Columbia, either in their community or online, through the Foundry BC app, supporting access to care earlier and when needed.

Delivered in just two short workshops, the PreVenture Program delivers maximum impact with minimal disruption to the existing school curriculum.

Do you have connections to schools in your community or have further questions for us? Email [prevention@foundrybc.ca](mailto:prevention@foundrybc.ca)

To find out more about how your school can get involved, please reach out directly to Foundry's team: [prevention@foundrybc.ca](mailto:prevention@foundrybc.ca) or visit <https://foundrybc.ca/supporting-others/for-school-professionals/foundry-support/> to join an upcoming information session

To find out more about the PreVenture Program, please visit [preventureprogram.com/](https://preventureprogram.com/)

# Resources

- [Virtual Assets Webpage](#)
- [Posters](#)
- [Quarter Cards](#)
- [Tri-Fold Business Card](#)
- [YouTube Videos on Virtual Services](#)
- [PDF PowerPoint/slides for external use](#)
- [Groups & Workshops webpage](#)
- [Virtual graphics \(corebook\)](#)

These resources are designed to provide comprehensive information about Foundry Virtual BC, ensuring that youth and caregivers can easily access the support they need. For more details or to get started, please visit [Foundry Virtual BC](#).

