

Trafalgar Addiction Treatment Centres and Ministry of Mental Health and Addictions Virtual Intensive Outpatient Mental Health and Addiction Treatment Program (VIOP) Grant Partnership

PARTNERSHIP OVERVIEW AND INFOGRAPHIC

SCOPE: This information package is being prepared to support Health Authorities in their understanding of the VIOP program, the grant partnership between the MMHA and Trafalgar Addiction Treatment Centres, and to address initial questions regarding intake and monitoring.

PARTNERSHIP OVERVIEW

The grant partnership between the MMHA and Trafalgar offers adult residents of British Columbia access to a comprehensive and structured 4-week, Virtual Intensive Outpatient Mental Health and Addiction Treatment Program (VIOP). This program is an accessible choice for people who may have limited access to traditional bed-based programs or obligations that limit their ability to be away from home to seek help for their mental health and substance use.

- The grant partnership provides access to 100 pre-paid seats available for referral to the VIOP.
- Seat admissions will be dispersed through all regional Health Authorities. Priority will be given to FHNA and referrals will be made by all HA's. Seat allocations are as follows: Island Health (22 seats), Interior Health (22 seats), Northern Health (22 seats), Fraser Health (17 seats), Vancouver Coastal Health (17 seats). Priority will be given to First Nations and those living in remote regions as well as for those with other barriers to service.
- Clients access the program through a secure online platform that can be accessed from a variety of mobile locations.
- Referrals can begin January 17, 2022 through April 30, 2023 or until all seats have been utilized.

PROGRAM APPROACH

Trafalgar Addiction Treatment Centres is a CARF accredited, concurrent disorder, mental health and addiction treatment provider based in Ontario. Our therapeutic approach is client-centered, trauma-informed, and utilizes evidence-based psychotherapy approaches to support people. Trafalgar's multifaceted clinical team can support people with concurrent disorders and specialized mental health concerns as well as under-served populations due to the flexible delivery of the program.

Program elements include (see page 2 for further details):

- Program supervision from a Clinical Psychologist
- Individual and group therapy sessions led by a Masters level Registered Therapist
- Evidence-based psychotherapy, including: (e.g., EMDR, CBT and others)

REFERRAL PROCESS

The referral process is intended to be seamless and support low barrier access and navigation for the referring Health Authority and client. Each Health Authority has a dedicated point of contact to streamline referrals to the Trafalgar Admissions Counselor. If you would like to refer a client please connect with the following personnel in your Health Authority:

- Fraser Health: Pawan Rana, Pawan.Rana@fraserhealth.ca
- Island Health: Ty-Leigh Whiteley, Ty-Leigh.Whiteley@islandhealth.ca, 250-732-2368
- Northern Health: Nick.Rempel, Nick.Rempel@northernhealth.ca
- Interior Health: Marni McCarthy, Marni.McCarthy@interiorhealth.ca, 250-688-7095
- Vancouver Coastal Health: Alanna Mulholland, Alanna.mulholland@vch.ca, 604-360-2874

The Health Authority point of contact will call 855-730-8984 sharing the Health Authority they are calling from, and they will be connected to the Admissions Counselor. The referring point of contact will email a confirmation for the client referral to the Admissions Counselor. Clients must consent to sharing their name and contact information with Trafalgar in advance of initiating this process. Your Health Authority point of contact will ensure the referral is made to Trafalgar and track overall referrals to ensure your agency doesn't exceed the number of allocated seats. Once the client has been accepted in the VIOP and they are given a start date, the Admissions Counselor will confirm this with the referring Health Authority point of contact.

VIOP PROGRAMS - TWO OPTIONS

There are two admissions options into the VIOP: Live Virtual Groups or the Self-Directed Program.

- **The Live Virtual Groups** are best suited for those clients who are self-motivated, with the ability to participate in programming throughout the day, 5 days a week for 4 weeks. In total, the program is 20 hours per week for a total of 80 hours.
- **The Self-Directed Program** is for those with a more demanding personal and work life schedule requiring greater flexibility in treatment while adhering to the individual therapy supports each week.



Individual Therapy | 12 Sessions

The client and their clinical therapist/counsellor will meet **one-on-one** to address the underlying mental health issues and concerns behind the addiction and help to understand what is causing it.



Virtual Groups or Self-Directed Lessons

Depending on the client schedule and needs, either the Virtual Live Group stream (program stream A) or the Virtual Self-Directed lessons (program stream B) will be selected as an option for their individualized program:

Program Stream A: Each day, the client will attend live virtual groups: in the morning Daily Skills Group (Mon-Fri), and in the afternoon Daily Process Group (Mon-Fri). **Program Stream B:** Self-directed Skills Courses (12 Video Lessons), that are delivered by asynchronous video.



Accountability / Mentoring Support

Throughout the program, the client will have access to their Addiction Counsellor by either text or scheduled phone call.



Family Therapy | 3 Sessions

Living with a person suffering from addiction can impact all members of the household. At Trafalgar, therapy for family members of those suffering from an addiction is **an important component of our rehabilitation programming**.



Partner Support Therapy (PST) | 4 Sessions

Unlike family therapy, which treats the addicted person alongside their loved ones, PST sessions **focus exclusively** on the partner's own emotional and mental well-being. **Partner includes spouses, partners, parents, siblings, and/or adult children.*



Discharge Planning | Final week of programming

In the final week of treatment, the client and their Clinical Therapist will create **an individualized discharge plan**. This will serve as a guide for your continued journey to recovery and will include an individualized plan for relapse prevention.



Continuation of Care Calls | For 24 months after graduation

After completing the 4-week program, the client will receive a phone call from their designated Addictions Counsellor. These calls will continue **biweekly for 4 months**. After the 4-month period, it will be followed by **monthly calls for the following 20 months**. These calls will help clients to cope with any new issues that arise during their recovery journey.



Virtual Aftercare | Ongoing


Clients will be able to choose from a number of **virtual aftercare support sessions** to continue with after their graduation. It is a chance to interact with other graduates virtually, practice interpersonal skills, and identify triggers for relapse.

Frequently Asked Questions


Trafalgar Addiction Treatment Centres: Virtual Intensive Outpatient Mental Health and Addiction Treatment Program (VIOP)

General Program Overview


What is the Virtual Intensive Outpatient Mental Health and Addictions Treatment Programming (VIOP) program?

 The Virtual Intensive Outpatient Mental Health and Addiction Treatment Programming (VIOP) is an alternative to bed-based residential treatment and is structured, accredited, comprehensive 4-week mental health and addictions treatment program that works with mental health, behavioral and substance addictions.

What are the technology requirements for the VIOP?

 A stable data/internet connection sufficient to enable a smooth video call is a minimum requirement. A Satellite-based connection does work if there is the bandwidth (upload and download) to support the telehealth platform. Trafalgar can assist in testing that connection to ensure it is sufficient. The minimum equipment requirements to access our virtual programming are a laptop/desktop computer. Smartphones are only an option for the self-guided program stream.

Who is administering this program, and what are their credentials?

 The VIOP is administered by our clinical team consisting of:


- Clinical Psychologists and Social Workers
- Certified Addictions Counselors
- Registered Psychotherapists.

Our experienced clinicians have supported challenges related to:

- Child abuse, historic trauma, gender-based trauma
- PTSD
- Domestic Violence
- Substance and behavioral addiction
- Compulsive sexual behaviours
- Problematic gambling

All of our clinicians are licensed and registered with their coordinating governing body and/or college.

Are there under-served populations that this programming could benefit?

 The VIOP is conducted through a secure platform that can be accessed in a variety of settings, making it accessible for rural and remote settings and regions with limited access to bed-based services or for where travel options are limited.

The flexible delivery of the program and ability to tailor to individual needs support access for a diverse population, including those with families, employment obligations, mobility issues, women and 2SLGBTQ.

Q

Do clients who self-identify as Indigenous have access to culturally appropriate programs and supports?

A

We continually seek out and obtain additional clinical and/or cultural training to best support the changing and evolving needs of our clients.

- Trafalgar strives to develop and enhance relationships with Indigenous communities and First Nations, including having our team members participate in certification courses from Indigenous Training Canada and from the First Nations, Metis and Inuit organizations we already work with.
- Recognizing that we serve clients from many diverse Indigenous cultures across Canada, we work to assist our clients with connecting to culturally specific local resources when needed.
- The dynamic nature of our skills groups allows clinical therapists to modify the content to fit the cultural demographic, address historical and colonial traumas, and support the needs of the clients.

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Are clients supported to continue their prescribed medications? How do you support a client who lapses or relapses during the program?

A

Trafalgar supports clients with prescribed medication to participate in the VIOP and will be discussed during the admission process with the client. It is advised that clients maintain the monitored medical support that they have prior to entering the program. This includes maintaining access to prescribed medications for opioid use dependency (i.e., OAT, Safer Supply). Clients should consider how the timing of taking their medication may impact their ability to fully participate in daily programming and the impact of medication on their energy level and ability to engage in group sessions.

It is strongly recommended that clients do not use substances, unless medically prescribed, while in the program. However, clients are not removed from the program after reporting a lapse or relapse. In this case, the client will engage in behavioral analysis with their individual clinical therapist to aid in support, stabilization and address the precursors to the lapse or relapse.

Q

What happens if a client misses virtual groups or individual therapy sessions?

A

Clients are required to provide 24-hour notice prior to the cancellation of any appointments (individual and group psychotherapy). This requirement is explained during the intake process. In the event there are extenuating circumstances, this requirement will be removed. In the event the client misses an individual or group session without prior notice, it will be evaluated on a case-by-case basis, and will be shared with the client. If a client misses an appointment and does not provide cancellation notice, Trafalgar will contact the client and follow up. If a client misses 3 consecutive appointments, the Clinical Manager/Director will place the treatment on hold until communication is made with the client, and the Clinical Manager/Director will communicate this with the Health Authority.

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How does the VIOP accommodate and create safe spaces for all genders, i.e., non-binary?

A

At Trafalgar we include a question on the intake form about gender identity, preferred pronouns and orientation. Clients are encouraged to share their pronouns and this is not questioned. Additionally, our Diversity & Inclusion Committee regularly seeks out training for staff.

Eligibility and Intake

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What are the criteria to determine eligibility/fit for the VIOP program?

A

Admission Criteria:

- 19 years of age or older
- The individual is struggling with mental health and addiction issues
- They have access to a private and safe space to participate in groups and one-on-one therapy sessions
- Have ongoing connection to a community care team and personal safety plan in place during treatment and are not at imminent risk of self-harm. (In the event there are immediate safety risks, Trafalgar will assist in connecting the client to their care team and with local support resources)
- The individual is not experiencing active or untreated psychosis or severe mental illness (i.e., unable to participate in a group setting)
- Does not have a severe eating disorder
- Does not have a severe Acquired Brain Injury
- The individual does not have a sexual offending pattern (if there is concern, the Health Authority point of contact can arrange for a consultation with the intake coordinator)

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What is the wait time to get in to the program?

A

There are no wait times for our virtual programming. A client can start the program as soon as the admissions paperwork is complete (this typically takes 24 – 48 hours) and the client is ready to begin

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Who decides in what stream a referral is placed, and who is conducting the intake interviews?

A

Trafalgar's Admissions Counselor, together with the client and their care team/supports (where applicable) will gather basic information and conduct a brief, non-invasive assessment and collect logistical and background information to determine program eligibility. This will help determine which stream is the best fit for the persons needs and will support their preferred program choice.

- The Live Virtual Groups program (**Option A**) are best suited for those clients with the ability to participate in programming throughout the day, 5 days a week for 4 weeks.
 - In total the program is 20 hours per week for a total of 80 hours.
 - Current programming starts in the morning for British Columbians and going forward will be expanded to both morning and afternoon sessions.
- The Self-directed program (**Option B**) is suited for those with a more demanding personal and work life schedule requiring for greater flexibility in treatment while adhering to the individual therapy supports each week.

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What happens if a client leaves or does not complete the program?

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A prorated portion of unused seats will be credited to the MMHA grant fund to be reallocated across the Health Authorities.

Eligibility and Intake (Continued)

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How do I refer a client?

A

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How long will the program run, and is there a cut-off date for admissions?

A

Health Authorities can begin sending referrals January 17th, 2022. We will continue accepting referrals up to April 30, 2023 or until all seats have been utilized.

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Is there a specific level of literacy that is required that would present a barrier to receiving services?

A

No, this is not a barrier to service. If a client presents with any challenges, we will provide them with the additional supports they may need. There is a lot of one-on-one time available to support the client and help navigate their needs.

Q

How will Trafalgar collaborate with Health Authorities to support discharge and transition planning?

A

Trafalgar is committed to providing consistent communication with all Health Authorities. Each Health Authority may have different reporting requirements. These requirements can be stated in the written referral document that each POC sends to Trafalgar for each referral. The overall standard at Trafalgar is initial communication with the POC upon the admission of a client into the program, progress review and a discharge report that will highlight the agreed upon aftercare plan and connections with clients local services.



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How will referrals and program acceptances be tracked and monitored?

A

Our telehealth platforms allow us to track referrals, program acceptances and support continuity of care pre and post treatment. We also utilize the following platforms to monitor a client's progress:

- ContinUcare is used to administer PHQ-9, GAD 7, WHOQOL-BREF, Kessler 10 and LDQ to willing participants monthly to track their progress at the beginning and completion of treatment.
- Tracking participation in Virtual Aftercare, relapse rates after treatment completion, and participation in scheduled Continuation of Care calls.

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Will there be client satisfaction monitoring? If a client has a complaint, how will this be handled?

A

Yes, client satisfaction will be monitored throughout the program using Accreditation Now online surveys. Trafalgar Addiction Treatment Centres has a client complaint policy and procedure that we follow to handle all reports of client complaints. The full version of the policy will be included in the client's admissions package. As a client of Trafalgar Addiction Treatment Centres, it is their right to file a complaint with us if their experience in the program falls short of expectations. Complaints can be submitted by telephone, email, online or in writing.

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How do you work with Health Authorities to resolve any challenges or barriers to access and utilization?

A

Trafalgar will work with the referring contact point at each Health Authority and will assist in resolving any challenges or barriers on a case-by-case basis. As part of the interim reporting with MMHA, Trafalgar will be providing updates on utilization, client participation and other relevant data.

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How will MMHA evaluate the investment of the 100 referrals (how will grant be evaluated)?

A

Please see question above as to how information is tracked and monitored.



Financial and Administration

Q

Who is paying for the program referrals?

A

The Ministry of Mental Health and Addictions has provided a pre-funded grant to Trafalgar Addiction Treatment Centres. There is no additional cost to Health Authorities or out of pocket fees for clients to access the service.

Q

What are health authorities required to track and monitor?

A

Each Health Authority will need to track and monitor referrals to ensure they are staying within their allocated seats. Trafalgar will communicate with each Health Authority to ensure they are aware of how many seats are available.

Trafalgar has been providing specialized concurrent disorder care since 2013 and has over 60+ caring and compassionate employees supporting their clients across the country. We provide high-quality, comprehensive addiction and mental health treatment while becoming the missing link in access to care for all Canadians.

*For more information on all Trafalgar Addiction Treatment Centres has to offer, visit www.trafalgarresidence.com
www.trafalgarresidence.com/bc-virtual
Instagram: @trafalgaraddiction
<https://www.facebook.com/TrafalgarAddiction>
<https://www.linkedin.com/company/trafalgaraddiction>*