

Community Mental Health and Substance Use Services

A guide for our clients and their families



Welcome!



Fraser Health Crisis Line	604-951-8855 1-800-820-7444
Suicide Prevention	1-800-784-2433
Kuu-us Aboriginal Crisis Line	1-800-588-8717
HealthLinkBC	8-1-1
For emergency services or go to your local Emergency Department	9-1-1

We have included QR codes to online resources in this booklet.

A QR code (short for 'quick response' code) is a type of barcode that you scan with your smart device's camera. Once scanned, it takes you to that web page.

Our Services

We have Mental Health and Substance Use Centres in every community within Fraser Health from Burnaby to Hope. Each centre offers a variety of services for adults 19 years and older.

Some of our services include:

- ✓ Helping people identify and recover from their mental health and/or substance use concerns.
- ✓ Connecting people to a psychiatrist.
- ✓ Helping people build on their strengths to deal with life's challenges.
- ✓ Connecting people to services that they believe to be helpful in their recovery.
- ✓ Prescribing, reviewing, and monitoring medications.
- ✓ Connecting people to Group Therapy.
- ✓ Providing information, education, and supports to families and friends.
- ✓ Help people maintain or gain independence.
- ✓ Connecting people to opportunities and places where they can meet and engage with peers (people with similar mental health and/or substance use concerns).

"The Rapid Access Group workshop contains the foundation of self-care principles that gave me the skill to better my situation in life. I am now an active and valued member of the Recovery Community and a certified PSW [Peer Support Worker]." ~ K. K.

About Recovery

We know from working with people who experience mental illness and/or substance use that people do recover. Our services are focused on recovery.

- Recovery is a process where you feel supported, hopeful, and ready to learn what good health looks like for you.
- Recovery means building a life that is satisfying and meaningful to you even if you still have some symptoms of the illness.
- Recovery means believing that you are able to choose your own path to feeling well.
- Recovery looks different for everyone.
- Recovery can include many areas of your day-to-day life such as work, school, health, family, and friends.
- Recovery includes ongoing growth but may also have setbacks at times.
- Recovery means learning about your strengths and building on them.

Your Mental Health Team

You are the most important person on your care team. We encourage you to take an active role in the plan to get well. We are committed to working with you on your recovery and wellness plan.

Here are some ways you can be involved:

- Ask questions and talk about your concerns.
- Learn about the medicines you take and why you take them.
- Tell your care team about the medicines and herbal products you are currently taking.
- Help your care team learn about who you are, and about your hopes, dreams, and goals for recovery.
- Tell your care team about the people in your life who you want to involve in your care.
- Ask us about how to agree (consent) to having your family or friends included on your care team.

“[Staff] realized that I would get some benefit from [the Clubhouse program], and in spite of my doubts, encouraged me to give it a try. [There], I found a level of acceptance I had never known before, as well as being introduced to mindfulness, which is now the driving force in my wellness path.” ~ D. T.

Who could be on your Mental Health Team:



Please ask us if you would like to know more about:

- **Who** can be on your team, and
- **How** they can help you in your recovery.

Substance Use Services

As part of our routine care, we talk to people about drugs, alcohol, and other substances. Some people worry that if they tell us that they are using substances, it might change the way we view them and provide services.

Our goal is to provide a safe space for you – a place where you can speak freely without being judged. If you have questions or concerns about substance use, we will help you find substance use services that could help you.

Free Naloxone

Naloxone (say *nah-lox-own*) is a medicine that can help somebody who is overdosing on opioids.

We offer free Naloxone kits and we can show you how to use it.



If you know of someone who might need a kit, please ask any one of us on your care team.

“When I first connected to mental health, I felt helpless and I remember being very scared and skeptical, but after attending [my] first few group sessions, my outlook on life started changing and improving.” ~ Z.

Supporting Families

Who is 'family'?

Family means any person you feel close to and identify as your supporter. This could be people related to you by birth (such as brothers, sisters, mother, father) or people not related to you (such as friends).

We recognize that the people who support you are important in your recovery and welcome them as part of your team. We also acknowledge that you have the right to include or exclude those you do not feel are supportive.

If you have a family member who could benefit from supports and information about mental health and substance use concerns, please ask them to contact our Family Support Services team.

Family Support Team

1-833-898-6200

fraserhealth.ca/familysupport



"I am rooted in faith, my family is my core, my friends help me branch out and grow." ~ G. C.

Our Commitment to Family

We are committed to the people you choose as your family.

- We will treat them with dignity, respect, and empathy.
- We will recognize and acknowledge them for their expertise and ideas around mental illness and the supports they provide.
- We will accept them as part of your care team.
- We will give them general information about mental illness, diagnosis, treatment, and other resources as needed.
- We will only share your personal information about your diagnosis, treatment, or plan of care in either of these situations:
 - when you give us consent (agree) to do so, or
 - when the law requires us to share the information

If you would like to learn more about this, ask a clinician at the centre or your doctor.



You and Your Rights

It is important to know your rights so that you can make informed choices.

- You have the right to privacy.
- You have the right to be treated without discrimination.
- You have the right to be informed of any changes in your recovery plan.



As a client of the Adult Community Mental Health and Substance Use Centre, we will recognize you as an expert of your own life with your own unique strengths, views and beliefs. When you meet with any of us, you can ask questions, clarify the plan, and suggest changes and other ways to meet your goals for recovery.

"When I first connected to mental health, I felt hopeful that they may help, and I remember the first time I came with my wife and felt very supported." ~ D.

Myths and Facts About Mental Health and Substance Use

Myth: *If I tell anyone that I feel like hurting myself, I will be sent to hospital.*

Fact: Many people live with ideas of self-harm and suicide but they are able to manage these symptoms effectively with help.

If you share thoughts about harm, the doctor or clinician will ask you questions to help you decide on the best option for treatment, which could or could not include going to the hospital.

Myth: *If I am diagnosed with a mental illness, I will never get better.*

Fact: People experiencing mental illness are able to live meaningful and satisfying lives. They might work in professions and jobs they like, engage in activities of their choice, and care for others, even though they might still live with some symptoms.

Myth: *Mental illness is not a real illness.*

Fact: Just like a physical illness, mental illness affects the body along with the brain. People who experience mental illness notice changes in the mind, body, and spirit. Research tells us that most people recover when they use a mix of supports including social, spiritual, physical, and psychological.

Myth: *People who are dependent on substances are weak.*

Fact: Substance misuse or dependency has nothing to do with a person's strengths or weaknesses. A range of factors, such as genetics, stress, mental health concerns, pain, and trauma can, make some people at risk of substance misuse and relapse.

"When I read the very words 'Depression becomes a comfort zone', my life changed. That moment I realized there was hope. If my depression was simply a comfort zone, it meant it could be changed. Sure, it's difficult and uncomfortable to leave your comfort zone (as change often is), but it was worth it knowing that there was something better out there." ~ A.

Myth: *If I am diagnosed with a mental illness, I will be locked up and forced to take medication.*

Fact: In most situations, mental health services are voluntary. As voluntary patient, you can *choose* to agree (or to disagree) to a treatment, a medication, or a stay in the hospital. Sometimes, when a person is not able to agree because of severe symptoms of mental illness, the person becomes an involuntary patient.

Involuntary treatment is meant to protect people from harming themselves or others. *The BC Mental Health Act* guides the use of involuntary treatment, and involuntary patients have the right to appeal.

If you are not sure about the difference between voluntary and involuntary treatment and how it applies to you, please ask anyone on your care team for more details.

*“I am I
There is no one else like me
I know I am unique
I own my interests and
achievements
My values and beliefs
My hopes and dreams*

*I am I
Born poor but rich in mind
My confidence comes from deep inside
However, I think or feel
Whatever I say or do
It is me, my self and I, and
Everything that comes out of me
Is authentically made, because
I am me and I’m okay” ~ B.*

About using Mental Health and Substance Use Services

- Please try to be on time for appointments. If you are going to be late, please call as soon as you can.
- If you cannot make your appointment, please cancel as soon as possible, so we can give that time to someone else.
- Please join us in keeping our workplace scent-free. Many people have allergies and medical conditions that can be affected by scented lotions, perfumes, aftershave, etc. Please do not use any scents before your appointments.
- Create a safe environment by:
 - treating everyone with dignity and respect, without discriminating in any way
 - respecting the privacy, property, and rights of your care providers, other clients, and family
- Help us keep your contact information up-to-date. Share your current mailing address, telephone number, and/or emergency contact with us.

Resources

fraserhealth.ca

- Learn more about our services by looking up 'Mental health and substance use' under 'Health Topics'.
- Learn about the rules and procedures covering mental illness and involuntary treatment under the BC Mental Health Act. (Select 'Mental Health Act' from our Mental Health and Substance Use page.)
- Learn important tips and answers to common questions about sharing your information and how we protect your privacy. (Select 'Mental health confidentiality' from our Mental Health and Substance Use page.)
- Get a family member connected with our Family Support Team. 1-833-898-6200
- Let us know how we are doing. Your feedback is our chance to improve the care and services we provide. (Search 'Compliments and Complaints')



tinyurl.com/yb2deh25



tinyurl.com/yynec3o8



tinyurl.com/y9fdozc5



fraserhealth.ca/familysupport



tinyurl.com/yawg9zhq

Mental Health and Substance Use Centres

Our office hours

Monday to Friday 8:30 a.m. to 4:30 p.m.

Abbotsford 604-870-7800 **Maple Ridge** 604-476-7165
11-32700 George Ferguson Way 500-22470 Dewdney Trunk Road

Agassiz 604-793-7161 **Mission** 604-814-5600
7243 Pioneer Avenue 7298 Hurd Street

Burnaby 604-453-1900 **New Westminister** 604-777-6800
3935 Kincaid Street 403 Sixth Street, 2nd floor

Chilliwack 604-702-4860 **Tri-Cities** 604-777-8400
45470 Menholm Road 1-2232 Elgin Avenue

Delta South 604-948-7010 **Surrey** 604-953-4900
15-1835 56 Street 1100-13401 108th Avenue

Delta North 604-592-3700 **White Rock/
South Surrey** 604-541-6844
129-6345 120th Street 15521 Russell Avenue,
Russell Unit

Hope 604-860-7733
1275A 7th Avenue

Langley 604-514-7940
305-20300 Fraser Highway

Developmental Disabilities Mental Health Services

Port Coquitlam office 604-777-8475 Burnaby office 604-918-7540
207 - 2248 Elgin Avenue L50 4946 Canada Way

Serves: Tri-Cities, Maple Ridge, Pitt Meadows, Surrey, Langley, Mission, Abbotsford, Aldergrove, Chilliwack, Hope, Boston Bar
Serves: Vancouver, Burnaby, Richmond, Delta, North Shore, Sunshine Coast, Squamish, Whistler, Pemberton, Bella Coola, Bella Bella

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This information does not replace the advice given to you by your healthcare provider.

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To order: patienteduc@fraserhealth.ca