

Welcome to Island Health's MHSU Update!

This communication is intended to connect Island Health staff and share developments & achievements across the MHSU portfolio.

Good News Stories . . .

Highlights:

- Change Leadership Excellence in the Comox Valley
- Improved Access to Inhalation Services Coming to Cowichan and Victoria
- Virtual Spiritual Care Service Success at CDH

Change Leadership Excellence in the Comox Valley

Team Leads, Coordinators and Managers are asked to put on several hats when leading staff through change. Leanne Komm, Manager, and Sarah Sullivan, Coordinator for Housing Programs and Rehab Services, have their hat racks filled as they lead the Ryan Hill Housing team in a significant expansion of the housing and service model.

These hats include communicator, listener, advocate for the change, liaison and coach.

Sarah and Leanne have deliberately taken steps to be more present on site as the changes become more imminent. Sarah has temporarily modified her shift times and location and Leanne is attending the site more regularly. New meeting structures that enable staff voices while providing clarity and advocacy for the changes have been implemented. Leanne and Sarah have been planning *with* staff. As a result, connections with other teams who will be providing services in partnership with Ryan Hill staff are being strengthened through on-site visits. Leanne and Sarah have worked together to collaborate with their leadership through the changes also. This has been challenging, as suggested by Sarah, "I realized I was too attached to the outcomes of the change, rather than the process and relationships through the change."

In addition to all of the above, Sarah is coaching staff by rolling up her sleeves and doing the new work being asked of the staff right along side them.

"I facilitate tough changes from a place of love and compassion. My role is to listen, to validate and build relationships."

There are examples of excellence in leadership through change every day in MHSU in Island Health as our staff and leaders don and doff the different hats of change leadership.



Pictured: A heart garden arrangement created by the tenants of Ryan Hill Apartments in their community garden. It is symbolic of the healing capacity of supportive housing.

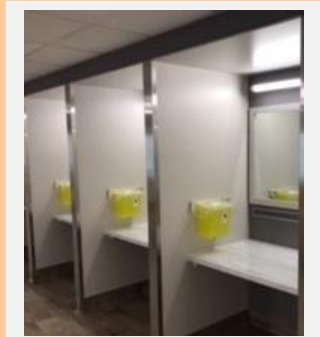
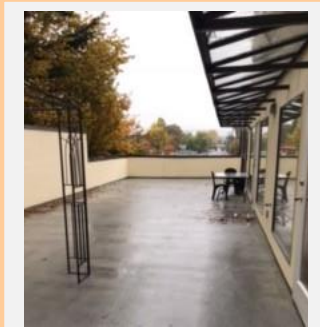
Improved Access to Inhalation Services Coming to Cowichan and Victoria

Improved services and service access are coming soon for people in Victoria and Cowichan who inhale (smoke) illicit substances. A temporary inhalation site will open on Pandora Avenue in Victoria in mid/late November and an inhalation service will be part of the new Overdose Prevention Service that is embedded in the Wellness and Recovery Centre in Cowichan. This opened November 1.

Inhalation services are part of the ongoing response to the drug poisoning public health emergency and while injection focused services have been in place since 2016, inhalation has been increasing and is now the most common mode of consumption.

The Victoria inhalation service will be operated as a satellite service of Island Health's The Harbour Supervised Consumption Service using the same providers which operate The Harbour: Island Health, Lookout Health and Housing Society and SOLID Outreach. This is a temporary site as the lot will be redeveloped for below-market housing in the next year. Work is ongoing to identify a permanent location.

The Cowichan inhalation services is located within the new Wellness and Recovery Centre at 5878 York Road. The Centre houses a range of health services for individuals with MHSU – including outreach teams, nursing, addictions medicine, primary care and both inhalation and injection supported overdose prevention which will be provided by Lookout Health and Housing. Lookout will also offer a Tablet Injectable Opioid Agonist Treatment program (hydromorphone) available to people who have not benefitted from other treatment options and are at high risk for overdose.



Pictured: Cowichan Recovery and Wellness Centre. The patio where the inhalation structure will be built (top) and the injection booths (bottom).



Virtual Spiritual Care Service Success at CDH

Marnie Roper, Spiritual Care Services, and Andrea Zeeuw, psychiatry's Activity Aide, have been working hard to support the CDH First Nations population through virtual services. Funding from FNHA for Elders has been used to provide smudges, prayers and healing for Indigenous members who want these services. Marnie has worked with Andrea to move these services to Zoom during the pandemic. Andrea, who is Metis, supports patients through the process both at a technical level and as presence during these important spiritual and cultural practices. Recently, Marnie presented at a BC wide zoom meeting called: The Role of Virtual Care in Enhancing Safe Care of Indigenous Patients. CDH psychiatry is the only place in BC providing these supports virtually and, attendees were excited and impressed by the work. Elder Della discussed how she did not believe originally these supports would translate virtually, but she is now a firm believer that traditional Indigenous healing supports can effectively be provided virtually. "Our patients report very positive effects," Della concludes.

QUESTIONS AND COMMENTS

The MHSU Leadership continues to encourage physician and staff engagement in generating transformational practices in our workplace. Please send questions or comments to Monica Flexhaug, Director, Special Projects (Monica.Flexhaug@viha.ca)

