



The Victoria Youth Clinic Society



ANNUAL REPORT

Our Vision

To improve the physical and mental well-being of youth.

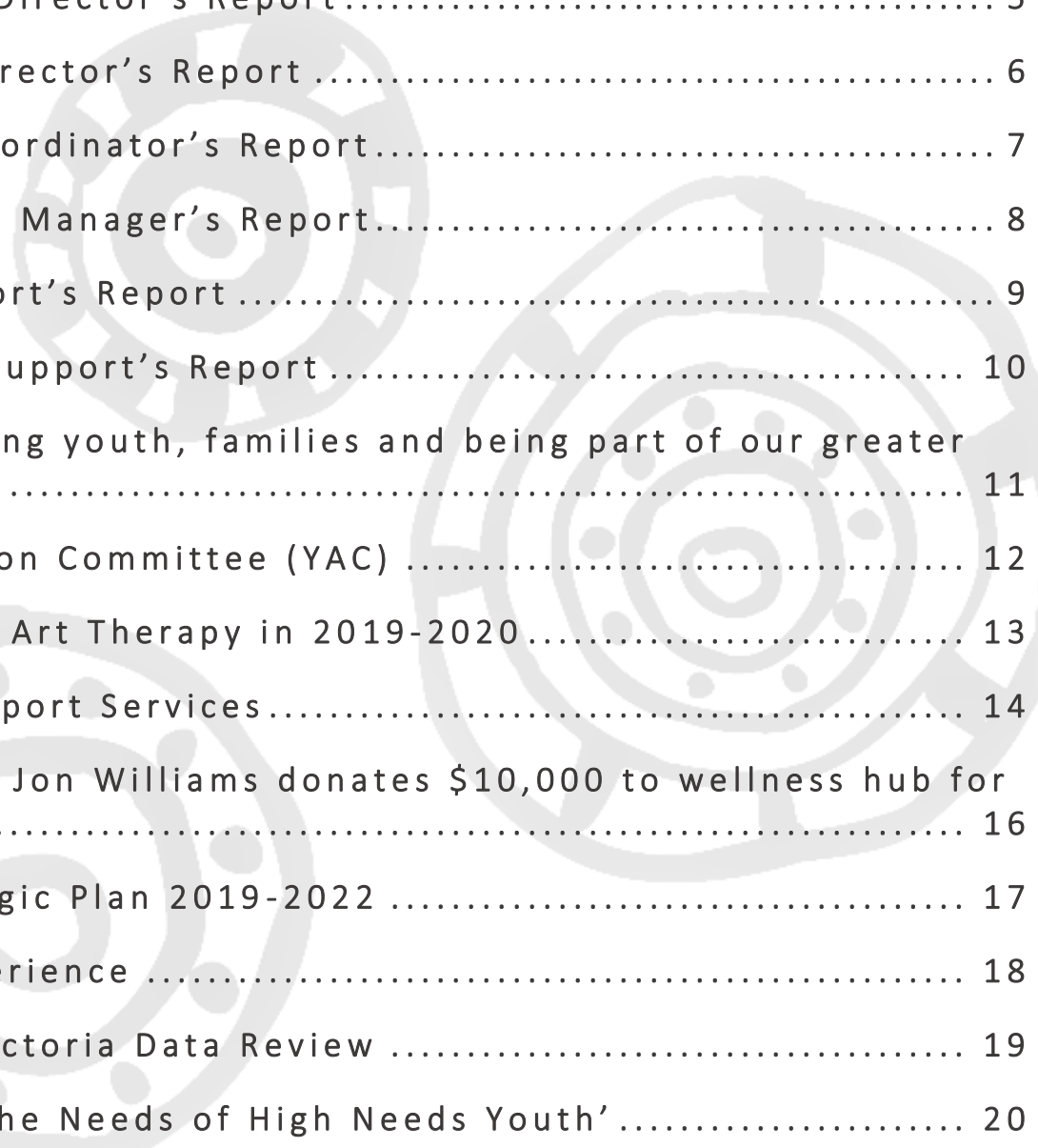
Our Mission

To provide comprehensive, integrated primary healthcare services including mental health and addiction care, in a youth friendly, non-judgmental and safe environment.



Contents

Staff and Board of Directors	3
Message from the VYCS Board Chair	4
Executive Director’s Report	5
Medical Director’s Report	6
Clinical Coordinator’s Report.....	7
Operations Manager’s Report.....	8
Peer Support’s Report	9
Outreach Support’s Report	10
Representing youth, families and being part of our greater community	11
Youth Action Committee (YAC)	12
Expressive Art Therapy in 2019-2020.....	13
Family Support Services.....	14
Radio host Jon Williams donates \$10,000 to wellness hub for youth.....	16
VYC Strategic Plan 2019-2022	17
Youth Experience	18
Foundry Victoria Data Review	19
‘Meeting the Needs of High Needs Youth’	20
Finance Report 2019/20.....	21
More About Us.....	22
Our Partners & Funders	23



Staff and Board of Directors

VYCS Board of Directors 2019/20

Chuck Schactman, *Chair* (Resigned, March 2020)
Gerry Karagianis, *Vice Chair*
Cecilia Benoit, *Director*
Richard Almond, *Director*
Karen Martin, *Director*
Graham Taylor, *Secretary Treasurer*

Staff 2019/20

Senior Management

Barbara Thompson, Executive Director

Medical Lead

Dr. Jenn Lee

Addictions Lead

Dr. Kristen Korol

Clinical Coordinator

Amy Schactman

Operations Manager

Melanie Winter

Physicians

Dr. Naomi Hwang
Dr. Danika Milne
Dr. Valerie Ehasoo

Locum Physicians

Dr. Michael Smith
Dr. Rebecca Howse
Dr. Morgan Lindsay
Dr. Elizabeth Plant
Dr. Jessica Tamura-Wells

Counsellors

Darcy Alder
Noriko Oka – Art Therapist
Lauren Rumiel
Jonathan Pompili
Vanessa Bailey

Nurses

Celina Ronayne
Jordan Trousdell
Shauna MacDonald

Office Manager

Neeraj Grewal

Medical Office Assistant

Briana Barrett

Outreach Counsellors

Ariel MacFarlane

Youth & Family Engagement Coordinator / Wellness Navigator

Jen Harrison

Youth Peer Support

Maude Boulton

Parent Peer Support

Chantal Brasset

Volunteers

Luke Kernan
Serena Stewart

Financial Team

Brian Yellin

On-site Team Staff from our Partners

Island Health

Tyler Lampard, *Counsellor, Discovery Youth & Family Services*
Cindy Lozza, *Counsellor, Discovery Youth & Family Services*
Ashley, Outreach, *phlebotomist*
Dr. Carol-Ann Saari, *Psychiatry*
Dr. Kent Comeau, *Psychiatry*

MCDF

Heather Vale, *Youth and Family Counsellor*
Heather Michael, *Aboriginal Youth and Family Counsellor*

Provincial Health Services Authority

Lux Welsh, *Trans Peer Support*

GT Hiring

Gavin Donatelli

We said goodbye and good luck to:

Keva Glinn, *Board Director*
Sonya Chandler, *Board Director*
Alanna Jackson, *Registered Nurse*
Amanda Labagnara, *Counsellor*
Jody Jones, *MOA*
Asheigh Fletcher, *MOA*
Rosalie Fralich, *Outreach counsellor*
Allison Gear, *Parent Peer Support*
Hannah Roy, *Volunteer Coordinator*

Message from the VYCS Board Chair

It is my pleasure to report that the Youth Clinic had a very good 2019. A number of things contributed to this including the quality of services provided by our wonderful staff, the tireless work and passion for excellence from our ED Barb Thompson, by Brian Yellin our accountant, by our dedicated clinic board and essential support from our community partners.

The clinic continues to work in coordination and collaboration with Island Health, Foundry BC, MCFD and The Children's Health Foundation. The Youth Clinic continues to provide essential services to vulnerable youth by our team of dedicated professionals. Day to day these services include individual counseling for clients struggling with mental health issues, common medical needs, emergency intervention and addiction. These services are here to enhance the well-being of young people in our community, many of whom would be seriously compromised if these services were unavailable.

We continue to receive valuable, dedicated financial support from our funding partners without which this work could not happen. These relationships are core to the goals and values our clinic staff, board and management bring to the work every single day.

Our financial team overseen by Brian Yellin continues to work diligently as seen by the financial year end.

This year we hired Catherine Schissel, an independent consultant to help facilitate our Strategic Plan for the next few years and to help with Board Development. This was a great opportunity for staff and Board members to work together in ensuring that the Society maintains its mission and vision for the future.

Finally I'm sad to report that our friend and colleague, Chuck Schactman has recently stepped down from his role as Board Chair. Chuck was an important and skilled person in this position and is greatly missed. I feel fortunate to have known and worked beside him. I am temporarily sitting as Board Chair. At our AGM in 2020 we will be nominating a new board chair to fill Chuck's very large shoes.

On behalf of the entire Board I would like to thank our marvelous staff, our valued community partners, and our amazing ED, Barb Thompson for their loyalty and hard work getting us successfully through 2019.

Gerry Karagianis



Gerry Karagianis, Vice Chair of The Victoria Youth Clinic Society

Executive Director's Report

This year has been a very busy one as we continued to develop our programming to adjust to the increasing needs from the community in accessing timely and appropriate health and social programs for youth and their family/caregiver supports.

We continue to work closely with our formal on-site partners (Island Health and CYMH) as well as with our other youth serving community partners (Youth Empowerment Society, GT Hiring, Sanctuary, Beacon Hill Community Services, Cool-Aid, Our Place, Family Smart, etc.) These relationships are a vital part of the success of the Victoria Youth Clinic/Foundry Victoria's support for youth and families. We also have been working with our Foundry BC Central team as we try to determine how best to streamline our overall health care services so that we can have a better working environment for staff and for our clients due to the ever growing request for services.

To support staff we have had several workshops dealing with grief, communication, Cultural Safety Sanyas trainings-blanket exercise and team building. These have been extremely helpful and our leadership team is working on developing more of this formalized ongoing support for our staff. Other training this year included Integrated Stepped Care (Foundry), BC Mindfulness Summit Training, Gender Affirming Care workshop (some noted below). Amy Schactman and I also attended The Frayme Conference in Toronto at the end of February – this agency leads an international network that connects mental health, health and social services for youth across Canada and around the world. It was a great opportunity to see how integrated services are/have been developing and some of the common challenges and experiences we all have.

One of our objectives this past year was to do independent research to help us understand how the transition from the old location on Yates Street to our new location has affected our youth (Meeting the High Needs of Youth, B. Koenig,). This project was finished in late spring and the outcome was very reassuring for us to know that the move did not negatively impact youth's perception of our services – and that they did transition their care to the new site and are very complimentary about how we have evolved to provide more in-house services.

The other objective was to revisit our Strategic Plan for the next five years. This was a collaborative approach with staff and board members participating in the process, which was facilitated by Catherine Schissel. This plan will help in our development for continued sustainability for the Society as we operate the bigger Foundry Victoria entity.

This spring the VCYS Chair, Chuck Schactman resigned from his position. Chuck was an integral part of the process of the Youth Clinic creating its own Society in 2014, as well as the development and becoming of a Foundry site. His previous experiences in working with Island Health and being a Board Director at United Way of Greater Victoria proved invaluable as we negotiated our way through the many processes. I will miss his wisdom, support and encouragement that he provided to me throughout the past six years and thank him wholeheartedly for his commitment in supporting wellness for youth.

With some shifting in staff and board changes this year, I want to extend my gratitude for all our staff, board members, volunteers and YAC members who continue to be passionate and caring people and always strive for best outcomes for our youth and families. This dedication ensures that our mandate to support the overall well-being of youth remains strong. Thank you.

As we move forward into the 2020/21 fiscal, we positively embrace change as we learn a new way of providing services to our clients (virtually) due to the recent developments of the Covid-19 pandemic. We anticipate greater need for our counselling and outreach teams as youth and families seek ways to support their anxieties around how to adjust to the new normal. I feel confident that we will be there to support them through this challenging time.

Respectfully submitted,

Barbara Thompson,

Executive Director, Victoria Youth Clinic Society



Medical Director's Report

The Victoria Youth Clinic/Foundry Victoria primary care team continues to provide full scope primary care to youth age 12-24. The primary care team currently consists of one full time nurse (RN), and 6 family physicians (MD, CCFP) each working part time to total a 1.4 full time equivalent (FTE) position. The current panel size for the physician group is approximately 2200 over the last 3 years, with majority of these youth needing longitudinal primary care services. The Victoria Youth Clinic is recognized as a teaching site for medical students and residents, and each physician is a Clinical Faculty member of the University of British Columbia.



*Dr. Jennifer Lee, MD, CCFP
Medical Lead*

Since becoming a Foundry site, the primary care team has been following the Foundry Model of Care involving a stepped care pathway of care utilizing allied health professionals including social workers, counsellors, peer support workers, parent navigators, psychiatrists, and other youth service providers in the community. The team is also involved in data collection as outlined by the Foundry to support ongoing funding, potential expansion, and research opportunities.

The primary care team continues to prioritize youth with mental health and substance use issues, especially youth who are at risk of overdose deaths, unattached with no family physician, recently discharged from hospital, or requiring urgent follow up primary care support. The team has expanded the Opioid Agonist Therapy (OAT) to include Suboxone, Methadone, and Kadian. The primary care team has also introduced Gender-affirming Care for Trans, Two-Spirit, and Gender Diverse youth.

In response to the public health emergency due to COVID-19 that was declared on March 17, 2020, the primary care team has moved all non-essential primary care services to a virtual platform using phone call or video visits. On-site visits have continued for those clients needing more urgent care or unable to use a virtual connection. Education and communication to ensure a safe working environment, following a WorkSafe BC COVID-19 Safety Plan, is ongoing.

With increasing numbers of youth accessing the clinic, along with the urgent needs to support those youth struggling with mental health and substance use issues in the community, expansion of Primary Care services will need to be supported.

Clinical Coordinator's Report

In 2019/2020 the team at the Victoria Youth Clinic has continued to expand, develop and provide exceptional client centered care to the youth and young adults in our community. We have moved into the Foundry integrated step-care model, which supports the team to help provide services to youth and their families based on their individual needs.

We continue to see a large number of clients requesting mental health and substance use services. The non-primary care team or allied health team consist of peer support, outreach, counseling, social work, family support and social support. The team works very closely with our primary care team to ensure we are providing collaborative and integrated care to youth and their families. The team also works to provide creative interventions such as walk-in counseling, wellness groups, therapeutic groups, education groups and recreational activities.

The Victoria Youth Clinic staff, with support of Foundry Central and Island Health are currently embarking on a quality improvement project. The goal of this project is to improve the services we provide to young people, and to help us manage the ever-increasing demand on our services. We are working to improve our referrals, pathways, and internal flow to best support youth and their families.

This year we have also focused on working closely with all of our partners. Our onsite partners consist of Discovery Youth and Family Counseling Service (Island Health), Child and Youth Mental Health (MCFD), TransCare BC (Provincial Health Services), the Early Psychosis Intervention Program (Island Health), the Youth Intensive Case Management Team (Island Health) and GT Hiring Solutions. In the community, we work closely with a number of organizations including, but not limited to Island Health (Hospitals, mental health teams, substance use teams etc.), Island Sexual Health, Victoria Native Friendship Centre, Youth Forensics, Family Smart and the Youth Empowerment Society.

A year ago, we could not have imagined how different this past spring would be. Staff reacted and adapted at incredible speed to respond to the spread of COVID19. We moved our services to virtual care, continued to support young people, and prioritized those most marginalized in our community. As we look to the next phase, we continue to provide services both virtually and in person. This team has demonstrated that we can and will respond to the changes and needs in our community.

I am so thankful to work with such a hardworking, dedicated and collaborative group of individuals and I am looking forward to continuing to do so in the next year. Hopefully without a pandemic!



Amy Schactman, Clinical Coordinator

Operations Manager's Report

This year was one full of growth and opportunity. In June all staff attended a training supported by TransCare BC with the intention having the Primary Care team deliver gender affirming care. Our team deepened our knowledge of gender based language and struggles gender clients face in their lives. This training was well received by everyone and going further all new staff will take an online course on gender affirming language to support the work we do. From this training we created a Gender Affirming Care working group to ensure we deliver the best care possible.



Melanie Winter, Operations Manager

This year also welcomed new staff and new positions with the addition of Family Counsellor. As the team continues to grow a need for a review and update on policies and procedures took place. A formal orientation guide/employee handbook was developed for staff and partnerships and shared as a resource for current and new staff.

The Victoria Youth Clinic website was re vamped and designed to be youth and community accessible. The website serves as a landing page for those in community who wish to understand what the VYC in Foundry can do for them and offers a friendly and safe vibe that can be replicated upon their visit.

In the fall RBC came to Foundry to do their day of service. Six RBC staff in total came on site for five hours to serve up grilled cheese and fresh smoothies to youth. RBC also donated \$1000 through this act of service.

With the support of Island Health, Foundry was able to offer two Mental Health First Aid workshops community that allowed YAC members, clients, and community members a free opportunity to deepen their mental health education.

Foundry Central staff were on site for a week to further support the team using Toolbox. We continue to work alongside Foundry Central on many projects and in February launched a Quality Improvement initiative. This group of staff paired with Foundry Central staff aims to review current constraints on service delivery at Foundry Victoria and will provide ways in which the client experience can be improved. This project will continue into 2020-21 with an update on outcomes by end of next year.

We also celebrated many birthdays and achievements among the team. Celebrating moments together as a team is conducive to the work we do, recognizing the challenging nature of these jobs it's important to take breaks and come together. The team culture of support in the agency is one thing to be proud of as each person, VYC staff or partnership comments on the warm, inviting, and friendliness of working at Foundry Victoria.



Peer Support's Report

This year has been filled with so many new opportunities, projects, groups and initiatives. As a peer support, my role has been one that remains flexible, allowing me to explore the aspects of the clinic that I find most fulfilling. Over the past year, I have run the drop in Wellness Group, offering psycho-social support, creative opportunities, mental health and gender inclusive conversations, outdoor recreation, harm reduction and Naloxone training, community building, essential life skills, Dungeons and Dragons, workshops on self-care and even a group about adopting a succulent. The group is catered to those ages 12-24, with many regulars who contribute to an inclusive and inviting space. I have had the pleasure of co-facilitating the Youth Advisory Committee (YAC) with Jen, where a group of tenacious and driven young advocates work towards integrating youth engagement and voice into the Foundry and the world around them.



Maude Boulton, Youth Peer Support



More recently, I have undertaken the Victoria Period Project, an initiative which removes barriers to feminine hygiene products for young women, by offering free monthly packages of tampons, pads, chocolates, and small gifts. I have built solid partnerships with organizations such as the Pandora Youth Apartments, Quadra Village Community Center, MCFD, YT5, Lush Cosmetics, United Way and Sanctuary Youth Center. VPP is one of my biggest accomplishments during my time at the clinic, and I anticipate significant growth over the next year. VPP has had a positive impact on the young women in our community, with many reporting they excitedly anticipate their cycles now, as they know “Maude the period fairy” is coming with period packs and chocolate in hand.

Over the year, I have had the opportunity to represent Foundry at many events, including Children’s Health Foundation fundraisers, World Mental Health Day, a United Way Harm Reduction event, and some workshops in schools which centered on mental health, healthy boundaries, and burn out.

I have been working hard to build strong relationships with the youth, service providers and peers in our community. I maintain a solid grasp on the everyday goings on in my client’s lives, and I show up for them all in the way of a peer, advocate, role model and informal counsellor. In them I have found strength, humanity, and joy.



Outreach Support's Report

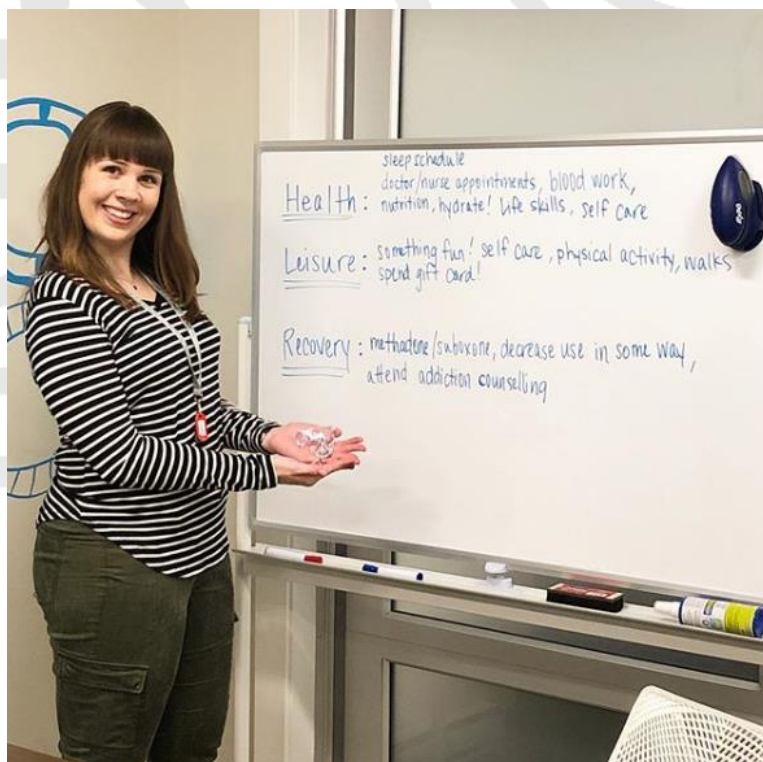
I began my role as one of two Outreach Counsellors with Foundry Victoria in August 2019. My Outreach partner and I both had our own strengths and areas of expertise in terms of patient care. Throughout the fall and winter, the patients I was seeing frequently needed support getting connected with financial assistance (Income Assistance, PWD, housing subsidies), referrals to community resources, and referrals to substance use treatment programs. We had also seen a large increase in the number of new patients accessing the clinic during this time, particularly UVIC or Camosun College students who needed to be redirected back to accessing mental and physical health supports on campus instead.



Ariel MacFarlane, Outreach Counsellor

This spring, due to the departure of the second Outreach worker it was determined that there would be a shift to having one full-time Outreach worker in order to accommodate a new intake counsellor role to meet growing demand for this service. With a broader role in Outreach, I organized and began facilitating a weekly Contingency Management Group (Spark Change) for high-risk youth with Opioid Use Disorder or Stimulant Use Disorder. My involvement in the case management of Foundry's OAT patients also increased.

At the end of March, I was required to work full-time from home due to COVID-19. This had a tremendous impact on the Outreach Counsellor position. I was able to switch from seeing all patients in-person to operating completely virtually, connecting with patients via text, social media, phone call, and telehealth video call. Patients that I had previously had a difficult time connecting with due to missed appointments and cancellations were able to connect with me much more easily with fewer barriers. Majority of the patients I was in contact with at this time were needing assistance and support with applying for CERB, Income Assistance, and ensuring patients quarantined at home had their basic needs met, particularly with organizing prescription deliveries from pharmacies.



Representing youth, families and being part of our greater community

In January, a group of our youth joined a team of artists at the BC museum to create a mural that represents youth, families, and what it means to be a part of our greater community on the island. The mural you see is a culmination of hard work, youth voice and creativity, and community engagement.



Youth Action Committee (YAC)

April 2019 - March 2020

The **Foundry Youth Action Committee (YAC)** is a member-facilitated group of engaged activists aged 16-24 interested in developing projects and initiatives that build health capacity for themselves and their peers. They meet alternating Tuesdays to share a meal and participate in a supportive discussion that informs their current initiatives and future goals. Each meeting begins with a territorial acknowledgement and closes with the question, “*Whose voice is missing?*” which allows for reflection on the representation of youth voices within the group. Youth members take turns facilitating and taking minutes at the meetings.



A survey is completed by YAC members every year.

What did YAC members say?

What is the purpose of YAC?

- ⊙ Encourage connection
- ⊙ Peer to peer support and education
- ⊙ Build confidence and leadership skills
- ⊙ Highlight youth voice through youth centered projects and initiatives

What do you like about being in the YAC?

- ⊙ Diversity of background
- ⊙ Accepting nature of group
- ⊙ Advocating for youth needs in mental health
- ⊙ Supporting other's projects
- ⊙ Connecting with people otherwise wouldn't have the chance to be friends with



“I love the community and the willingness of the group to help you make ideas into a reality.”

Training Completed:

- ✓ AIDs Vancouver Island Leadership Training
- ✓ Blanket Exercise
- ✓ Health Research in Canada
- ✓ Mental Health First Aid
- ✓ Asist Suicide Prevention

Other YAC Accomplishments:

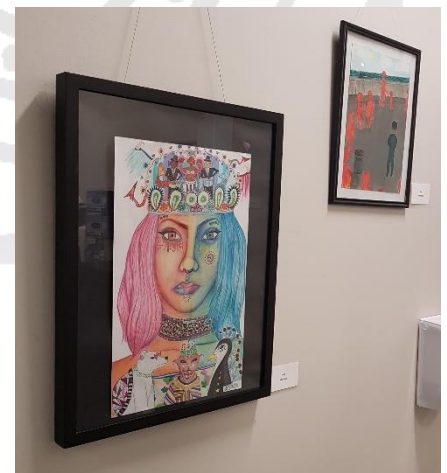
- ✓ Multiple leadership and volunteer hours for school
- ✓ VPP Partnership with Songhees Girl's Group
- ✓ Youth in Philanthropy Award, Jessica Soule

YAC Member-Led Initiatives:

- ✓ Art Inclusion Project
- ✓ BC Museum Mural Project
- ✓ This is Harm Reduction
- ✓ Victoria Period Project (VPP)
- ✓ Warm Clothing Drive
- ✓ Youth Voice Research Project

YAC Members as Leaders Representing Foundry at:

- ✓ Foundry Provincial YAC
- ✓ Improving Treatment Together
- ✓ Overdose Awareness Day
- ✓ Pride Parade
- ✓ SD61 Staff Education Day
- ✓ VNFC 2-Spirit Gathering
- ✓ World Mental Health Day



Expressive Art Therapy in 2019-2020

This past year, expressive art therapy continued to offer creative opportunities for youth to explore and shape their world through the arts.

As a somatic, sensory and play based practice, expressive art therapy is an imaginative alternative. It invites youth to be curious, to be comfortable in their own skin and connect with others in genuine ways through visual art, movement, sound, drama and writing.

Individual expressive arts therapy sessions and a weekly drop-in group attracted new participants as well as nurturing a small core group of youth. The group offered time and space for quiet reflection, a chance to commune with peers and witness each other in their creative glory.



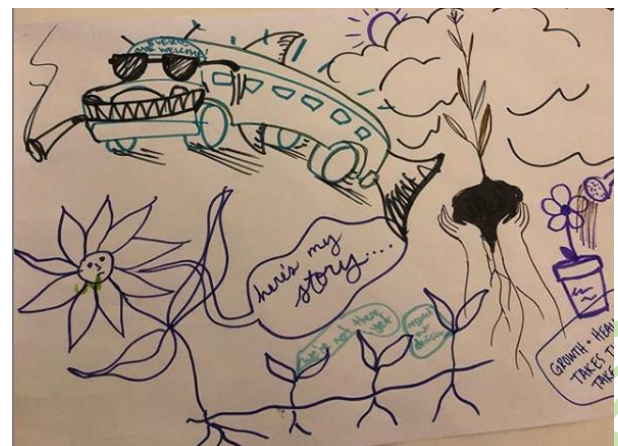
Noriko Oka, Counsellor – Art Therapist



This year Lucy, Noriko's elderly lab sometimes accompanied her to the Youth Clinic. Lucy's gentle presence opened up a whole new realm of possibilities. Sometimes youth would join her on the floor to rub her belly or lie down beside her. Once when a youth was on the verge of tears, Lucy sidled up to them and licked their cheek which immediately brought a sense of levity to the moment. In another session, Lucy became the muse for a piece of art using oil pastels.

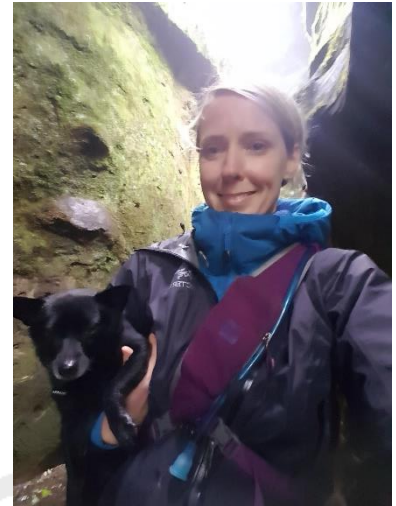
With the onset of the pandemic, expressive art therapy adapted and switched gears to virtual sessions. In spite of the inherent challenges of working in an embodied way through a flat screen, the pandemic demanded more flexibility, the ability

to let go of expectations and go with the flow in the moment—all things that are akin to the creative process. During the first Zoom session, one youth shared that the group was serving as a kind of “lifeline” in providing a creative outlet and maintaining a sense of community at this time of self-isolation and uncertainty.



Family Support Services

The family and youth centred approach is at the heart of Foundry Victoria's guiding principles. Engaging the "family" is supported by a substantial body of research that links to a child's social and emotional development and better outcomes for youth struggling with mental health and substance use. The clinic aims to provide safe places for families and caregivers to be understood and supported as well as allow for their input to inform services. The Parent Peer Support and the Youth and Family Engagement and Navigation roles address these organizational aims.



Jen Harrison, Youth/Family Engagement Coordinator & Wellness Navigator with Duanna

With an increase in demand for family support, a basic tracking system was created:

Total number of interactions with families Apr 2019-Mar 2020: **300**

Most common concerns include seeking service, support and navigation for moderate to severe **mental health, substance use** and **co-occurring issues**.

Chantal Brasset, Parent Peer Support:

Being hired in November of 2019, I was thankful for the foundation that Alison Gear had built in the Parent Peer Support Role. As she continues to work for Foundry, now in Penticton, I am grateful for her ongoing support as I learn what the needs are for parents supporting young people in Victoria.

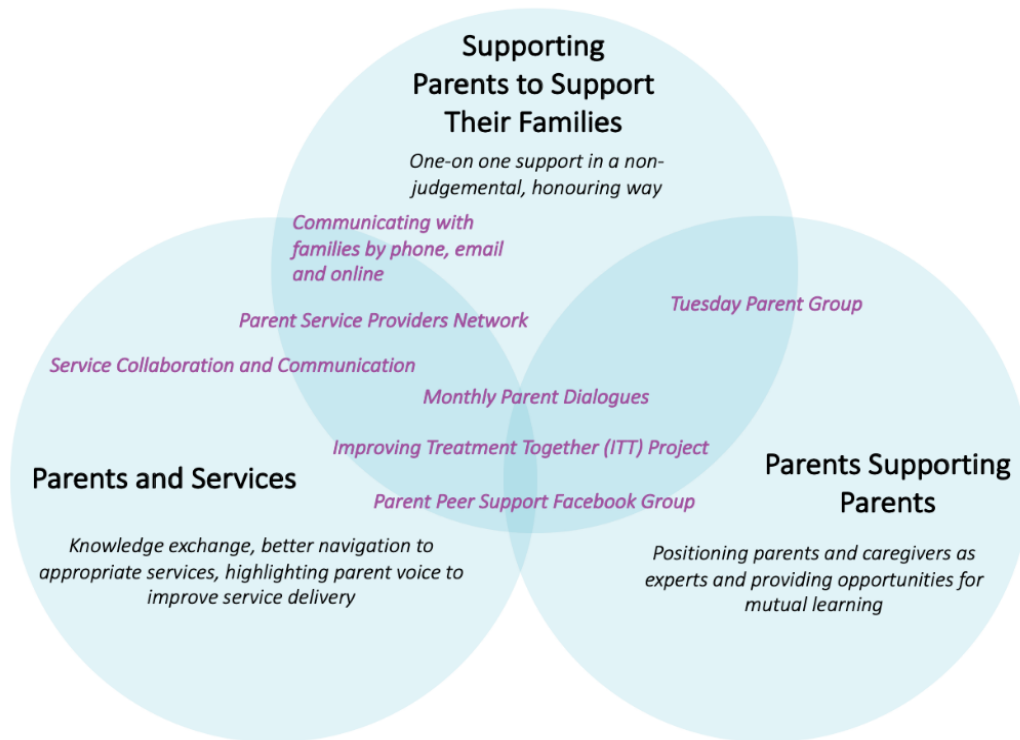
Each working day I talk with parents who are in crisis, trying to navigate the uncharted waters of their child struggling with their substance use and/ or mental health.

Coming from the unique perspective of having lived experience, family members are able to talk through what it is like supporting their young person, without fear of judgement, stigma, or shame. They can say all of the hard and awful things that they can't tell anyone else, because they know that I will understand in a way that their other friends and service providers can't. That is often the first step in their own recovery, knowing that they are not alone.



Chantal Brasset , Parent Peer Support

The Parent Support Group: The group is co-facilitated by the Parent Peer Support and Youth and Family Engagement and Navigation meets bi-weekly. This group has given parents of young people facing the most critical substance use challenges an opportunity to share their stories, gain support and confidence from one another, and learn about community resources.



Parent Dialogues this year:

- ⊙ **Suicide Prevention**
- ⊙ **Impact of Entertainment Media on Youth**
- ⊙ **Marijuana and Anxiety**
- ⊙ **Understanding No-Suicidal Behaviour**
- ⊙ **Disordered Eating**
- ⊙ **Pathways of Care for Trans Youth**

Feedback from a parent:

“The parent peer support position, held by Chantal Brasslet, has been an invaluable support to me. When my son was hospitalized (twice) due to a severe overdose it was Chantal that helped me navigate the system to get him the support he required. Chantal was in my back pocket (on my cell phone) letting me know how to get my son the help he needed; additionally, she joined me by his bedside as he detoxed. If she had not been there for me, my son would have been discharged and ended up without the professional help he required. Chantal has built a community of parents that support each other throughout the ups and downs of raising kids that struggle with substance-use. She provides guidance for those of us on a journey in desperate need of support, acceptance and understanding. I am so grateful for all she does.”

Radio host Jon Williams donates \$10,000 to wellness hub for youth

We had the chance to meet with the amazing radio host Jon Williams from The Zone @ 91-3 in November, 2019. He donated \$10,000 to Foundry Victoria through sales of T-shirts and hoodies bearing his catchphrase:

‘Look after yourself. Have fun. & for goodness sake, smile.’



 thezone913



VYC Strategic Plan 2019-2022

The Victoria Youth Clinic Society (VYC) is a not-for-profit organization that provides integrated and comprehensive primary health care services, including mental health and addiction care for youth aged 12 to 24 years.

In 2018 the Victoria Youth Clinic became the lead agency for the Foundry Victoria. The Foundry is a province-wide initiative that is developing a network of centres across British Columbia to provide a one-stop-shop for young people to access mental health care, substance use services, primary care, social services and youth and family peer supports.

As the lead agency for the Foundry Victoria, the Victoria Youth Clinic Society holds the contract with Island Health and is tasked with ensuring that standard services are provided in Victoria as outlined in the provincial MOU. The Victoria Youth Clinic, in partnership with Foundry, are committed to working to increase access to services for young people by fostering cross-system and inter-sectoral collaboration in order to provide an integrated and comprehensive system of care that includes primary care, mental health, substance use, social services, and youth and family peer support and navigation.

The Clinic offers free access to primary health care services including doctors, nurses and referrals to specialists. There are on-site lab services for blood testing, pregnancy and STI tests, and immunizations. As well as outreach services to a variety of on-site and off-site social services including job training, housing supports, and alternative education.

The Victoria Youth Clinic Society has undergone rapid change and growth in the last year. As a result the organization faces a period of profound change as we move from a small grassroots youth organization to the lead organization of a major provincial initiative. The challenge in the coming years will be to continue to be true to our founding principles; that of being youth oriented and focused on serving those young people who struggle the most with accessing health and other services. Below are the strengths on which we must build, the other challenges we must overcome, and the opportunities we have that will support us in achieving our mission.

Our Strategic Direction

Vision

To improve the physical and mental well-being of youth.

Mission

To provide comprehensive, integrated primary healthcare services including mental health and addiction care, in a youth friendly, non-judgmental and safe environment.

Guiding Principles

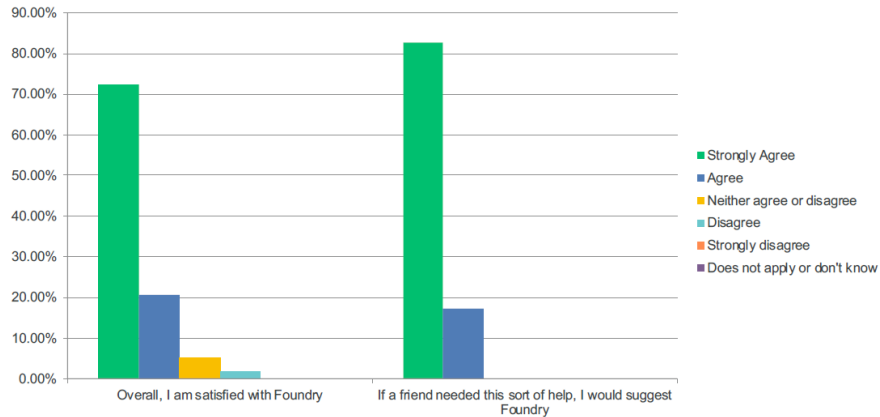
The following guide our work together and inform the services we provide to youth and their families: **Peer Informed • Youth & Family Centred • Dignity & Diversity • Respect & Acceptance • Accessible • Holistic Care • Harm Reduction • Health Promotion • Trust, Social Justice & Advocacy • Resiliency • Evidence Based & Trauma Informed • Respect for Culture**



Youth Experience

Youth Experience Survey 2020 General Satisfaction and feedback

General Satisfaction and feedback



May 20, 2020

15

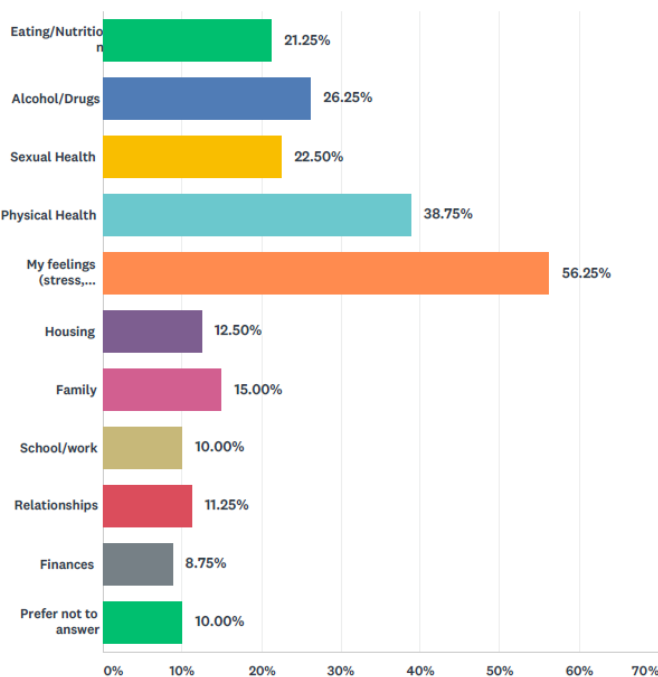
Quotes from the Youth Experience Survey:

“Sometimes the waits are long but I don’t mind much cuz there is great food, music and company!”

"Your clinic and staff are perfect just the way they are, thank you all for being so supportive and amazing towards your patients."

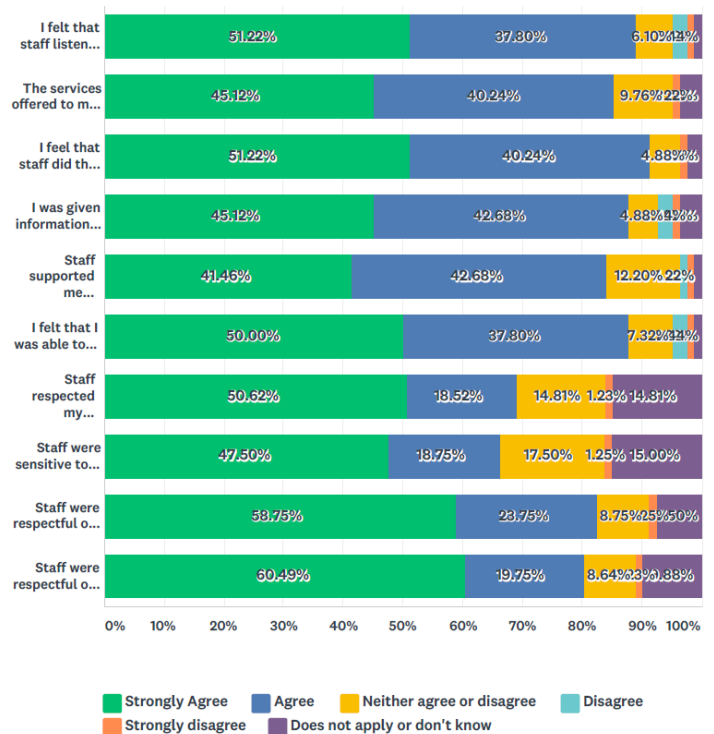
Q7 Today, I am here to discuss: (Select all that apply)

Answered: 80 Skipped: 10



Q9 Experience with Foundry Staff

Answered: 82 Skipped: 8

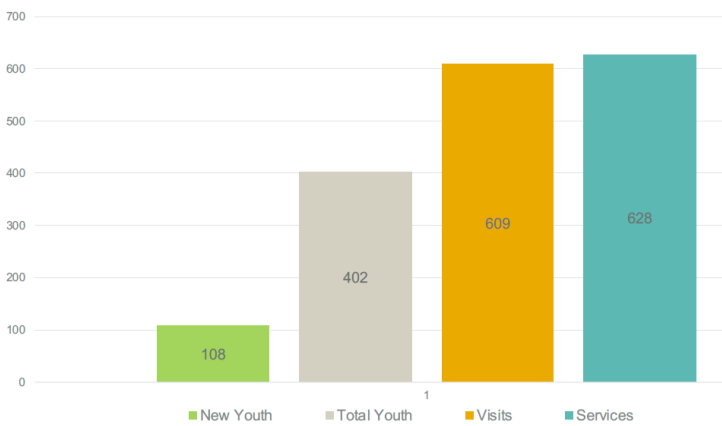


Foundry Victoria Data Review

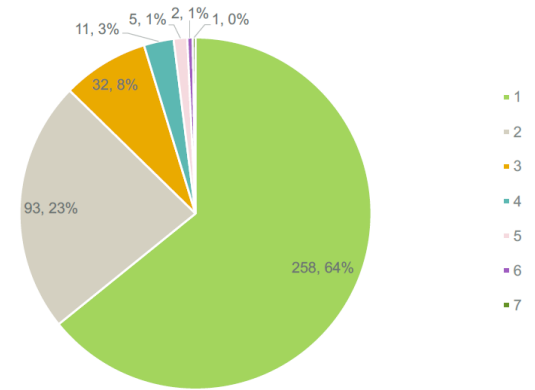
The Foundry uses Toolbox with the purpose of generating discussion, validating data, supporting identification and prioritization of change opportunities and identifying data sets that will be pulled and reviewed throughout the QI process launched in February 2020.

Data represents the 5-week period of Feb 10, 2020 to March 13, 2020. This timeframe was chosen as it sits between a refresh of Toolbox data set for Foundry Victoria (Feb 10th) and start of COVID-19 related programming changes (March 16). The Information was taken from Toolbox, Front desk stats spreadsheet, and the 2020 Foundry Youth Experience Survey.

Visits to Foundry Victoria



Number of times each youth visited Foundry Victoria



Time frame Feb 10 2020 – March 13 2020

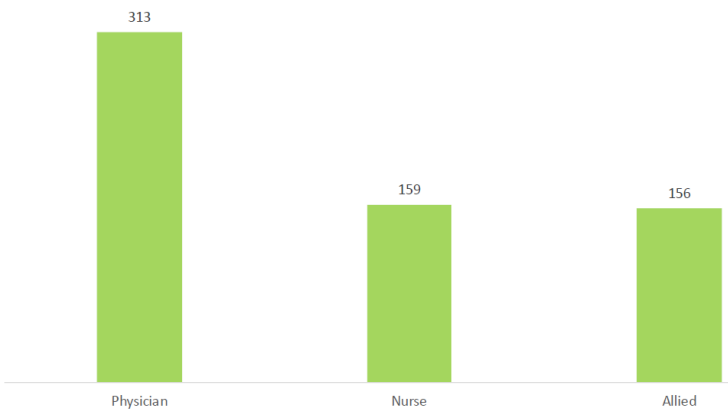
May 20, 2020



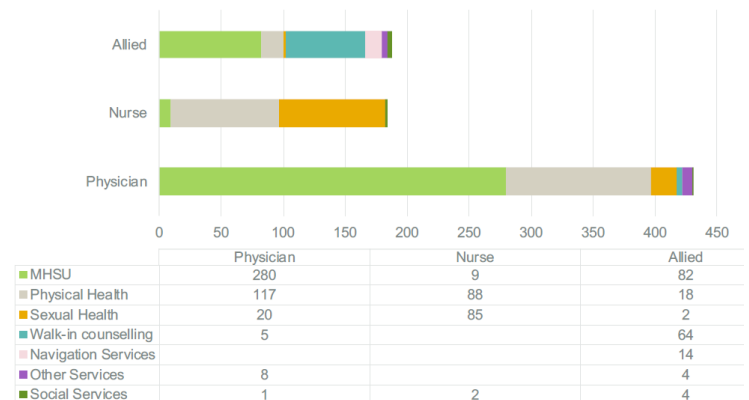
Time frame Feb 10 2020 – March 13 2020

May 20, 2020

Number of visits by discipline



Number of services types by discipline



Time frame Feb 10 2020 – March 13 2020

May 20, 2020



Time frame Feb 10 2020 – March 13 2020

May 20, 2020



'Meeting the Needs of High Needs Youth'

An internal review of the Victoria Youth Clinic since transitioning to Foundry in 2017/2018 by Brett Koenig

In February 2019 the VYCS conducted a research with the purpose to study how joining Foundry in 2017-2018 has affected VYCS' ability to meet the diverse health needs of young people aged 12-24 who may be at risk for poor health outcomes in the community. There has been expressed concern by Clinic staff that VYCS has not been reaching these populations as effectively as before due to gaining Foundry status, which included changes to location and the overall structure of the Clinic. The research was based on both quantitative and qualitative analysis and used data retrieved from the Clinic's electronic medical record system, OSCAR, as well as from interviews with selected "at risk" or "high needs" youth with questions inquiring about their experiences at the clinic.

The findings shown that the Clinic was able to attract youth with higher needs throughout the transition to Foundry. Though from the quantitative results it is not clear whether the VYCS' target populations of youth are included in these numbers and whether they have barriers to accessing care. The interviews with young people from these target populations helped showcase how the transition affected their ability to access services.

The results shown that the current Clinic is generally more accessible to youth. Not just the change in location, but the internal space feels more welcoming and comfortable. The current Clinic is in a more public location, further from adult services which helps youth and their support to feel safer and this change made it possible for youth to be more discreet about the services they receive and to avoid conflicts around stigmatized behavior or assumed behavior such as substance use. Services need to be in the central area (such as Downtown Victoria) but removed from adult services and areas that are heavy in substance use. It must be recognized that changing the Clinic's location has benefited youth attempting to leave the drug scene. The interviews showed that youth feel comfortable accessing services with us for sensitive issues or when they are in crisis and that they recognized staff for being caring, friendly and supportive in most cases.

Youth also recognized that the current clinic has more services than the previous space and having these supports integrated meant that young people were

better connected to health and social services which might be difficult to access elsewhere. The Clinic emerged as an essential service in the GVA for participants who experienced homelessness or poverty and was also identified as particularly well adept at meeting the needs of youth who used substances, especially given the limited availability of youth services outside of the Clinic. The Clinic was seen to excel at meeting the mental health needs of marginalized youth, and in doing so, was able to greatly impact other aspects of their lives.

Despite the positive reactions to the changes, the participants noted barriers to care as well. The most common barriers to care were organizational. These related to wait times, hours of operation and difficulty booking appointments. The Clinic became full early in the day, the hours of operation made it difficult to access for youth who went to school or were employed. They also suggested organizational inconsistency in regards of accommodating youth with crisis situations.

Transitioning to Foundry saw an increase in services, it is still difficult to adequately serve the high volume of youth that seek care. Youth who are unable to access services at the Clinic delay seeking care or seek care in potentially stigmatizing and harmful settings. Inconsistencies in being able to make appointments and being seen during an emergency brings into question who is being turned away in an emergency, who is having difficulty making appointments, and why these inconsistencies exist. Without increased funding to expand services, it will be challenging to address the other barriers to care among marginalized youth.

It was not possible to capture the narratives of youth who were lost during the transition. Racial minorities were underrepresented in the study and limited information was gathered on Indigenous youth due to the Clinic's electronic system does not take into account Indigenous status so it was not possible to draw distinctions on this population's service utilization.

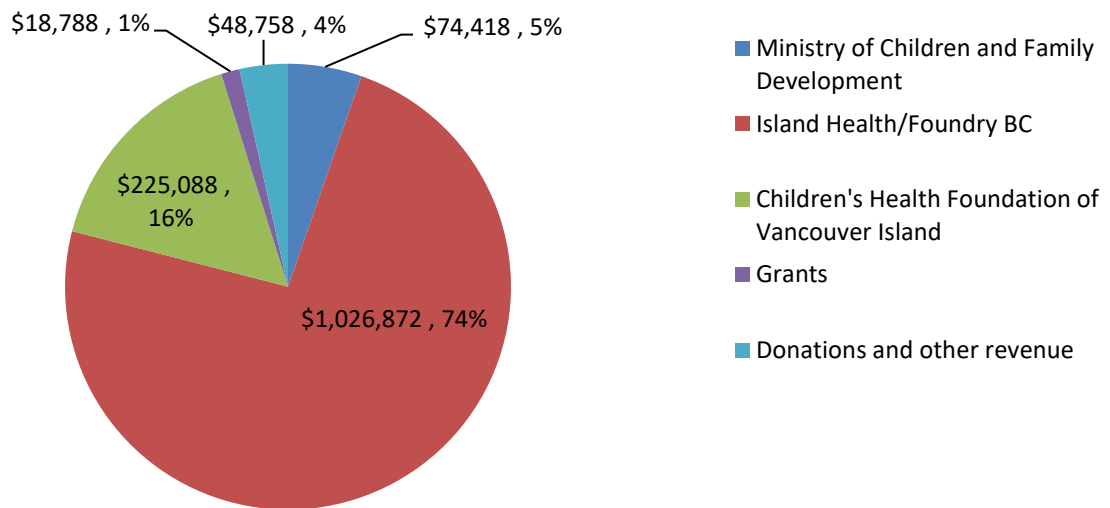
The interviewed youth offered a number of recommendations on how to improve services. Many of these recommendations are beyond the scope of the VYCS but were mentioned in the study as services missing from the GVA for marginalized youth.



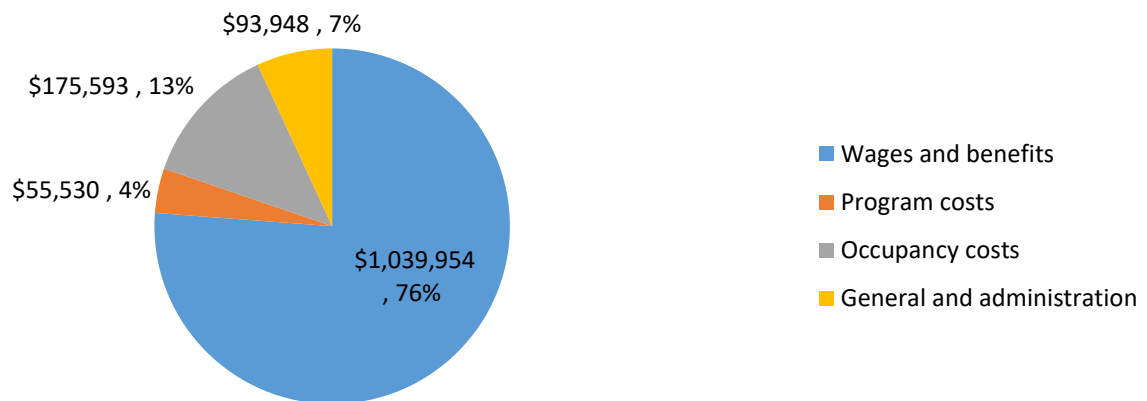
Message from the Society's Accountant – Brian Yellin

For the year ended March 31, 2020, The Victoria Youth Clinic Society recorded a surplus of \$28,899 on revenues of \$1,569,877. The Provincial Government provided 79% of the Society's revenues with the balance coming from the Children's Health Foundation of Vancouver Island, grants and donations. Expenditures totalled \$1,540,978 with wages and benefits accounting for \$1,039,954, or 76%, of this total. The Society leases 5,400 square feet at 818 Douglas Street in Victoria which it shares with Island Health. The lease expires on August 31, 2023. Occupancy costs are the second largest expenditure at \$175,593 or 13%.

Sources of Revenue (Excluding amortization)



Expenditures (Excluding amortizaion)



More About Us



Our 'Bike To Work Week' Champions. Standing, from left to right: Melanie, Noriko, Jenn L, Amy, Jen H and Tyler. Sitting in front from left to right: Valerie, Danika and Lauren with Duanna



Our counselling wizard, Jon



Every good dog is welcomed to our Clinic by Barb



Celina, our nurse, fighting COVID-19!



Our Partners

Island Health (Discovery Youth and Family Substance Use Services, and the Early Psychosis Youth and Adult Intervention Programs)

MCFD (Child and Youth Mental Health and Youth Services)

Provincial Health Services Authority (Trans Care BC)

Together Against Poverty Society (TAPS)

GT Hiring

Médecins du Monde Canada

Our Funders

Ministry of Health

Ministry of Mental Health and Addictions

Children's Health Foundation of Vancouver Island

Island Health

Ministry of Children and Family Development (MCFD)

Victoria Foundation

United Way of Greater Victoria

Private Donors

The Victoria Youth Clinic Society greatly appreciates and acknowledges the ongoing and the new contributions from our funders and partners.

Without their commitment and support for the work that we do, we would not be able to provide these services to the youth of the Greater Victoria area.



We acknowledge that we live and work on unceded Coast Salish Territories, specifically of the Lekwungen and W_SÁNEC peoples. We are deeply grateful for this opportunity and are committed to supporting Indigenous Peoples of this beautiful land.

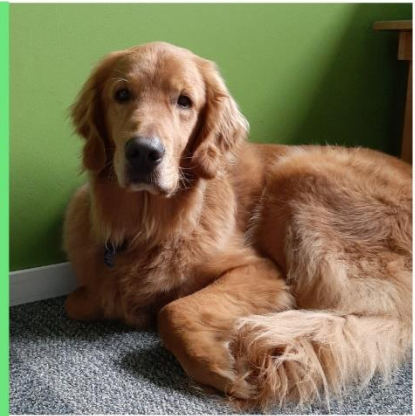


Meet our Dogs



Sequoia is 11 year old Chocolate Lab who spends every Wednesday and Friday following Lauren around the clinic. She is the jolliest dog and welcomes all the patients with smiles and tail wags. She enjoys anything food related. In her spare time Sequoia enjoys swimming, lounging in the canoe and being with her people.

Lawrence is a 5 year old golden retriever. He started out as a guide dog puppy for Guide Dogs for the Blind in California. He was career changed around 18 months old and started therapy dog training right away. He holds his therapy dog training and Canine Good Citizen certificate. He enjoys long slow walks, rolling in mud and swimming. He shares his home with humans, cats and chickens.



Lucy travelled all the way to the island by train. At the ripe old age of 12 years old, she began to work for the first time at the Youth Clinic, joining her mom in expressive arts therapy sessions. One of her favourite things is to roll in the morning dew grass. While Lucy tends to slink away from conflict, she can always be found at the centre of merriment and laughter, wagging her tail with gusto.



Duanna - She's 8 years old and 9 pounds of love (as long as you have treats to offer). Can be seen wandering Foundry seeking crumbs and opportunities for lap sits.



Fergus is a 5 year-old Golden Retriever who spends every Monday working with Heather Vale at the clinic. He is a certified therapy dog with a passion for people, swimming, playing, and snow. When he isn't working directly with clients, he can be found making the rounds in the waiting room. Clients tell us that Fergus gives the best hugs. To keep up with Fergus' adventures, follow him on Instagram @yyjgoldens

Iggy is the baddest good boi. His hobbies include chasing ice cubes, pulling your socks off your feet, and searching the kitchen floor for crumbs.

