

# COMMUNITY MAPPING

Presented by *Creating Caring Communities* – Lower Columbia Working Group

Facilitated by Lynda Dechief, *Equality Consulting*

May 6th, 2014



*Services in the  
Lower Columbia  
that can help  
reduce harms for  
people who use  
substances*

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## Executive Summary

On May 6<sup>th</sup>, 2014, 42 health and social service providers from the Lower Columbia region came together for a full morning to map out the services in their communities that can help reduce harms and promote health for people in their communities who struggle with their use of substances. The event was organized by the Lower Columbia Working Group of the West Kootenay Boundary *Creating Caring Communities* (CCC) initiative.

Lynda Dechief of Equality Consulting was engaged to facilitate the workshop and to write a summary of the findings. This document is the result. Within it you will find an outline of what took place during the event, including defining harm reduction, revisiting a few key slides from Mark Haden's previous presentation to the community, identifying services in the Lower Columbia that can reduce harms and promote health for people who struggle with substance use, placing those services on a map, and then discussing the implications as a group, including what questions should now be asked of people who access the services.

A main theme identified during the day was:

*A need for ongoing, active networking and collaboration between services in order for service providers to be able to:*

- *stay current on the range of services*
- *decrease 'siloes' and improve communication between services*
- *reduce any overlaps and fill in identified gaps; and*
- *help their clients to navigate the range of services.*

Systemic gaps and barriers were identified, including the centralizing of services in downtown Trail, coupled with inadequate transportation options to result in barriers to access for people living outside the downtown core. Additionally, the majority of services being offered Monday to Friday during daytime hours can leave a gap for people requiring services in the evenings or on weekends. A lack of programs focusing on prevention, difficulties accessing services before being in crisis, waitlists for some services, and grant-funded programming being sporadic and time limited also converge to create gaps in services. Participants named a number of services they perceived to be missing, and made recommendations for filling gaps and improving the continuum of services available to people who struggle with their use of substances.

The view that service users must also be included in identifying gaps and barriers and invited to collaborate and share in decision-making processes was also prevalent. The group identified a list of potential questions to ask service users, including:

1. *What services they already access?*
2. *How they first got connected into services?*
3. *What they think of those services, including:*
  - a. *their strengths ?*
  - b. *how they could improve?*

4. *What barriers prevent them from accessing other services they may need?*
5. *What services are missing that they need?*

Next steps in this process will involve using these questions to hear the perspectives of people who struggle with their use of substances regarding the available service continuum.

## Acknowledgements

Thanks to the *Creating Caring Communities* Lower Columbia Working Group for all their work conceiving and organizing this event:

Ann Godderis, *Trail FAIR Society*

Karen Miller, *Interior Health*

Alex Sherstobitoff, *ANKORS*

Laura Kearnes, *ANKORS*

Sheila Adcock, *Career Development Services*

Morgan-River Jones, *Freedom Quest Regional Youth Services*

Amanda Lamke, *Freedom Quest Regional Youth Services*

Nicole Miller, *Interior Health*

Lisa Melenka, *Interior Health*

Janet Morton, *Skills Centre*

Michele Frensel, *Community member*

Thanks to the Columbia Basin Trust and Career Development Services for providing the funding to make the day possible, as well as the City of Trail for providing the map for the workshop.

Thank you to Faye Poirier, an elder with the Circle of Indigenous Nations (COINS) for opening the workshop with a prayer. Thanks to the Selkirk College Food Service Worker Program for a delicious lunch.

And thank you to everyone who attended the workshop and shared their experience and insights. (Please see Appendix A for a list of participants).

## Agenda for the Day

The day consisted of welcoming, background and introductions, defining the key terms we would use during the morning – ‘harm reduction’, ‘substance use’ and ‘services that can help reduce harms’ – brainstorming those services in the Lower Columbia region, placing them on a map, then discussing overall impressions, identifying gaps and improvements, and listing some of the questions that should next be asked of people who themselves use the services.

## Background

Karen Miller, Co-Chair of *Creating Caring Communities (CCC)* welcomed everyone to the event and provided some background to the Committee, and to the day. CCC was formed in 2011 by a dedicated group of staff from Interior Health Authority, ANKORS, Community Services, Selkirk College, Freedom Quest, the RCMP and other community members. It has a shared vision that people residing in and visiting the West Kootenay Boundary region will receive and benefit from evidence-based harm reduction strategies and services pertaining to substance use, mental health and sexual health. Please see: <http://www.yourcaringcommunity.ca/>

The purpose of the CCC is to:

- Develop and coordinate local community strategies for harm reduction services
- Target goals as set out by the 10 Year, Mental Health and Substance Use Plan.<sup>1</sup>
- Support the four goals of the *BC Harm Reduction Strategies and Services Policy*.<sup>2</sup>
- Foster inclusivity of people who utilize the services, following the principles of *Nothing About Us, Without Us* document.

The Lower Columbia Working Group of the CCC consists of health and social service providers from the Greater Trail Area. Active since 2012, the group previously organized a well-attended evening event consisting of a presentation by Mark Haden on Harm Reduction. Videos of his presentations can be found at [www.MarkHaden.com](http://www.MarkHaden.com).

Building on the success of that event, the group decided to host a half day event bringing together health and social service providers from the area in order to:

- Build community, improve relationships and increase understanding of services
- Build awareness of Harm Reduction
- Produce a Map of Harm Reduction Services in the Lower Columbia and increase our understanding of how clients are using services.

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<sup>1</sup> *Healthy Minds, Healthy People, a Ten-Year Plan to Address Mental Health and Substance Use in British Columbia, Ministry of Health Services, Ministry for Children & Family Development, November 1, 2010*

<sup>2</sup> BC Centre for Disease Control, *Harm Reduction Strategies and Services*, May 2011

The next step in this process is to take the map into the community and have people who access the services give feedback, facilitating an increased understanding on how services are perceived by clients. Service providers and clients will together look for gaps and provide recommendations on how the community can together improve the continuum of services offered.

## Introductions

Fourty-two people attended the workshop, from such varied backgrounds as health-care, mental health & substance use services, youth services, corrections, aboriginal services, work and training programs, anti-violence and victim services, services for people with low incomes, children's services, housing, education, income assistance, health and environment program, community living, recreation, and city council. Almost everyone identified as working directly with, or knowing personally people who struggle with their use of substances. Approximately half the people present had attended the previous workshop on harm reduction by Mark Haden.

After introductions, participants identified what was helpful in trying to make major changes in one's life, not necessarily around substance use. Factors identified included:

<i>Supportive and non-judgmental professionals</i>	<i>Balance between internal and external factors for change</i>	<i>Recognizing that making change is a process that takes time</i>
<i>Peer support</i>		
<i>Finding connections</i>	<i>Readiness and desire to change</i>	<i>Having attainable goals</i>
<i>Knowing resources and how to access them</i>	<i>Self-awareness, knowing what you need</i>	<i>Permission to make change bit-by-bit, and to celebrate small successes along the way</i>
<i>Having resources accessible and readily available</i>	<i>Having basic needs met, financial support</i>	<i>Space to make the change</i>
<i>Choices, options</i>	<i>Confidence, belief in self</i>	
<i>Knowing how to navigate the system</i>	<i>Encouragement</i>	

It was acknowledged that these are many of the same elements that make it possible for people to make changes around their use of substances, and are all important components of harm reduction. They can be part of services that specifically address substance use, and can also be part of any number of other services that people who struggle with their use of substances might access.

## Defining 'harm reduction'

Alex Sherstobitoff, the Co-Chair of CCC, shared a definition of harm reduction to ensure everyone was working from the same perspective for the morning:

*"Harm Reduction can be described as a strategy directed toward individuals or groups that aims to reduce the harms associated with certain behaviours. When applied to substance use, harm*

*reduction accepts that a continuing level of drug use (both licit and illicit) in society is inevitable and defines objectives as reducing adverse consequences. It emphasizes the measurement of health, social and economic outcomes, as opposed to the measurement of drug consumption.” XX*  
 who wrote this?

He also shared some everyday harm reduction strategies that people may employ:

- Having a dog on a leash when taking dog for a walk
- Being well rested before driving long distances
- Wearing Seat belts while driving vehicles or on a roller coaster
- Wearing a helmet riding bikes
- Using a rope to scale a mountain or cliff
- Life jackets when boating

Further, he outlined some harm reduction approaches that for people who may be vulnerable to risk associated with the use of alcohol or other drugs:

- Designated drivers not indulging in alcohol use
- Safer injection practices for people who inject drugs
- Having a home and not being vulnerable on the street
- Accompanying someone to an appointment who may have problems advocating for oneself
- Youth oriented programs in the evenings

Participants in the workshop further identified harm reduction strategies and principles, for both everyday and specifically for people who use substances:

<i>Employment</i>	<i>Helping youth identify power and control</i>	<i>Decreasing stigma</i>
<i>Political will, investing in people</i>	<i>Driving the speed limit</i>	<i>Feeling safe to speak</i>
<i>Nourishing food</i>	<i>Service providers having awareness of their own language, ways of communicating</i>	<i>Confidentiality</i>
<i>Wearing a seatbelt</i>		<i>Transportation</i>
<i>Going for walks and other wellness activities</i>	<i>Laughing</i>	<i>Diversity and cultural competency</i>
		<i>Peer-led support and programming</i>



*Recreation programming*

*Service providers*

*getting/working together*

*Improving health*

*Housing and outreach*

*support for homelessness*

*Inclusivity*

*Prevention*

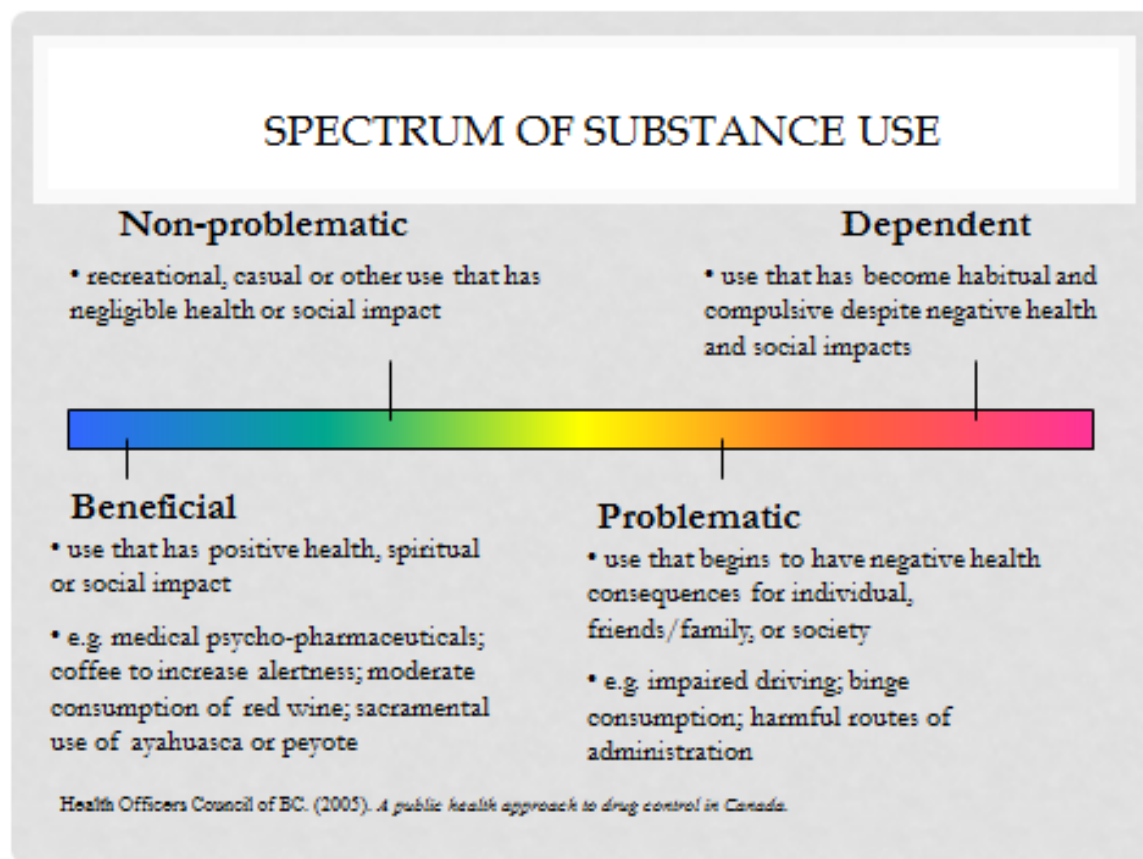
*Parent support*

*Friendship/drop-in centres*

*Community education*

## Defining 'substance use'

A continuum of substance use was presented, with two main points: 1) that many substances are consumed in our society with no real harms to people or society (the left end of the spectrum); and 2) that, for the purpose of this workshop, when we say "people who use substances" we are talking about people on the right hand side of this continuum (ie. people whose substance use is creating problems for them or other people).



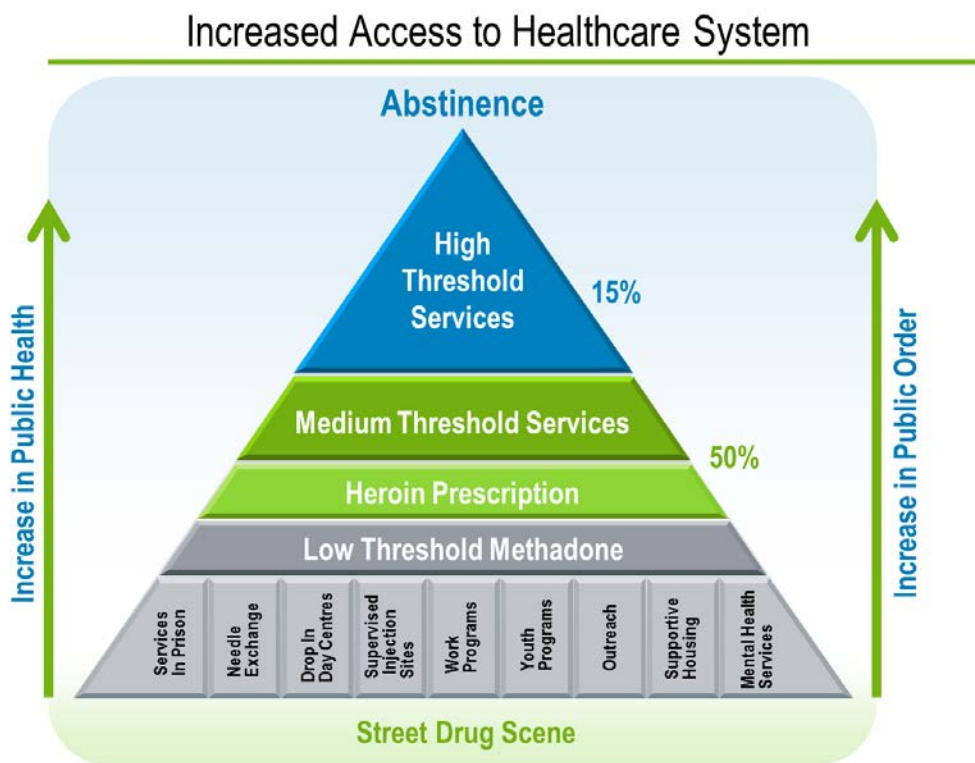
## Defining 'services that can help reduce harms'

A quote from Mark Haden's presentation was shared that had importance for the day's work:

*"When we come to a place of addiction, we tend to become socially disconnected."*

Connecting people back in to the larger society - making them feel welcome - is often an important first step to people being able to make changes in their lives, reduce harms, and get healthier.

Another slide from Mark Haden's presentation was shared in order to help define 'services that can help reduce harms'. In it, one can see that there can be a range of services and programs along the bottom of a pyramid that are not specifically substance use services – like work programs, youth programs, or supportive housing – but can play an important role in helping people who struggling with their use of substances to get healthier, reduce harms, and potentially begin to be able to make some change in their lives, and including getting connected to substance use services at a later point in time.



Lynda shared an anecdote related to her work with the Maxxine Wright Community Health Centre in Surrey for pregnant women impacted by substance use and/or violence. The centre provides a safe drop-in place with a daily hot lunch, free vitamins, and access to health and social service providers on site (with no obligation to see them), as well as emergency and second stage housing. By helping the women to get safe housing, access to vitamins and healthy food, support around their abusive relationships, connected to other pregnant women and new moms, and regular prenatal care, they and their babies were healthier and safer, whether or not their substance use changed. But, for almost all of the women, their substance use DID change as a result of all that – whether or not they saw the Alcohol & Drug Counselor or got treatment. But many of them did choose to see the A&D counselor or Concurrent Disorders Therapist after spending time there and building trusting relationships with other staff.

There are a great many services that can connect people in and help reduce harms and promote health for people who use substances, including (and sometimes especially) those that are not focused on substance use (but are just focused on the person and their needs). The purpose of the remainder of the workshop was to together identify all those services and map them, and see if this foundation can be strengthened in any way.

The Lower Columbia CCC Working Group examined the bottom layer of this pyramid and thought it important to make it broader in order to include all the services that might help people who use substances to connect into services, reduce isolation or disconnection, and reduce harms. The nine categories developed to begin this discussion were:

1. *Harm reduction services & supply sites and drop-in places*
2. *Health services*
3. *Mental health and substance use services*
4. *Food security and housing*
5. *Children's & youth programs*
6. *Work/training programs, education, and economic support*
7. *Anti-violence and victim services*
8. *Legal services, corrections & law enforcement*
9. *Recreation/leisure (and arts/culture)*

The Lower Columbia was defined as including the communities of Trail, Rossland, Warfield, Montrose, Fruitvale and Genelle, including all the rural areas in between.

## Brainstorm of Services

Moving around the room to the different categories, participants worked to identify the services they knew of in each categories that may be accessed by people living in the Lower Columbia region who struggle with their use of substances, and that may decrease isolation, support them in some way to reduce harms in their lives or promote health. Participants were asked to not evaluate the harm reduction potential of programs, or to say that a particular program should not be included – if at least one participant thought a program should be included here, it was. They named the program, the organization that runs it, the location and included a few brief details, as seen in the table below.

#	Program	Location
	Organization	
	Brief Details	

There were a number of programs that were placed in more than one category during the workshop; the author and the Committee made decisions on which category it made the most sense to include the program under, recognizing that some programs could easily be included in multiple categories. Based on the number of services that were identified in Food & Housing, a decision was made to divide that category in two.

Below are the services identified during the workshop. It is by no means a complete list of services, but simply the information that was known to the 42 participants who were there that day.

### A. Harm reduction supply sites and drop-in places (purple flags)

This category includes places where people can “drop in”, hang out with their peers, and/or access ‘harm reduction’ supplies such as clean needles, pipes, and condoms.

1	Harm Reduction Supplies	1500 Columbia Avenue, Trail (Kiro Wellness Centre) Outreach
	Interior Health (IH) Mental Health & Substance Use Services (MHSU)	
	Harm reduction supplies such as needles, syringes, works, filters supplies, pipes, and condoms are available.	
2	Mobile Needle Exchange	1305 Cedar Avenue, Trail (Shoppers Drug Mart)
	Kootenay Boundary AIDS Network, Outreach & Support Society (ANKORS)	1280 Cedar Avenue, Trail (PharmaSave) Outreach to wherever people are comfortable.
	Street outreach including: providing services to isolated people who inject drugs, visiting peoples’ homes, talking to people on the street, both drug users and those at risk of harm, attending raves and other events, actively working to find new pockets of drug use within different populations.	
3	Women’s Drop-In	352 Rossland Avenue, Trail
	Trail FAIR Society	
	Free clothing and resources, social and emotional support, access to resources and information; coffee and good food. Children welcome.	
4	Club House	1454 2 <sup>nd</sup> Avenue, Trail
	IH Mental Health & Substance Use	
	Peer support for mental health and substance use issues, food, clothing, internet access. Have to be a client of Interior Health MHSU to drop-in.	
5	Trail BIG (Brain Injury Group) House	1525 Bay Avenue, Trail
	West Kootenay Brain Injury Association	
	Provides one-to-one support, peer support, job readiness skills, independent living skills and social inclusion in a non-threatening, non-clinical setting as well as weekly hot lunch, activities and recreation, and lifeskills workshops. <a href="http://wkbianews.com/Fundraising.html">http://wkbianews.com/Fundraising.html</a>	
6	Free Internet Access	1051 Victoria Street, Trail
	Municipal libraries	1847 1 <sup>st</sup> Street, Fruitvale 2180 Columbia Avenue, Rossland
	Free internet access and a warm, dry, comfortable space to hang out.	
7	Drop In Space	1565 Bay Avenue, Trail
	Career Development Services	

	Welcoming drop-in space that includes internet and phone access, condoms, food, free items, foosball and the opportunity for people to hang out with their peers.
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## **B. Mental health & substance use services (pink flags)**

These are services specifically geared towards supporting or treating people with mental health and/or substance use issues, including both health-care and community-based programs designed to support peoples' mental well-being and help them deal with crises.

1	Urgent Response Nurses	1200 Hospital Bench Road, Trail (Kootenay Boundary Regional Hospital) Outreach
	IH Mental Health & Substance Use	
	Provide initial assessments and subsequent referrals for clients to the MH&SU team and to other appropriate community resources. Staff provide consultation, assessment and treatment in response to self, community or hospital referrals 7am-5pm, 7 days per week (except stat holidays).	

2	Substance Use Services	1500 Columbia Avenue, Trail (Kiro Wellness Centre)
	Interior Health MH&SU	
	Provides services to adults and seniors who are struggling with substance use including assessment, individual and group treatment (day treatment and relapse prevention program) as well as referral and coordination for clients needing methadone maintenance, withdrawal (detox) services, residential treatment or residential supportive recovery services.	

3	Youth Drug & Alcohol Counseling, Outreach & Support	1504 Cedar Avenue, Trail Outreach to Trail, Fruitvale, Rossland, Genelle
	Freedom Quest	
	Counselling services provided to youth individually and through group activities <a href="http://freedomquestonline.ca/our-programs/">http://freedomquestonline.ca/our-programs/</a>	

4	Cultural supports to recovery	352 Rossland Avenue, Trail
	Circle of Indigenous Nations Society (COINS)	
	Cultural services to support mental health and addictions recovery, including drumming, and a traditional talking circle that focuses on addictions and recovery support using traditional ways. <a href="http://www.povnet.org/node/5400">http://www.povnet.org/node/5400</a>	

5	Mental Health & Substance Use Peer Support	2079 Columbia Avenue, Trail
	Trail FAIR Society	
	The Mental Health and Substance Use Consumer, Family and Peer Support Program provides support and information to individuals and family members of people with mental illness and/or addiction. Peer Supports are resource and support people who can help people navigate through an often confusing system and help individuals set and achieve short and long term goals, and	

	can assist individuals in advocating on their own behalf. <a href="http://www.trailfair.ca/ProgramPages/MHA.html">http://www.trailfair.ca/ProgramPages/MHA.html</a>	
6	Harbour House	1100 Hospital Bench Avenue, Trail
	Interior Health MHSU	(Beside Kootenay Boundary Regional Hospital.)
	A 9 bed tertiary care facility for adults with mental illness or concurrent disorders requiring longer-term residential psychosocial rehabilitation.	
7	Interior Crisis Line Network	By telephone 1-888-353-2273
	Trail FAIR Society	crisisline@trailfair.ca
	Available 24 hours, 7 days/week to provide short-term emotional support, skilled assessment, appropriate resources, crisis de-escalation and suicide prevention/intervention/postvention.	
8	Daly Pavilion	1200 Hospital Bench Road, Trail
	Interior Health	(Kootenay Boundary Regional Hospital)
	Provides treatment of adults with mental illness 24/7. Offers Inpatient as well as Day Hospital Programs which includes group-based intervention and outpatient programs. Mental Health and Addictions Nurse provides emergency response for mental health and addictions. Also provides after hours telephone support and direction for accessing services.	
9	Regional Alcohol & Drug Day (RADD) Program	1504 Cedar Avenue, Trail
	Freedom Quest	
	Mobile youth drug and alcohol intensive day treatment program rotating throughout the West Kootenay Boundary Region, providing 4 – 6 week day treatment groups	
10	Adult & Senior Mental Health Supports	1500 Columbia Avenue, Trail
	Interior Health MH&SU	(Kiro Wellness Centre)
	Provides short- and long-term psychiatric assessment and support to adults who present with serious and acute mental health illnesses and / or problems.	
11	Alcohol & Drug related 12-Step Support Group Meetings	760 Eldorado Street, Trail
	Tralano Club	Anglican Church, 1917 Columbia Gardens Rd., Fruitvale
	Seniors Hall, 1961 1 <sup>st</sup> Avenue, Rossland	
Alcoholics Anonymous, Narcotics Anonymous, Al Anon groups for people struggling with substances and their family members. <a href="http://www.area92aa.org">www.area92aa.org</a> <a href="http://www.bcrna.ca/main/area_meetings.php?id=58">http://www.bcrna.ca/main/area_meetings.php?id=58</a> Call for locations: 250-368-5651		
12	Methadone Maintenance	709 10 <sup>th</sup> Street, Castlegar

	10 <sup>th</sup> Street Clinic, Castlegar Community First Medical Clinic, Nelson	518 Lake Street, Nelson 1305 Cedar Ave. (Shoppers Drug Mart), Trail 1280 Cedar Ave. (PharmaSave), Trail
	People need to see a doctor in Castlegar or Nelson regularly to oversee their opioid replacement but can get “carries” or get their methadone at a pharmacy in Trail.	

### C. Recreation, leisure, arts and culture (light green flags)

The category includes recreation, leisure, arts and culture opportunities that are available and accessible in the community.

1	Recreation Financial Assistance	1875 Columbia Avenue, Trail (Aquatic Centre) Rossland Parks & Recreation & other recreation locations
	Provincial Government, Canadian Tire, Parks & Recreation	
	City of Rossland, City of Trail, Jumpstart, Kidsport, Stars for Success, all provide funding to low income parents to support access to recreation for their children. <a href="http://www.kidsporttrail.ca">www.kidsporttrail.ca</a> , <a href="http://www.canadiantire.ca/jumpstart">www.canadiantire.ca/jumpstart</a> , <a href="http://www.wkearlyyears.ca">www.wkearlyyears.ca</a>	

2	Trail Aquatic Centre	1875 Columbia Avenue, Trail
	Trail Parks & Recreation	
	Sports, recreation and programs for adults and children	

3	Warfield Parks & Recreation	Centennial Pool 290 Montcalm Road, Warfield
	Village of Warfield	
	Six parks, an outdoor pool, spray park, and a network of trails and pathways. <a href="http://warfield.ca/warfield_bc_parks.htm">http://warfield.ca/warfield_bc_parks.htm</a>	

4	Beaver Valley Recreation Program	1777 Green Road, Fruitvale
	Beaver Valley Parks & Recreation, Parks & Trails	
	A variety of programs and special events offered throughout the year for adults, seniors, youth and preschoolers. Also offer reimbursements to Beaver Valley residents who access recreation facilities in Trail.	

5	Trail & District Public Library	1051 Victoria St., Trail (in the Trail Memorial Centre)
	City of Trail	
	Free access to books, online resources, and programming.	

6	Beaver Valley Public Library	1847 1 <sup>st</sup> Street, Fruitvale
	Free access to books, online resources, and programming.	

7	Rossland Public Library	2180 Columbia Avenue, Rossland
	Free access to books, online resources, and programming.	

8	Online Events Calendar	<a href="http://www.trail-arts.com/">http://www.trail-arts.com/</a> Gyro Park, Trail
	Trail & District Arts Council	
	Online calendar of arts events, including musical performances by donation at the Gazebo in Gyro park during the summer season	

9	Directory, online information	http://www.rosslandcac.com/
	Rossland Council for Arts & Culture	

10	Waterfront walkways, hiking/biking trails	Various locations
	Parks & Recreation Departments	
	Free outdoor recreation and leisure opportunities	

11	Rides @ EBC	1200 Pine Street, Trail
	Emmanuel Baptist Church	To various locations around Greater Trail
	Local Reverend provides free transportation as available for mobility challenged, including wheelchairs for medical, social etc. purposes.	

12	Columbia Youth Development Centre	1504 Cedar Avenue, Trail
	Columbia Basin Trust	
	Activities for youth, internet access.	

13	Free Ski Bus	Stops around Rossland
	Rossland Tourism & Chamber of Commerce	
	Provides free transportation between various locations in Rossland to facilitate access to recreation in the winter months.	

#### D. Health care (red flags)

This includes physical health services that may be accessed by people struggling with their use of substances, or support and advocacy around specific health issues. It excludes mental health and substance use services (which are in a previous category).

1	Physician Care	304-1101 Dewdney Ave, Trail Columbia Gardens Road, Fruitvale Rossland Waneta Plaza Mall
	Private practice at medical clinics	



	Provide primary health care – not always taking new patients.	
2	Hepatitis C Project	Outreach – will meet people wherever they feel comfortable and safe.
	ANKORS	
	Provide outreach and support throughout the West Kootenay Boundary region for people living with, or at risk of acquiring, Hepatitis C.	
3	Aboriginal Patient Navigator	709 10 <sup>th</sup> Street, Castlegar
	Interior Health	Outreach to Greater Trail
	Provides services to clients of Aboriginal ancestry with mental health and / or substance use issues.	
4	Youth Hospital Liaison Program	1200 Hospital Bench Road, Trail
	Freedom Quest	(Kootenay Boundary Regional Hospital)
	Liaison and support for youth (13-23) with substance use and /or mental health issues. This program includes assessment, referral, discharge plan and follow-up	
5	Trail Area Health Environment Program	1319 Bay Avenue, Trail
	IH, MoE, Teck, City of Trail, community reps	
	Residential soil testing, in home visits with families promoting healthy home and early childhood development. See every family under the age of 3 years.	
6	Primary Health Care	1500 Columbia Avenue, Trail
	Nurse Practitioners	(Kiro Wellness Centre) And Waneta Mall
	Provide health services including wound care for adult clients with MHSU and their children. Can get in same day to see them if MH client.	
7	Hospital Social Workers	1200 Hospital Bench Road, Trail
	Interior Health	(Kootenay Boundary Regional Hospital)
	For hospital patients ,provide information ; help people travel for health care if need to go out of area. Mostly offer support within the hospital.	
8	Dental Access Program	2079 Columbia Avenue, Trail
	Interior Health Dental Program, local Dentists and Dental Office staff (volunteers)	
	Offers LIMITED services to assist low-income community members experiencing dental pain or infection to access dental work. <a href="http://www.trailfair.ca/ProgramPages/Dentalaccess.html">http://www.trailfair.ca/ProgramPages/Dentalaccess.html</a>	

9	Kiro Wellness Centre	1500 Columbia Avenue, Trail
	Interior Health	
	Diabetes education, hearth health, home health services, hospice, kidney care, Mental Health and Substance use, Promotion and Prevention, Audiology, Speech Pathologist, visions screener, breathe well program, and health protection	

10	OPT Clinic	1500 Columbia Avenue, Trail (Kiro Wellness Centre 1-800-SEX-SENSE. (1-800-739-7367)
	Options for Sexual Health	
	Sexual and reproductive health information at Kiro clinic in evenings	

11	Emergency Services	1200 Hospital Bench Road, Trail (Kootenay Boundary Regional Hospital)
	Interior Health	
	24 hour emergency and trauma services	

12	Loan Cupboard	Waneta Mall
	Red Cross	
	Provide health and mobility equipment free of charge, with note from doctor.	

13	LAB Services	1200 Hospital Bench Road, Trail (Kootenay Boundary Regional Hospital) 1101 Dewdney Avenue (Trail Health Centre)
	Interior Health	
	Provides safe, convenient, respectful and accessible laboratory outpatient services to patients.	

	Intensive Case Management	
	For clients with a lot of barriers. Health needs, social workers. Is low barrier.	

### E. Housing (fluorescent yellow flags)

This encompasses low cost, low barrier, and supportive housing that may be available to people who struggle with their use of substances, and low cost items for home.

1	McBeth Manor	McBeth & 2 <sup>nd</sup> Avenue, Trail
	Canadian Mental Health Association	
	This building is home for seven highly independent adults with mental health needs. Residents receive one meal a day and are provided with light housekeeping assistance. <a href="http://www.kootenays.cmha.bc.ca/how-we-can-help/housing-income">http://www.kootenays.cmha.bc.ca/how-we-can-help/housing-income</a>	

2	Getting to Home – Homelessness Action Project	1565 Bay Avenue, Trail Outreach in Greater Trail Area
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	Career Development Services	
	Rental housing, moving support, and advocacy in conjunction with vocational support	
3	Information for Tenants	1-800-665-1185
	Tenants' Resource & Advisory Centre	www.tenants.bc.ca
	Hotline and website provides tenants with legal information about their rights under the law	
4	Thrifty Treasures	Trail
	Career Development Services	
	Provides low cost basics needed by newly housed individuals, provides employment for CDS clients	
5	La Niña Shelter	Trail United Church downstairs (location may be changing)
	Career Development Services	
	Seasonal shelter for adults and children – from November to March	
6	Beaver Valley Senior Citizens Manor	24 Laurier, Fruitvale
	Beaver Valley Manor Society	
	Housing for seniors	
7	Mountainside Village	135 Mountainside Drive, Fruitvale
	Golden Life Management	
	Housing for seniors, 50+	
8	Rose Wood Village	8125 Devito Drive, Waneta
	Golden Life Management	
	Housing for seniors	
9	Low income adult housing	1705 Bay Avenue, Trail
	Sanctuary Children's Centre	
	Permanent low-cost housing, four apartments available.	
10	Hospital Suites	1705 Bay Avenue Trail
	Sanctuary	
	Temporary housing, two apartments made available for families of hospital patients who are in hospital for extended periods.	
11	Affordable Rental Housing (in progress)	Pine Avenue, Trail

	Lower Columbia Affordable Housing Society	
	9-10 units of affordable rental housing for low income people being developed, pets allowed	

12	Nova Vita	Confidential location
	Trail FAIR Society	Office: 2079 Columbia Avenue, Trail
	Second stage housing and program for women and their children, with historic or current experiences of violence.	

13	The Villa	6 <sup>th</sup> Avenue, Trail (across from Armories)
	Trail & District Senior Citizens Villa Society	
	Housing for seniors 55+, flexible	

14	Golden City Manor	2112 2 <sup>nd</sup> Avenue, Rossland
	Golden City Manors Society	
	Independent housing for seniors	

15	Silver City Gardens	1939 Columbia Avenue, Trail
	Canadian Mental Health Association for the Kootenays	
	This complex is for seniors (ages 55 and older) who are able to direct their own care and whose health will be better managed by support and care within a community setting. <a href="http://www.kootenays.cmha.bc.ca/how-we-can-help/housing-income">http://www.kootenays.cmha.bc.ca/how-we-can-help/housing-income</a>	

16	Chateau Manor	1717 Columbia Avenue, Trail
	Private facility, subsidized by BC Housing	
	Independent supportive living for seniors	

#### **F. Food Security (fluorescent yellow flags with apple sticker)**

This category includes locations where people can access groceries or prepared meals for little or no cost.

1	Food Cupboard	1565 Bay Ave, Trail
	Career Development Services	
	Food available	

2	Age-friendly Seniors Luncheon	1968 Main St., Fruitvale (Fruitvale Memorial Hall)
	Village of Fruitvale	
	Seniors luncheon and guest speakers	

3	Rossland Food Bank	1807 Columbia Avenue, Rossland
	Rossland Food Bank	
	Rossland residents may access food twice a month	
4	Seniors Lunch	1916 1 <sup>st</sup> Avenue, Rossland
	Senior Citizens Association of BC Branch 45	Also in Trail Seniors' Centre
	Drop-in programming for seniors, including lunch	
5	Kate's Kitchen & FoodBank	1460 Cedar Avenue, Trail
	Salvation Army	730 Rossland Avenue, Trail
	Provide low cost four lunches and one dinner each week; also foodbank and other emergency supports	
6	Church food banks	United Church – 1300 Pine Avenue, Trail
	Local churches	Anglican Church – 1347 Pine Avenue, Trail
	Between them, provide access to a food bank once each week	
7	Hot lunches and dinners	United Church - 1300 Pine Avenue, Trail
	Local churches and service clubs	Anglican Church - 1347 Pine Avenue, Trail Presbyterian Church - 1139 Pine Avenue, Trail Legion – 2141 Columbia Avenue, Trail
	Rotating schedule of free or low cost lunches and dinners	
8	www.rosslandfood.com	Online
	Rossland Foodies	
	Internet resource	
9	Fruitvale Foodbank	1917 Columbia Avenue (@Gardens Rd.), Fruitvale
	St. Paul's United Church Communities in Faith Pastoral Charge	
	Food available once a week	
10	Edible Landscapes Project	Downtown Trail
	Downtown Business Association & Skills Centre	
	Businesses grow gardens out front for all, including tomatoes, peppers, parsley, chives, as well as some edible flowers (pansies and nasturtiums)	
	Community Gardens	Rossland and Fruitvale


### G. Legal services, corrections and law enforcement (dark yellow flags)

Included here are services for people as they come into contact with the law.

1	Probation Services	1520 Bay Avenue, Trail
	Ministry of Justice	1472 Columbia Avenue, Castlegar
	Rossland	
	For sentenced offenders, access to legal services, client meetings in Trail. People can travel to Castlegar to attend groups, such as Substance Abuse Management (SAM), Violence Prevention Program (VPP), Respectful Relationships Program (RPP).	
2	Access to Legal Support	2079 Columbia Avenue, Trail
	Trail FAIR Society	
	Help people gain access to legal advice, legal aid and services.	
3	Crime Prevention Officer	Detachment in Trail
	RCMP	Travel to all communities
	Does education work in community around crime prevention.	
4	Youth Justice	1051, Farwell Street, Trail
	MCFD	
	Provides court ordered youth probation and youth custody services to youth aged 12 to 17	
5	Court services	Monte Christo Street, Rossland
	Courthouse	
	Information, forms	
6	Lawyers	Throughout community
	Legal Services Society	By phone
	Legal services including family, civil, criminal, legal aid.	
7	Advocacy Centre	By phone only in Trail
	Nelson CARES Society	People can travel to Castlegar to access services in person once/week
	Advocacy and information regarding legal issues.	
8	Restorative Justice Program	RCMP Detachment in Trail

	Ministry of Public Safety & Solicitor General	Travel to all communities
	Programs hold low risk, youth and adult offenders accountable for their actions, give victims a voice, repair the harm caused by an offence and help restore balance in the community	

9	Forensic Psychiatric Services	1472 Columbia Avenue, Castlegar (main office)
	Community Corrections / BC Mental Health & Substance Use	Outreach to Trail Kiro Manor & 1520 Bay Avenue, Trail
	For people in the justice system (pre- and post-), assessing bridge to community mental health, in court assessment (in cells), refers to community as needed.	

### H. Work and training programs, education, and economic support (dark blue flag)

This category includes programs designed to help people have an income, either by helping find work, training or education that will lead to future work, or by providing income support.

1	Employment Assistance	1565 Bay Avenue, Trail
	Career Development Services	
	Provides the tools necessary for people with disabilities and those with multiple barriers to employment to develop the skills and access the resources they need to find mainstream employment, including case management, specialized employment counseling, marketing services, administrative support, computer and internet service, telephone and fax, group workshops and peer support..	

2	Employment Counseling & Skills	123 - 1290 Esplanade, Trail
	Greater Trail Community Skills Centre	<a href="http://www.communityskillscentre.com/">http://www.communityskillscentre.com/</a>
	Training, employment counseling, wage subsidies, transportation, resume building	

3	Income & Employment Assistance	1520 Bay Avenue, Trail
	Ministry of Social Development & Social Innovation	Genelle, Fruitvale, Rossland
	Provide economic support to people who have been laid off, having difficulties finding work, or are unable to work due to disabilities.	

4	Waneta Dam Expansion	#200 – 445 13 <sup>th</sup> Avenue, Castlegar
	Fortis, Columbia Power, CBT, SNC Lavelin	
	Provide work and apprenticeships to locals, benefits local merchants, employers contribute to local groups and non-profit agencies	

5	Therapeutic Volunteer Program (TVP)	1500 Columbia Avenue, Trail
	IH Mental Health & Substance Use	(Kiro Wellness Centre)
	Also Rossland, Genelle & Fruitvale	
	People with mental health and addictions can volunteer to get money	

6	Trail Bottle Depot	562 Rossland Avenue, Trail
	Encorp Pacific	
	People collect recycling and return for refund	
7	Adult Basic Education	900 Helena Street, Trail
	Selkirk College	Selkirk College, Trail Campus
	Free education, prepares people to attend college	
8	Ace It	1300 Frances Moran Road, Trail
	JL Crowe Secondary School	
	Accelerated trades program for grade 12 students	
9	Bridges Program	2079 Columbia Avenue, Trail
	Trail FAIR Society & Skills Centre	Also Rossland, Genelle, Fruitvale
	Provides a bridge to employment for women who have experienced violence	
10	Aboriginal Student Services	Based at Castlegar campus but available to Trail students: 365-1357
	Selkirk College	
	Assistance with applying, help with funding, information about First Nations and Metis scholarship & bursary programs	
11	Ashland Training Centre	#140 - 8100 Rock Island Hwy (Waneta Plaza), Trail
	BC Government, Government of Canada	
	Job search, computer training, on-line job postings	
12		104 – 1101 Dewdney Avenue, Trail
	WorkSafe BC	
13	Food Service Worker Program	1104 Cedar Avenue, Trail
	Selkirk College	
	Prepares folks with challenges in food services, catering in the community	
14	Job Bank	101-1101 Dewdney Avenue, Trail
	Service Canada	
	Assists people who are laid off, looking for work	



15	Support and Advocacy	1565 Bay Avenue, Trail
	West Kootenay Brain Injury Association	
	Assistance with income assistance and PWD applications	

16	Continuing Education	900 Helena Street, Trail
	Selkirk College	
	Various programs, improve employability	

17	CaMocHA Kiosk	1200 Hospital Bench Road, Trail (Kootenay Boundary Regional Hospital)
	Canadian Mental Health Association	
	Microenterprise coffee shop located in the lobby of the hospital, employs people who struggle with mental wellness: revenues support programming around mental health.	

18	Skills training to increase employability	1899 Columbia Avenue, Rossland
	Rossland Rec (City of Rossland), partner with Selkirk	
	First aid, arts (pottery), bike workshops, etc.	

### I. Children's and youth programs (light blue flags)

These programs are designed to support children and youth, some of whom may be struggling with their use of substances, or be in families where substance use is a concern.

1	Child Care Resource & Referral (CCRR)	2079 Columbia Avenue, Trail
	Trail FAIR Society	
	For families with children 0-6, childcare subsidy, weekly playgroup, child care referrals, toy lending library	

2	Youth Outreach	1504 Cedar Avenue, Trail Outreach
	Freedom Quest	
	Outreach and support for youth having difficulty staying in school, finding accommodations, family/community issues, life skills acquisition and parent-teen mediation	

3	Pre-Teen Out of School Support	1705 Bay Avenue, Trail
	Sanctuary	
	For kids age 8-12, provides health food program, homework assistance, counseling, peer mentoring assistance program, generation to generation society	

4	Child & Youth Supports	1051 Farwell Street, Trail
	MCFD	
	Child & Youth with Special Needs – with Trail Association for Community Living (after school);	

	Child and youth mental health counseling; youth agreements, agreements with young adults, extended family program, youth probation	
5	Children Who Witness Abuse and Sexual Abuse Intervention programs	2079 Columbia Ave, Trail
	Trail FAIR Society	
	For children and teens, offer counseling for a wide range of abuse issues.	
6	Kids Help Phone	1-800-668-6868
	Kids Help Phone (charity)	KidsHelpPhone.ca
	Free phone and web counseling for ages 20 and under 24/7, anonymous, confidential and non-judgemental.	
7	Cadets	Trail Armouries
	531 Squadron Royal Canadian Air Cadets	
	For youth 12-18 years, includes courses in first aid, leadership, sailing, flying lessons, survival	
8	Kootenay Columbia Learning Centre	2001 Third Avenue, Trail
	School District #20	
	Alternative education for students Grade 7-12, with self-directed learning <a href="http://www.sd20.bc.ca/alternate-programs/articles/trail-middle-school.html">http://www.sd20.bc.ca/alternate-programs/articles/trail-middle-school.html</a>	
9	Rossland Youth Action Network	Rossland
	City of Rossland	<a href="http://www.rosslandyan.ca">www.rosslandyan.ca</a>
	Support fun, safe programming, activities and events for youth in Rossland.	
10	Harm Reduction Education	Office in Nelson
	ANKORS	Presentations in Schools
	Youth education, sexual health and harm reduction in schools.	
11	Early Psychosis Intervention (EPI) Program	2nd Floor - 709 10th Street, Castlegar, B
	Interior Health	Services available regionally
	The regional Early Psychosis Intervention Program (EPI) provides clinical services for youth and young adults with suspected first break psychosis and serves the West Kootenay Boundary area	
12	Youth in Transition Program	
	Interior Health	

13	Youth Exchange Program	P.O. Box 28, Trail
	Rotary Club of Trail	
	Travel abroad (15-19 years)	

14	Success by Six	StrongStart program at schools
	Funded by MCFD	
	Programming for children & youth to support the early years.	

15	Community living support	1565 Bay Ave, Trail, BC
	Trail Association for Community Living	
	Provides advocacy, support networks, lobbying, residential housing, employment support, day programs, children's programs and community support for persons who live with developmental delays	

16	Building Beautiful Babies	2079 Columbia Avenue Trail, BC
	Trail FAIR Society	
	Support service for pregnant moms and children up to 1 year old	

17	Bright Beginnings	1300 Pine Avenue, Trail (United Church)
	Trail FAIR Society	
	Parent education and preschool group (30 months – 5 years)	

18	Back to School with Baby	900 Helena Street, Trail
	Selkirk College	
	Child care for adult students attending ABE	

#### **J. Anti-violence and victim services (dark green flags)**

These programs are designed to support victims of crime, including power-based crimes such as violence against women in relationships.

1	WINS Transition House	Confidential location
	Trail FAIR Society	Office: 2079 Columbia Avenue Outreach in Trail
	Supportive housing and crisis intervention for women and children fleeing violence.	

2	Specialized Victim Services	2079 Columbia Avenue, Trail
	Trail FAIR Society	
	Support, referrals, accompaniment to court for victims of power-based crimes.	

3	Trail RCMP Victim Services Program	3601 Laburnum Drive, Trail, BC
	RCMP	Serves the Greater Trail area including Rossland, Warfield, Genelle, Trail, Montrose, Beaver Falls, Fruitvale.
	For victims of crime and tragedy, provides crisis intervention, emotional support, assistance completing crime victim assistance program applications and victim impact statements, referrals, court orientation and accompaniment	
4	Integrated Case Assessment Team (ICAT)	Meet at Trail FAIR Society
	MCFD, SVS, MH&SU, Probation, RCMP, RCMP VS	2079 Columbia Avenue, Trail
	Assess and intervene in a collaborative way with cases of domestic violence regarding grievous bodily harm or death.	
5	Violence Against Women in Relationships (VAWIR) Committee	Meet at Trail FAIR Society
	Network including RCMP, SVS, RCMP VS, WINS, and more.	2079 Columbia Avenue, Trail
	Building community education and engagement around violence against women	
6	Office of the Ombudsperson	By phone: 1-800-567-3247
	BC Government	<a href="https://www.ombudsman.bc.ca/">https://www.ombudsman.bc.ca/</a>
	Can provide assistance if you think a provincial government ministry or public agency has treated you unfairly.	
7	VictimLink BC	<a href="http://www.victimlinkbc.ca/">http://www.victimlinkbc.ca/</a>
	Province of British Columbia	1-800-563-0808
	VictimLink BC is a toll-free, confidential, multilingual telephone service available across BC and Yukon 24 hours a day, 7 days a week at 1-800-563-0808. It provides information and referral services to all victims of crime and immediate crisis support to victims of family and sexual violence, including victims of human trafficking exploited for labour or sexual services.	
8	Youth Against Violence Line	<a href="http://www.youthagainstvviolenceline.com/">http://www.youthagainstvviolenceline.com/</a>
	Province of British Columbia	1-800-680-4264
	Youth concerned about their safety or the safety of others can call and talk one-on-one to a YAV Line support worker 24 hours a day, 7 days a week, or e-mail <a href="mailto:info@youthagainstvviolenceline.com">info@youthagainstvviolenceline.com</a> . It is a confidential and multilingual service. Concerned parents, teachers, caregivers, service providers and others are also welcome to call for information and assistance	

Thus, over 125 programs that could potentially work to reduce harms and promote health for people who use substances in the Lower Columbia area were identified by the workshop participants. While the author and the committee filled in some information that was left blank and made a few changes to improve the veracity of this information, we do not suggest that this list is complete or even entirely accurate; the list contained here is simply a compilation of information the 42 workshop participants knew of. For a more complete and accurate listing of services, please see the West Kootenay Boundary Community Directory at: <http://trailfair.ca/directory>.

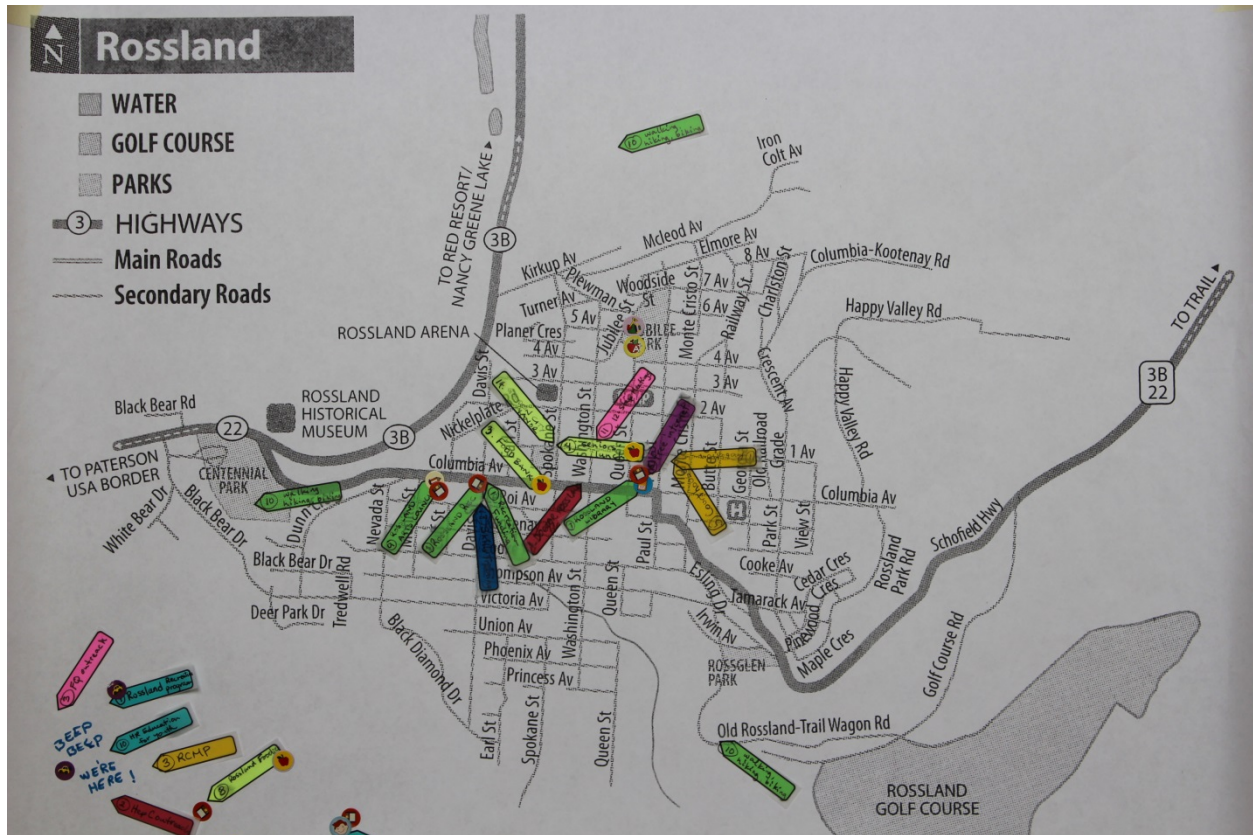
## Creating a Community Map

Participants then created 'flags' for each of the programs and placed them in the appropriate location on the large map. Office-based programs had the flag placed in that location. If there was an outreach component to the program, a small car was included on the flag and it was placed on a corner of the communities it serves. The entire map can be seen below, with more closer perspectives to follow, of Trail, Rossland and Fruitvale.









## Looking at the 'Big Picture'

The day ended with all the participants examining the resulting map, and working in groups to answer the following questions:

1. What are your overall impressions? What are some of the trends you see? What's interesting? What have you learned?
2. What are some of the gaps that might need to be filled? What thoughts do you have about improving the range of services available in the Lower Columbia?
3. What do you want to know from service users? When they see this map, what would you want to ask them?



### 1. Overall impressions

The main theme identified was:

*A need for ongoing, active networking and collaboration between services in order for service providers to be able to:*

- *stay current on the range of services*
- *decrease 'siloes' and improve communication between services*
- *reduce any overlaps and fill in identified gaps; and*
- *help their clients to navigate the range of services.*



Additional trends and learnings identified through this question all relate to gaps and improvements and more collaboration with service users. These are included in the following sections.

## **2. Gaps and improvements**

Systemic gaps identified:

*Services are centralized in downtown Trail*

*Lack of easily accessible public transportation*

*Most services are Monday to Friday, 9-5*

*Trying to get into services prior to crisis is difficult*

*Lack of prevention services*

*Lack of community awareness and information around mental health/substance use*

*Waitlists – MHSU, childcare, etc.*

*Programs are often grant driven = limited time/sporadic*

Gaps in services:

*Need more peer-led services*

*Lack of shelters, men's programs, affordable family recreation, family centre, big brother/sister programs, treatment facilities*

*Need LGBTQ supports built into community*

*Not enough youth services for mental health*

*Lack of family support – ie. mental illness, substance use for children and adults*

*Missing services – no youth centre; need a sexual assault centre; advocacy centre; emergency shelter year round; emergency mental health mobile outreach; doctors accepting new patients*

*Lacking Recreation bursary – Leisure Access Program.*

*No walk-in clinics – people go to emergency because they don't have a family doctor or they can't get in to see them quickly enough*

Suggested improvements in the range and type of services offered:

*More evening and weekend services<sup>3</sup>*

*Use police resources in better ways so we don't have an overworked police department*

*More wellness/prevention; 'proactive' services instead of just 'reactive' to things gone wrong*

*Increase in aboriginal services*

*Hiring appropriate/skilled staff and ensuring continued competency*

*Bridging between youth and adult services*

*Getting to Home needs more outreach to Rossland/Fruitvale*

*Free recreation*

*Some kind of info centre – central database with information and then follow up*

*Update community services directory*

*Better relationships between municipalities to improve recreation for low income people who are isolated*

*More drop-in spaces: If home is not safe, there is nowhere to go – sometimes people congregate in parks, empty buildings, etc.*

*Health Services – need chronic pain management support and sleep*

*Affordable child care*

Thus, a great number of gaps and potential improvements to the range and type of services offered were identified by the participants. It will be important to ask service users what they see as the priorities.

### **3. Questions for service users**

Asking program participants how they experience services, to identify gaps and barriers, and also inviting them to collaborate and share in decision-making processes was identified as key to developing helpful services for people struggling with their use of substances. The group identified a long list of potential questions to ask service users (see Appendix B).

In summary, it seems important to ask service users questions about:

- a. *What services they already access?*

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<sup>3</sup> It was noted that the urgent response nurses do outreach in the whole area, 7 days/week, 7am-5pm, so there are some weekend services. They will soon meet with the new RCMP sergeant to improve communication lines so that the RCMP can better utilize this service on weekends. This applies to the next point, as well.

- b. How they first got connected into services?*
- c. What they think of those services, including:*
  - i. their strengths ?*
  - ii. how they could improve?*
- d. What barriers prevent them from accessing other services they may need?*
- e. What services are missing that they need?*

## **Conclusion**

This workshop was another important step towards creating caring communities in the Lower Columbia region. Building on the learning that resulted from Mark Haden's previous presentation in the community, 42 service providers from a wide range of disciplines got together to learn more about harm reduction and how it might look in their communities, learn more about each other's services, understand the current range of services available and where they are located, and to begin to identify gaps that need filling and improvements that can be made. This learning will now be enhanced by bringing the resulting map and questions generated to the people using the services. Genuinely asking for the perspective and input of the residents of the Lower Columbia who struggle with their use of substances will allow for the development of a plan for gaps to be filled and additional steps to be taken towards creating more caring communities.

By providing low barrier, welcoming services as part of a continuum of supports that assist people in all areas of their lives – including housing, employment, education, economic support, legal issues, parenting, experiences of violence, food security, health, recreation and leisure – together the agencies of the Lower Columbia can help to reduce isolation, engage people in services, promote health and reduce harms for the people in their communities who struggle with their use of substances.

## Appendix A: List of Participants

Sheila Adcock	<i>Career Development Services</i>
Ria Anderson	<i>Ministry of Children &amp; Family Development</i>
Don Berriault	<i>Montrose Council</i>
Tammie Clarke	<i>Selkirk College</i>
Jennifer Cliff-Marks	<i>Selkirk College</i>
Rhonda Conn	<i>Skills Centre</i>
Cindy Cook	<i>Montrose Council</i>
Willi Coulthard	<i>WINS Transition House</i>
Sheila Dudek	<i>WKBR Crisis Line</i>
Kristine Forbes	<i>Trail FAIR Society</i>
Michele Frensel	<i>Community member</i>
Christa Garcia	<i>KBRH, IHA</i>
Ann Godderis	<i>Trail FAIR</i>
Linda Gomez	<i>Selkirk College</i>
Cindy Hall	<i>Trail Area Health and Environment Program</i>
Stephanie Haukass-Chandler	<i>Trail FAIR Society</i>
Shelley Johnston	<i>Circle of Indigenous Nations Society</i>
River Jones	<i>Freedom Quest</i>
Laura Kearnes	<i>ANKORS</i>
Corrie Kortekand	<i>Trail Ass'n for Community Living</i>
Rebecca Kuzniar	<i>Community Corrections</i>
Amanda Lamke	<i>Freedom Quest</i>
Janet MacNeil	<i>Trail FAIR Society</i>
Rachel Marks	<i>ANKORS</i>
Nikki McGinn	<i>Career Development Services</i>
Naomi McKimmie	<i>United Way of Trail &amp; District</i>
Lisa Melenka	<i>WKBR Crisis Line</i>
Gail Miller	<i>Trail Ass'n for Community Living</i>
Karen Miller	<i>Trail MHSU, IHA</i>
Nicole Miller	<i>Trail MHSU IHA</i>
Janet Morton	<i>The Skills Centre</i>
Anni Muhlegg	<i>Aboriginal Health, IHA</i>
Andrew O'Kane	<i>KBRH, IHA</i>
Karen Perreault	<i>Child/Youth Care, J.L. Crowe Secondary</i>
Serge Popoff	<i>ANKORS</i>
Gail Potter	<i>Selkirk College</i>
Alex Sherstobitoff	<i>ANKORS</i>
Gordon Sims	<i>Trail RCMP Crime Prevention Officer</i>
Pam Shirley	<i>Recreation Dept, City of Rossland</i>
Grete Steen-Henriksen	<i>Freedom Quest Regional Youth Services</i>
Chloe Sage	<i>ANKORS</i>
Randy Thiessen	<i>Trail MHSU, IHA</i>

## Appendix B: Additional Questions for Service Users

Other potential questions participants suggested asking clients include:

*Do you know where to go for help? What barriers prevent you from getting there?*

*What do you see are the gaps? Are there services you need that you can't get?*

*Are we helping you to get what you need?*

*What are we missing?*

*What are our strengths?*

*What do we need to work on?*

*What happens when there are no services on evenings and weekends?*

*What is the service provider you turn to first?*

*Did you come out with what you went in for (to a program)?*

*Was the service you accessed useful?*

*What do you see as barriers to accessing services?*

*What can the services do for you?*

*Do you know where to go for help?*

*If we refer you to a service would it be okay to have a report back about how it went?*

*Are you more comfortable having many different support people or one person walking you through all?*

*Are services culturally sensitive?*

*Do you feel heard?*

*Do you know how to find the services you need or the process to access them?*

*Youth: Do you know what the process is to transition to adult services? Are you comfortable with the process? Do you feel supported?*

*What frustrates you in the land of accessing services?*

*Are the service providers you have dealt with knowledgeable about what else is out there?*

*Adults transition to senior services: what are some issues?*

*What could services do better?*

*Are the services low barrier? I.e. low cost, physical location, application process, language, mandate (well defined? Duplication?), hours, environment (physical, tone/emotional)*

*Do you like the name?*

*How do you find out about services?*

*Is it the most appropriate service? Have you been bounced around?*

*Do you feel welcome? Judged? Cared about?*

*What prevents people from accessing services?*

*What is it that prevents you from attaining fulfillment, contentment, security?*

*What happens when services aren't open? Eg. on the weekend?*

*What services are you using and how are they useful?*

*What other services would you like that are not available?*

*Is transportation an issue to access services?*

*Why have you chosen to live in this area?*

*Would you access a walk-in clinic with Nurse Practitioners?*

*Are there peers/groups that you are accessing regarding health and/or harm reduction services?*