



Complex Care Housing Services

IN INTERIOR HEALTH

Complex Care Housing is part of the Ministry of Mental Health and Addictions' initiative to support people at risk of or experiencing homelessness.

What is Complex Care Housing?

Complex Care Housing provides a cross-section of health services, integrated into one team. The team meets people where they are at and works with people to support them in ways they feel would serve them best.

Health care, social services and non-profit housing providers will deliver wrap-around care for adults 19 and older living with overlapping mental health and/or substance use challenges and other health needs.

Services are delivered seven days-a-week. The programming is culturally responsive, utilizes a harm reduction approach and is inclusive of personal choices, natural supports and diverse cultures and lifestyles.

Across the province, complex care housing is being implemented in a range of housing types. Interior Health is implementing a model in Kelowna and Kamloops that will see smaller locations with five to eight suites. This is a new service with initial locations starting up in Kelowna and Kamloops early in 2023.

Are there complex care beds available now?

- Due to the limited initial spaces – 20 in each community – the initial clients have already been selected. The client referral process involved IH Mental Health Substance Use services, local ABI programs, outreach nursing staff, other partners and our contracted provider Active Care Services. An intake committee prioritized clients who met eligibility criteria by the greatest need and those individuals who were facing chronic challenges in experiencing homelessness.
- At this time, Interior Health is not taking additional referrals for the planned complex care spaces.

What kind of support can I expect?

- Medication management support
- Psychosocial rehabilitation supports
- Indigenous-specific services
- Recreational and leisure activities
- Life skills support and skill development
- Harm reduction approach

Who will deliver these services?

- Nurses
- Social Workers
- Occupational Therapist
- Health care workers
- Peer support workers
- Psychiatrists
- Addiction Medicine Physicians

What is the eligibility criteria for accessing complex care housing?

Eligibility Criteria - meets one or most of the criteria listed below

- Adults (19 and over) living with serious mental health and/or substance use challenges and other health issues that severely impact function and ability to maintain housing. Formal diagnosis not required.

- Individuals whose needs are not met by existing supportive housing that are homeless (unsheltered or sheltered) or are precariously housed, including:
 - Those with unstable tenancy/residency in market or subsidized housing
 - Those with no fixed address
 - Those living in in-patient or transition services that are likely to be discharged to homelessness or housing that lacks appropriate supports
 - Those living in or recently discharged from the corrections system
 - Those who have had frequent stays in institutional health care settings (e.g. acute or tertiary care, forensics)

AND

- Individuals that would benefit from intensive mental health and substance use care, and access to round the clock, 24/7 functional supports

Other eligibility considerations

- Wherever possible, functional need should be the focus of referral and assessment rather than confirmed diagnosis. There are persistent gaps or delays for services that can provide a formal diagnosis. Reliance on formal diagnosis can disproportionately exclude people who are the most disengaged from care and who experience systemic barriers to services.
- Priority populations – please check only those that are relevant to this referral
 - First Nations, Métis, and Inuit people
 - People who identify as BIPOC
 - Young adults (19-26), particularly those that meet the eligibility criteria and are transitioning from government care to independence
 - Women, families
 - 2SLGBTQQA
 - Seniors (65+)

Where can I learn more about Complex Care Housing?

- Read our [Frequently Asked Questions](#)
- Visit [Complex Care Housing](#) (*Government of BC website*)
- Read our announcements:
 - [Interior Health prepares to open first complex care homes in Kamloops and Kelowna](#)
 - [New complex care housing approved, coming soon for Kelowna](#)

FREQUENTLY ASKED QUESTIONS

What is the goal of complex care housing?

- Complex care housing is housing with health care onsite designed for supporting people who live with significant mental health and substance use, and or medical challenges that results in difficulty finding and maintaining housing. Complex care housing has 24/7 staff who get to know residents and their needs so they can support them with comprehensive, person-centred services.
- Housing is a first step towards improving overall health and that is the overarching intent of these new homes for vulnerable individuals in Kelowna and Kamloops.

Where will the first complex care housing homes be located?

- In neighbourhoods in Kelowna and Kamloops.

How many people will the homes support?

- Up to eight individuals will have a home and access to health care services where they live. The number of individuals will depend on the complexity of their individual needs and staffing.

Why were these locations chosen?

- This home had the appropriate layout and number of rooms and was available for this initiative. It is also centrally located near additional services and in a part of the community familiar to the individuals we believe will benefit from this housing and service supports.
- Having homes located in residential neighbourhoods provides a sense of normalcy that is integral to success.

Does Interior Health own the building?

- No. Interior Health is overseeing health services at the location.

What services will be provided on site?

- Interior Health will provide a range of health-care services on site including nursing, occupational therapy and social work. An IH cultural worker (Indigenous) and a peer support worker will join the teams to provide support from a lived experience perspective and offer further supports once the homes are up and running. Access to additional primary care resources will also be in place to ensure residents have access to ongoing general care.
- A contracted provider, Active Care Youth and Adult Services, will provide life skills training and support, which may include training in activities of daily living for things such as cooking, cleaning and shopping, psychosocial rehabilitation and education, preparation for independent living and support to access education and employment.
- Access to additional primary care resources will also be in place to ensure residents have access to regular care.

Should the neighbors be concerned?

- No. Services at this location will be provided on site from skilled clinicians who are familiar with the needs of these vulnerable individuals.
- This will be the client's home and we know that when individuals, even individuals with complex needs, have that sense of ownership they are more prone to care for the property and be respectful of the neighborhood.
- Residents of this home will be expected to be good neighbors and staff will work with them to understand those expectations.

Will there be security on site?

- Contracted security will regularly monitor the home 24/7, but will not be located directly on site as this is considered the clients' home. However, the homes will be staffed 24/7 by qualified support staff from Active Care.
- We have also done a Crime Prevention Through Environmental Design (CPTED) assessment of the site and that has informed some of the minor tenant improvements that were focused on safety and crime prevention.

How long can people live there?

- Complex care housing does not have a specific length of stay. In some cases, clients may stay indefinitely. In other cases, having access to this housing will support clients to stabilize their health and be able to reintegrate into society and find alternate housing.

Can people use drugs at this home?

- Housing is a critical determinant of health and can be the first step in supporting people to improve other aspects of their lives. This is considered the individual's home and we are taking a harm reduction approach which we know is integral to recovery.

- Our priority is to ensure that clients have access to appropriate substance use services and supports and that we maintain a safe environment for clients and the staff who are working on site.
- Interior Health is committed to being a good neighbour and fostering a supportive and recovery-oriented environment.

Will this site support detox?

- No – withdrawal management is a targeted, time limited service that requires medical oversight. This is not dedicated withdrawal management facility, but, as we would in anyone living in the community, we can link clients to substance use services, including withdrawal management if appropriate.
- Clients will be offered safe supply, opioid agonist treatment and other health services.

Are there plans for additional complex care housing homes?

- Yes. Our plans are to have 20 complex care housing spaces in both Kelowna and Kamloops. Our priority is to get the initial site up and running and then we will look at an additional locations.
- We have not selected those locations at this time or when they will open, but are committed to updating the community when we have those details to share.