

Intensive Youth Outreach Service

North Shore Intensive Youth Outreach Service (iYOS), is a new service/program designed to provide youth and their families with rapid access to clinical services such as:

- Assessment and Crisis Intervention
- Care planning and Referral Coordination
- Intensive Case Management

iYOS has been developed to fill a gap in services on the North Shore by providing an urgent response service for youth in acute crisis.

Who is iYOS for? Youth 13 years to 19 years of age

- Acute disturbance in mood, thinking or behavior which might manifest with suicidal ideation, mood problems or psychotic symptoms.
- Experiencing moderate to severe primary substance use with or without mental illness.
- Functional challenges associated with housing, income and health.
- Experiencing difficulties accessing health and social services.

What does iYOS look like?

This service will be integrated with both acute care and community supports across the North Shore, assisting youth and families in coordinating access in areas such as assessment and treatment, mental health and addictions counseling, assistance with daily living (housing), and health promotion and prevention.

Who can make a referral?

Referrals will be received from all sources.

What are the service hours?

Tuesday – Friday 9 a.m. – 10 p.m.

Saturday – Monday 11:30a.m. – 10 p.m.

How to make a Referral- Referrals are direct to the program

Intake Phone Number: 604 984 3884 (Use this for more urgent referrals)

Fax: 604 984 3804

E mail: nsiyos@vch.ca

When not to refer to iYOS

Youth who require specialist mental health assessment but who are stable and at low risk of harm will continue to be served thru existing services such as the Ministry of Children and Family Development (MCFD). Youth experiencing symptoms of mild to moderate depression, anxiety, adjustment, behavioral and/or developmental disorder should continue to go through MCFD.

What happens following a referral to iYOS?

- **Contact by an iYOS clinician as soon as possible** – The clinician will gather information regarding the youth’s mental health and/or substance use concerns, present risk factors, and relevant history. If the iYOS service is appropriate for this youth, follow-up with the youth and family will be arranged. If iYOS isn’t what the youth and family needs, the clinician will assist in coordinating a more appropriate service.
- **Conduct an assessment and develop a Care Plan/Treatment Plan**– The clinician will perform a comprehensive assessment to explore immediate and ongoing treatment needs. This treatment plan will be strength based and recovery focused and where possible will integrate with community resources to assist in meeting the youth and family’s goals.
- **Develop Discharge Plan** – Upon completion of the treatment goals, prior to discharge, the clinician will develop with the youth and family an integrated discharge plan linking the youth and family with ongoing community supports.

As part of the care team, iYOS will communicate with you regarding this care planning process.

Service Intensity Decision Guide

| Go To the Emergency Department (ED) | Referral to the Intensive Youth Outreach Service (iYOS) | Go to the Ministry of Children & Family Development (MCFD) Walk In Clinic |
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| <ul style="list-style-type: none"> • Imminent risk of harm to self or others with a clear plan and means and/or history of suicide attempt or aggression • Very high risk behavior associated with perceptual and/or thought disorder or impaired impulse control. <p>iYOS will see youth at the ED during service hours</p> | <ul style="list-style-type: none"> • Suicidal ideation without plan and/or history of suicidal ideation • Moderate to severe primary substance use • Increasing symptoms of psychosis and/or mood disorder • High risk behavior associated with perceptual/ thought disorder or impaired impulse control • Unable to care for self or perform activities of daily living • Known client requiring urgent intervention to prevent or contain relapse. • Significant client/caregiver distress associated with serious mental illness (including mood/anxiety disorder) • Early symptoms of psychosis • Requires priority face-to-face assessment in order to clarify diagnostic status | <ul style="list-style-type: none"> • Requires specialist mental health assessment but is stable and at low risk of harm in waiting period • Other service providers able to manage until MCFD central intake assessment; • Known client requiring non urgent review, treatment or follow up. • Symptoms of mild to moderate depression, anxiety, adjustment, behavioral and/or developmental disorder <p>iYOS can be referred to through MCFD if deemed appropriate</p> |

***If there are any questions please contact
Dale Handley: Project Development Nurse: 604 984 3756***