



One Stop Shop

SURREY OVERDOSE PREVENTION
COMMUNITY ACTION TEAM



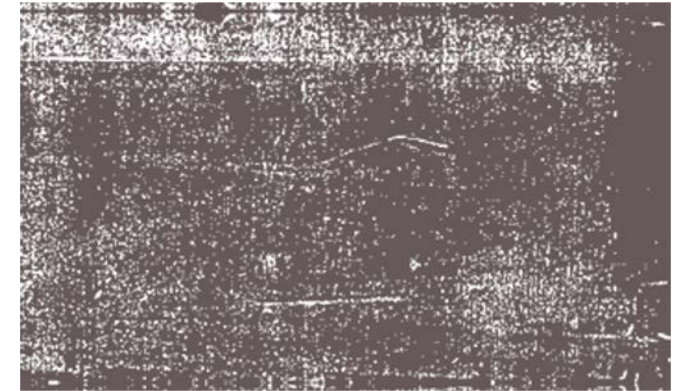
ONE STOP SHOP

- Peer Led and Designed
- Recognizing and Removing Barriers to Access Support



OVERVIEW

- The Original Team
 - Nelson and Raj – Lived Experience
 - Erica, & Jordan joined the team
- Proposed to provide outreach and navigation support
- Focused on removing barriers that limit access to services and support
- Barriers to accessing housing, treatment, and financial security



GUIDING QUOTES

- "In your role as a peer supporter, you get to be a champion of facilitating self-determination." - Peerconnectbc.ca
- "If people use respectful and non-stigmatizing language then I feel unashamed, valued, self-confident and understood" - Peerconnectbc.ca



GETTING IDENTIFICATION

- Securing identification is a critical step to access services
 - Started by completing applications online
 - Challenge: Each situation was very unique
- Barriers
 - Each process have different processes to secure birth certificate
 - Requires knowledge of Mother's maiden name etc and some individuals had lost connection long ago or were adopted etc
 - 2 forms of ID required from ICBC



GETTING IDENTIFICATION (CONT)

- **Actions**

- Then made a crucial partnership with the Income Assistance
- Income Assistance pay the fees and dedicate staff to One Stop Shop on Wednesdays
- Income Assistance confirmed with attestation declaration
- Obtain a pre-paid credit card from Money Mart as second piece of ID

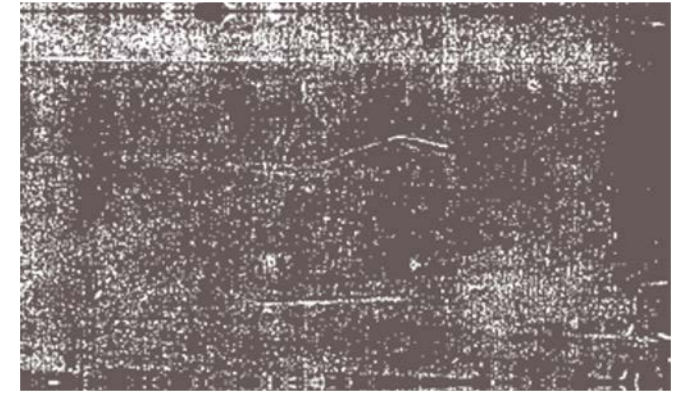
- **Results**

- 1) With a bank account welfare cheques get auto-deposited without having to wait in line at the office.
- 2) Empowering to manage money through a bank account and not paying Money Mart fees
- 3) Applications made for permanent housing



SUBSTANCE USE SERVICES

- People seeking substance use management support experienced many barriers
- Barriers
 - Multiple steps to receive care
 - Required to stay connected via phone number or email
 - Transportation to facilities



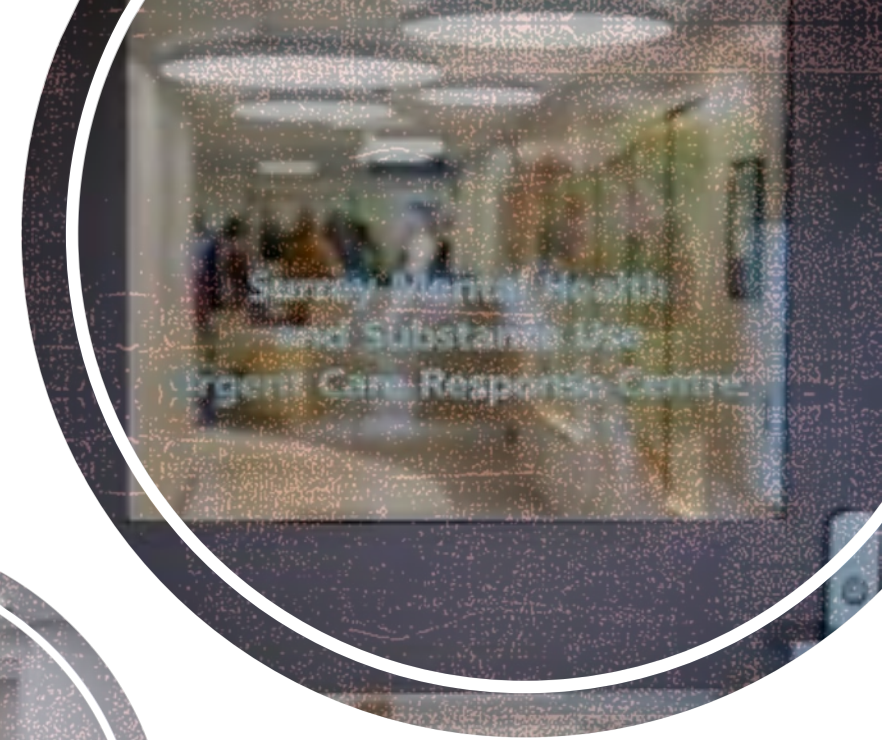
SUBSTANCE USE SERVICES (CONT)

▪ Actions

- Initial intake at Rapid Access Addiction Care Clinic to refer to Detox
- Receive prescription go to pharmacy (perhaps daily etc)
- Receive call to confirm spot on detox waitlist
- Review of medication and possible increase of dose after 3 days
- Re-connect with unhoused client once detox confirmed
- Transport the next morning
- Connect with person 3 days later and liaise with social worker to determine appropriate transition (residential treatment, recovery home etc)

▪ Results

- 75% success rate of completing detox when connected to One Stop Shop



WE DON'T BACK DOWN FROM A CHALLENGE

- There are complexities in each situation
- We have built trust and partnerships with the following:
 - iHART
 - Income Assistance
 - Creekside Withdrawal Management and Detox – Transition Planning
 - CRA – Assigns Volunteer to complete taxes
 - Surrey Women's Center
 - Pharmacies that deliver
 - Recovery Homes
 - Women's Only - Harte House, Robins Nest, Hannah House
 - A Better Place, Back on Track, In to Action, Keystone
 - Treatment Centers – Phoenix Society, King Haven, MRTC, Seebird Island
 - Salvation Army – Grocery
 - Soap for Hope
 - Up Lift Canada
 - Surrey Libraries
 - SPARC BC
 - Surrey Police Services



COMPLEX SITUATIONS

- Person living in their vehicle, but it was towed. Charges continue to build each day.
- Person got a spot in treatment facility in Kelowna. Close to family for support.
- People needed help to find market housing
- Pets needing medical services and pet food
- People needing support to navigate the criminal justice system. Transportation to court and probation. Also supervise practicum students from discovery college and Vancouver career college
- We have 2 practicum students shadowing us right now
- Employee people with lived experience





Oct Stats - people connected with Rapid Access Addictions Clinic to receive stabilizing prescriptions

- 12 people connected to Creekside Withdrawal Management and 11 completed
- 14 people connected directly with recovery or treatment facilities
- 17 people connected to shelters



**IMPACT
CONTINUED**

- 24 people supported with obtaining Birth Certificates (6 Alberta, 5 Ontario)
- 31 people supported with obtaining BC ID card
- 27 people supported with obtaining BC Services Card
- 4 people supported to have their Driver's License renewed
- 47 people supported to file their taxes (many receiving additional payments)
- 6 people supported to open a bank account
- 50 people supported weekly with groceries

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One stop shop
Raincity community
peer outreach
program