

CELEBRATING ONE YEAR OF ACCESS 24/7



IMPACT REPORT FOR ACCESS 24/7

July 2020

June 17, 2020, marked the one year anniversary of doors opening at Access 24/7 Mental Health and Addiction Services. The Mental Health Foundation and the Royal Alexandra Hospital Foundation are truly grateful for your support in improving access and compassionate care for Edmonton's communities.

We are proud to share the impact your generosity has made over the past year.

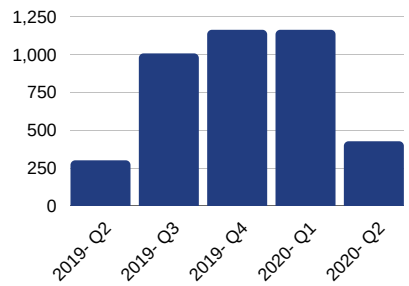


19,942 UNIQUE CLIENTS CLIENTS WERE SEEN AT ACCESS 24/7 FROM JUNE 1, 2019 TO APRIL 30, 2020 FOR A TOTAL OF **67,219** APPOINTMENTS.



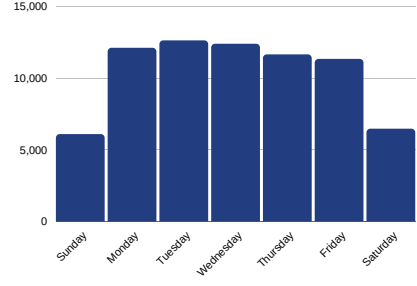
72,791 CALLS WERE RECEIVED AT THE ACCESS 24/7 CALL CENTRE FROM JUNE 1, 2019 - APRIL 30, 2020

WALK -INS BY QUARTER



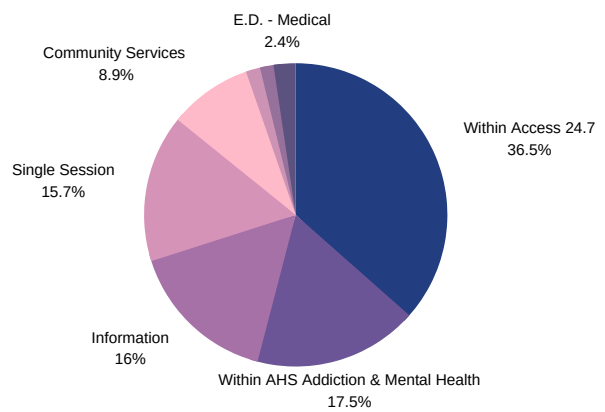
*Note: Quarters are based on calendar year, e.g., Q1 refers to January through March. Q2 numbers were down due to the COVID 19 pandemic.

CALL VOLUMES BY DAYS OF THE WEEK



*Note: Breakdown is based on 72,791 calls placed from June 1, 2019 - April 30, 2019. The Call Centre receives 400+ calls/month from its partner programs that are not captured in this data. (PACT, RPACT, CREMS)

REFERRALS TO OTHER SERVICES



On behalf of Access 24/7, I would like to take this opportunity to thank all of our donors for the contributions you have provided to us in making this service become a reality for the Edmonton zone and surrounding communities.

By working together, and challenging the system, we are making the journey easier to navigate.

Pam Coulson
 Director, Urgent and Intensive Services
 Addiction and Mental Health
 Edmonton Zone

Outcomes listed are from Walk in Services.

Mental Health Foundation



SERVICES WITHIN ACCESS 24/7

Access 24/7 is providing in-person assessments, crisis outreach and stabilization around the clock, every day of the year. Individuals requiring mental health and addiction supports are provided with walk-in, phone and outreach services, including information and referrals; support for individuals and families to navigate Alberta Health Services (AHS) and community services; consults to community providers; intervention and treatment.

Call Centre Intake/Crisis (24 hours)



Provides information, screening and referrals to adults seeking help for addiction and/or mental health problems. Immediate connection to crisis intervention. Clinician completes assessment and needs are determined, referral made to community or within AHS Addiction and Mental Health Programs. Crisis intervention is provided over the phone and through community outreach.

Walk In Services (24 hours)

Provides information, screening and referrals to adults seeking help for addiction and/or mental health problems. Immediate connection to crisis intervention.

UPC (Urgent Psychiatric Clinic)

Psychiatry consult on urgent basis. Provides diagnostic clarification, medication review and urgent needs. Appointment based and triaged by health care provider. Clinic nurse works with psychiatrist to facilitate and implement care plan devised. On site 8:00 am – 8:00 pm, 7 days a week. On call after hours.

CREMS (Crisis Response Emergency Medical Services)

Partnership with Addictions and Mental Health and Emergency Medical Services. Referrals are primarily through 911 and within AMH Access 24/7. CREMS assist clients in mental health distress and also complete medical assessments and provide treatment in the field, to reduce use of the Emergency Departments.

Stabilization

Appointment based services. Referrals received from Call Centre and emergency departments. Short term stabilization and follow up in home or community and bridge to appropriate service.

PACT (Police and Crisis Team)



Referrals are primarily received through Communications from EPS and within Access 24/7. Mental Health Therapist and EPS Constable work jointly in community providing crisis intervention, assessment and referrals for continuity of care.

RPACT (Rural Police and Crisis Team)

Referrals are primarily received from the 13 RCMP detachments surrounding the city of Edmonton and within AMH Access 24/7. Mental Health Therapist and RCMP Constable work jointly in community providing crisis intervention, assessment and referrals for continuity of care.

Access 24/7 is supported by a team of mental health therapists, nurses, addiction counsellors, social workers, peer support workers, family peer support workers, psychiatrists, pharmacists, support staff, protective services and EMS, as well as community supports from the Edmonton Police Service and RCMP.

ROLE OF FAMILY PEER SUPPORT WORKERS & PEER SUPPORT WORKERS

The Royal Alexandra Hospital Foundation and the Mental Health Foundation have supported the salaries of Peer Support Workers and Family Peer Support Workers at Access 24/7 through our fundraising activities. Donor support directly helps us fund these crucial roles.

Peer Support Workers



Peer Support Workers are individuals who have dealt with addiction or mental health challenges themselves, and are both comfortable and willing to share their struggles with clients.

At Access 24/7, Peer Support Workers are part of the stabilization team and they work with the Mental Health Therapists to ensure that clients reach their goals. Mental Health Therapists will decide if an individual would benefit from peer support and then they match up the patient with a Peer Support Worker. Often times, Peer Support Workers and Mental Health Therapists will go to visits together. The role of the Peer Support Worker is to listen and be a support for the client, they do not ask questions. Peer Support Workers will work with a client for up to four weeks, before they enter long term care.

Family Peer Support Workers



Family Peer Support Workers are individuals who have experiences in helping loved ones through an addiction or mental health crisis, and can help others to accomplish the same.

Family Peer Support Workers will often approach family members in the waiting room while their loved one is talking to a Mental Health Therapist, or will take phone calls from family members requiring support. Family Peer Support Workers will often see clients for less than four visits and will focus on self-care for care takers and will work on boundary setting.

Patient experiences and evidence-based research have shown that Peer Support Workers and Family Peer Support Workers are invaluable in sharing knowledge, providing comfort to patients and their family members, and helping them to successfully navigate the mental healthcare system.