Support Services

- 24/7 professional support staff
- Safe and secure place to sleep
- Breakfast and one hot meal a day
- Private Washrooms
- Laundry
- Social Connection
- Accessible for a diverse group
- Connection to local community services
- Peer employment opportunities
- Referral to health care, mental health and addiction services
- Trauma-informed support and care to assist people in stabilizing and creating plans to move from homelessness to successfully housed.
- Outreach worker assists with income issues, apartment viewings, securing housing and liaising with landlords to support stable tenancies.
The Fraser Valley Intensive Case Management (ICM) Team works to improve health, social functioning, and access to care. The ICM team is a wrap-around service including outreach and services in the community where people live. Clients are engaged via multi-disciplinary teams, integrating the provision of direct services with the coordination and navigation of services and systems to support individuals and families in the community.

**Team includes**

- Outreach Support Workers
- Nurses
- Addiction Specialist
- Addictions Medicine Physician
- Psychiatrist
- Peer Support Worker
- Indigenous Cultural Liaison Worker

**Services are 7 days a week, 24 hours a day**

<table>
<thead>
<tr>
<th>Services</th>
<th>Housing brokerage and support</th>
<th>Substance use counselling and/or access to treatment</th>
<th>Assisting with educational and employment goals</th>
<th>Supporting short and long-term goals related to health, housing, finances and food security</th>
</tr>
</thead>
<tbody>
<tr>
<td>Provide up to 40 rent supplements</td>
<td></td>
<td>Life skills support/skill building</td>
<td>Connecting the person to community resources</td>
<td>Connecting clients to income assistance and benefits services</td>
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<tr>
<td>Assessing need for and facilitating access to medical care, including primary care (NP/GP), dental care and specialist care</td>
<td></td>
<td>Mental Health Assessment, treatment initiation, connection to ongoing care</td>
<td>Supporting integration and connectedness of people in their community</td>
<td>Medication administration</td>
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<td>Social and recreational events</td>
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</tbody>
</table>

**Clients must be:**

- 19 years of age or older
- Experiencing problematic substance use
- Facing complex health, mental health, housing, and/or poverty challenges
- Continuing to have unmet health and housing needs despite available health care services

Fraser Health partners with RainCity Housing in ICM service delivery, and partners with BC Housing in funding.