

Hôtel-Dieu Grace Healthcare

T.S.C.–Transitional Stability Centre

What it Is!

In phase one, the T.S.C will provide day services and support for males and females 18 to 65 years of age who are experiencing an acute mental health and/or substance use episode, but do **not** require hospitalization or hospital treatment.

The TSC will benefit frequent users of the hospital emergency room, ambulance and police services. Additionally, it will assist individuals who are homeless, at risk of being homeless or who come from substandard living conditions. This voluntary service is for individuals who do not pose a risk to themselves or to others.

The Centre will house a multi-disciplinary team which will include a Clinical Manager, nurses, clinicians, outreach workers and support services.

Phase two will include a 25 – 50 bed component which will provide a 3 – 5 week symptom stabilization Program.

What it Isn't!

- It is **NOT** a Detox Centre (Withdrawal Management Services);
- It is **NOT** a Methadone Clinic;
- It is **NOT** a Shelter;
- It is **NOT** a Long Term Residential Program.

Program Goals and Objectives

In order to achieve the program goals & objectives:

- All individuals will be assessed for bio-psychosocial needs;
- Care plans will be collaborative and individualized;
- Services will be provided by a multi-disciplinary and multi-agency team;
- Outreach Case Management Services will be provided for a minimum of 18 months to support successful reintegration into the community;
- Unnecessary visits to the Hospital Emergency Department will be diverted;
- Continuity of care will be promoted across all service systems; and
- Individuals will be assisted to secure stable housing and adequate oversight of personal finances.

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Linkages and Partners

TSC is an community integrated, collaborative model of care. Our linkages and partners include but are not limited to the following;

- Windsor Regional Hospital;
- City of Windsor & the Windsor Essex County Housing Corporation;
- Canadian Mental Health Association;
- The Salvation Army;
- Windsor Police Services;
- Ontario Provincial Police;
- Street Health; Mental Health Connections;
- Victorian Order of Nurses; and
- Unemployed Help Centre and the Homeless Coalition.

HDGH continues to be in active discussions with other community based organizations seeking additional linkages and partnership opportunities.

TSC meets 5 of the 7 goals outlined in the Windsor Essex Housing & Homelessness Plan unanimously adopted by Windsor City Council in 2014;

- 1. Access**
- 2. Person-Centred Housing**
- 3. Interim Housing**
- 4. Housing Linked with Supports**
- 5. Monitoring, Reporting and Evaluation**

Not just about Healthcare

- The TSC will create direct healthcare employment opportunities; and
- This program will reduce system wide costs, improve client outcomes and improve community wide capacity across all sectors;
- For example, in 2012 the Windsor Police Service responded to 1035 calls consistent with the profile of a client for the T.S.C. and 81% of those calls required a hospital visit with an average of a 2 – 4 hour wait period and at times reaching 10 hours. The estimated annual budgetary impact on police services on this item alone exceeded \$250,000.00. In 2013 there were over 1400 such calls (as reported by Chief of Police Al Fredericks on the CBC Radio Morning Show June 10, 2014).