

Intended Outcomes

- ▶ Enhanced client independence and quality of life
- ▶ Improved rehabilitation and recovery outcomes
- ▶ Increased housing opportunities and residential stability
- ▶ Reduced ER visits
- ▶ Reduced utilization of crisis, acute and tertiary MHSU services (hospital beds and readmissions)
- ▶ Improved client and family satisfaction with MHSU services
- ▶ Improved collaboration with community agencies
- ▶ Increased client participation in employment opportunities
- ▶ Decreased involvement in the criminal justice system



Hours of Operation

**Mon-Fri & Statutory
Holidays:**

8:30 a.m. - 8:30 p.m.

Sat-Sun: 10 a.m. – 6 p.m.

**13401 108 Avenue
Station Tower, 13th Floor
Surrey, B.C.**

Phone - 604.953.4920

Please call to obtain an ACT
referral form.

ACT Team Assertive Community Treatment



Information for Referring Agencies

**Surrey Mental Health &
Substance Use Services**

Phone - 604.953.4920



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What is ACT?

ACT is a client-centered, recovery-oriented mental health service delivery model.

The ACT Team provides flexible, community-based support for adults with serious and persistent mental illness and significant functional impairments who have not connected with, or responded well to, traditional outpatient mental health and rehabilitation services.

ACT team members work closely with clients along with family or significant others, if appropriate, to create a plan to improve their quality of life and decrease time spent in hospital.

The ACT Team:

- ▶ ACT Coordinator
- ▶ Psychiatrist
- ▶ Nurses
- ▶ Social Workers
- ▶ Clinical Addictions Counsellor
- ▶ Occupational Therapist
- ▶ Vocational Rehabilitation Worker
- ▶ Rehabilitation Support Workers
- ▶ Peer Support Worker

Target Population

- ▶ Adult (19+) resident of Surrey or age 18 and meet the criteria for Ministry of Children and Family Development Transitional Protocol
- ▶ Living with serious mental illness, multiple complex needs, and severe functional impairments
- ▶ Frequent and repetitive users of hospital, emergency, acute in-patient services, as well as police, ambulance
- ▶ Vulnerable and at-risk individuals who often have co-existing mental health and substance use issues as well as homelessness

ACT has received substantial empirical support for facilitating community living, psychosocial rehabilitation, and recovery for this population.

Not Appropriate for ACT

- ▶ Individuals with substance use problems without a mental health issue
- ▶ Individuals with dementia
- ▶ Individuals with a primary diagnosis of personality disorder

Client Services

A multidisciplinary team will provide comprehensive assessment, treatment, rehabilitation and support activities.

ACT will offer numerous services to clients, including but not limited to:

- ▶ Finding housing
- ▶ Accessing medical care
- ▶ Substance use counselling and/or access to treatment
- ▶ Life skills support/skill building
- ▶ Medication administration
- ▶ Grocery shopping with staff
- ▶ Social and recreational events
- ▶ Employment opportunities
- ▶ Connecting clients to community resources
- ▶ Transport clients to appointments
- ▶ Supporting and encouraging: healthy lifestyle choices, personal hygiene, short and long-term goal setting and money management
- ▶ Connecting to income assistance services