

## HEY COMPASS SUBSCRIBERS!

We're thrilled to relaunch the Compass Newsletter! In this edition, we're re-introducing ourselves, highlighting our services, showcasing the Compass website, and putting faces to the names you may have encountered during consultations.

Future newsletters will be released every quarter and will feature updates on upcoming educational opportunities and valuable mental health insights. In the meantime, remember—we're just a phone call away.

We look forward to connecting with you soon!

### WHAT IS COMPASS?

Compass BC is a provincial consultation service that provides healthcare and allied professionals with guidance and recommendations on mental health and substance use cases involving children and youth up to age 25.

### WHO CAN CALL US?

Anyone working with children and youth in a professional capacity - such as health care practitioners, educators, social support workers, and Elders can reach out to Compass for consultation.

### HOW TO USE OUR SERVICE:



\*SAME DAY OR PREBOOKED CONSULT DEPENDING ON AVAILABILITY OF PROFESSIONAL AND EXPERTISE NEEDED FOR CONSULTATION\*

\*FOLLOW-UP CONSULT IF NEEDED\*

## WHO ARE WE

On our team, we have psychiatrists, nurse clinicians, psychiatric nurses along with allied health such as social workers, clinical counsellors, youth and family counsellors and Indigenous care team.

## SERVICES WE PROVIDE

As a multi-disciplinary team, we provide diagnostic and medication recommendations, therapeutic strategies, resource navigation and safety planning. As part of our commitment for reconciliation, we work to provide trauma-informed perspectives and Indigenous ways of knowing to best equip providers to do the same for their communities.

---

### NEW STAFF HIGHLIGHT: DR. CHARLES HO



Hello! I'm Charles Ho, a child and adolescent psychiatrist who joined BC Children's Hospital in 2019. I did my general psychiatry residency at Western University in Ontario and completed my Child & Adolescent Psychiatry subspecialty training at UBC. I had the pleasure of working across practice settings in my early career, including in community CYMH teams, short-term inpatient stabilization units, and at the Adolescent Inpatient Unit at BC Children's Hospital. I have also served as the Senior Medical Director of the Inpatient Psychiatry programs at BC Children's Hospital and am the current Competence By Design Implementation Lead with the UBC General Psychiatry residency program. In both my clinical and administrative roles, I've had the privilege of interacting with inpatient programs, outpatient programs, and have supported the care of children across the province and in the Yukon. I have seen the challenges of accessing psychiatric services everywhere across the province. I'm excited to join the Compass team to support our community partners in providing mental health care. My goal is that providers in even our smallest communities in BC would be able to rapidly speak to a psychiatrist or other mental health provider for support when they are providing care to a young person with mental health difficulties. My hope is that we can support community providers in their lifelong professional learning on mental health care. I'm very excited to be part of the Compass team to support this vision.

[MEET THE REST OF THE TEAM HERE](#)

## WHO ARE OUR LEARNERS?



### ELLIA ZHONG

I'm Ellia Zhong, a PGY-5 child and adolescent psychiatry subspecialty resident. I have had the pleasure of doing a rotation with the BC Children's Hospital Compass Clinic during my residency training. My experience on Compass included attending indirect consultations with community providers such as pediatricians, family physicians, and nurse practitioners, who sought subspecialist advice in child psychiatry.

As a resident physician, I was involved as part of a team that included a child psychiatrist, mental health clinician, and other allied health professionals. It was incredibly practical learning, as the cases often involved nuanced factors such as the patient's

specific psychiatric, medical, trauma history, or the resource considerations of the various communities and every member of the Compass team provided management expertise from their area of interdisciplinary practice.

I also had the opportunity to be included in direct child psychiatry consultations with Northern Health communities to support a need for subspecialist services. This allowed me to better understand the community resources available to our patients from across the province and work creatively with both the Compass and community providers to craft patient centred management plans in a timely manner.

These have all been valuable experiences and skill sets for a future child psychiatrist to gain exposure to. In my free time, when I am not working, I like to support my own mental health by enjoying paint nights or going to the gym with my friends.

### NOLAN LEE

I had the privilege of working with the BC Children's Hospital Compass team during my fellowship in child psychiatry, and it was an incredible experience. The team's synergistic, multidisciplinary approach brought together specialty physicians and a diverse array of allied health providers to deliver prompt, comprehensive, trauma-informed mental health and substance use support to community providers across BC. Together, the team provided both direct and indirect care to children and youth from all parts of the province, filling critical gaps in mental health care, particularly in rural and remote regions. It was truly inspiring to see the positive impact of this collaborative model on communities in need.



# WE WANT YOUR FEEDBACK

The Compass team values your insights and experiences. Please take a few minutes to complete our 2024 Compass Provider Experience and Satisfaction Survey. Your feedback helps us improve our services and better support you.

Thank you for your time and input!

[SURVEY LINK](#)

## 2024 HIGHLIGHTS

Compass BC is a provincial consultation service that provides healthcare and allied professionals with guidance and recommendations on mental health and substance use cases involving children and youth up to age 25.



## WHERE HAS COMPASS GONE IN 2024?



### NORTHERN HEALTH W/ NH REGIONAL YOUTH SUPPORT TEAM

*(Smithers, Hazelton, Gixstan, Burns Lake, Vanderhoof)*

March 2024: Compass clinicians Josee Chayer and Carollynn Fong accompanied the Northern Health Regional Youth Support Team to Smithers, Hazelton, Gitxsan, Burns Lake and Vanderhoof. They visited the health centers and were able to connect directly to community providers.



### HAIDA GWAII W/ SUNNYHILL PROGRAM

May 2024: The Compass and Sunny Hill teams visited Haida Gwaii, to connect with community providers/leaders. They met with the school district, hospital teams, and Indigenous health services to understand the regions challenges, and share culturally-centered resources. Key concerns included complex care referral processes, limited ongoing support, and gaps in trauma-informed and culturally safe practices. The team emphasized cultural humility and reciprocity, receiving feedback and requests for ongoing collaboration to strengthen local mental health services.



## THE OKANAGAN

*(Vernon, Kelowna, Penticton, Oliver)*

October 2024: The Compass team embarked on a five-day trip to the Okanagan, visiting Vernon, Kelowna, Penticton, and Oliver to connect with CYMHSU providers. They met with hospital teams, community organizations, and Indigenous health services to understand regional challenges, share resources, and offer real-time consultations. Key concerns included limited access to primary care, youth substance use, ASD and ADHD support gaps, and a rise in homelessness and sexual exploitation. The team received overwhelmingly positive feedback, with many providers requesting ongoing education and collaboration to strengthen local mental health services.

## LAX KW'ALAAMS

November 2024: The Compass team visited Lax Kw'alaams, BC for 5 days at the invitation of Brighter Futures and the community's Health Director. The trip focused on building relationships and facilitating discussions on CYMHSU, and worker wellness. The team engaged in culturally centered learning circles, provided naloxone training, and shared resources with community helpers. Key learnings emphasized the importance of cultural resurgence, oral traditions, and trauma-informed care. The community expressed a need for ongoing support and professional development. The trip highlighted challenges such as limited local resources and transportation barriers, while also fostering connections for future collaboration

“Visiting smaller communities helps us understand what the barriers and limitations that people face when accessing mental health supports. It is important for us to ground ourselves in the realities of the callers that ask for guidance”

Carollynn Fong - Compass Youth & Family Counsellor

## INDIGENOUS CARE

### HOW COMPASS CAN SUPPORT YOU IN PROVIDING CULTURALLY SAFE, TRAUMA-INFORMED CARE FOR SELF-IDENTIFIED INDIGENOUS PEOPLE.

The Compass program's clinicians can provide you with information on local Indigenous services and resources that may be suitable for your patient or client. In addition, the team's Indigenous Care social worker and Indigenous Care coordinator can support you in providing a wholistic approach to care by providing relevant cultural perspectives based in Indigenous ways of knowing and being. We're also a safe space to ask the “I don't know if I should ask this” questions.



**Remember!**

Are your contact details up to date? Have you moved or switched clinics? Let us know during your next call with Compass. Keeping your information current ensures seamless access to our consultation services!

Do you or your team have questions about Compass services or educational topics? We offer Compass 101 sessions for organizations, along with educational opportunities via Zoom.

## **COMPASS MENTAL HEALTH**

**Phone/**

1-855-702-7272

**Email/**

[compass@cw.bc.ca](mailto:compass@cw.bc.ca)

**Website/**

[www.compassbc.ca](http://www.compassbc.ca)

**Address/**

4500 Oak St, Vancouver,  
BC V6H 3N1