



## PHOENIX CENTRE TRANSITIONAL HOUSING PROGRAM FAQ

The Phoenix Centre Transitional Housing Program is a “Provincial Homelessness Initiative” developed in partnership with BC Housing providing safe, structured housing and enhanced recovery support services for up to maximum of two (2) years to individuals who are in recovery and are homeless, at risk of homelessness or in unsafe housing. This program serves individuals over the age of nineteen (19) who are initiating lifestyle changes, developing skills and finding long-term stability (housing, education, employment and quality of life) to continue their recovery experience after the completion of a ninety (90) day intensive live-in treatment program or a combination of an intensive live-in treatment program and engagement in outpatient mental health and/or substance use services for ninety (90) days.

Located in Surrey, British Columbia, our program is situated within a hub of integrated services on the shared site of Phoenix Society’s Recovery Campus (Phoenix Centre and Quibble Creek) that includes stabilization and treatment programs for youth, young adults and adults. The Transitional Housing Program consists of furnished studio units designed for individuals who are motivated and ready to implement personal recovery goals with the support of case managers. Residents are responsible for engaging in programming and are encouraged to access community resources to generate healthy connections that will carry them forward on their personal recovery journey.

### THINGS TO KNOW BEFORE YOU APPLY:

The Phoenix Centre Transitional Housing Program provides a balance of support, structure, and independence within a safe, substance free, live-in environment. Our program supports cultural, gender and sexual diversity, ensuring residents have access to resources and services that respect their right to self determination. Residents in our program demonstrate a commitment to engaging in their own recovery, being supervised in a structured transition program, participating in individual and group programming, and following our good neighbour agreement (i.e., willing to be part of the Phoenix community, communicating in a respectful, non-discriminatory manner, and participating in conflict resolution). Programming includes relapse prevention workshops, townhall meetings, check-ins with case managers, and peer-led meetings onsite and in-community.

Applicants must demonstrate:

- a. Ability to manage daily living independently.
- b. Being in recovery and seeking housing in a substance-free living environment.
- c. Engagement in supports that align with their wellness goals.
- d. Working towards housing, education, employment or other long-term goals.
- e. Completion of a ninety (90) day intensive live-in treatment program (or a combination of an intensive live-in treatment program and outpatient mental health and/or substance use services for ninety (90) days) within thirty (30) days of the application.
- f. Capacity to pay program fees (i.e., income assistance or self-pay).
- g. Maximum gross household income of \$58,000 or less, as per the Housing Income Limits published by BC Housing.



It is possible that an applicant could be considered three (3) months post residential treatment if it is determined not to be required by a supporting mental health and/or substance use professional.

This application package is intended to be completed and submitted by a member of the applicant's community supports in collaboration with the applicant. Applications are reviewed and screened by our Admissions Team. Interviews with the Transitional Housing Team are scheduled dependent on applicants submitting a complete application, meeting admission criteria (see below) and suite availability. Applicants are interviewed before determining approval into the program. Upon approval, applicants receive a bed offer and transition plan to support their entry into the program.

Upon entering the program, case managers regularly meet with residents to develop and implement individualized care plans with personal recovery goals (e.g., employment, relapse prevention, education, housing, legal, health, etc.), connect with community resources, and simultaneously address mental health and substance use challenges. Residents also work with case managers to develop a transition plan from Phoenix Centre's Transitional Housing program. Work on an individualized care plan will begin early and be a collaborative process between the participants, staff and appropriate professional or non-professional supports (e.g., care team, family, friends, etc.), as defined by the resident. Emergency exit plans are also confirmed in the event of a resident-led or staff-led early exit from the program. Residents who leave our program prior to completion will be treated with dignity, respect, and confidence in their capability to continue growing and sustaining their new healthy lifestyle.

We encourage you to follow the Application Checklist to ensure that the application is completed in full and includes all required documentation before submission. Once your application is accepted and you are placed on the waitlist, you must contact the Transitional Housing Admission's team every thirty (30) days to confirm your interest in the program. If you do not confirm your interest, a member of our Admissions Team will contact you to confirm your interest. If we are unable to reach you, your referral provider, or you do not return the phone call within one (1) week, your application will be closed and you will be removed from the waitlist.

### **LEGAL HISTORY AND CONDITIONS:**

Please review our "Possible Exclusionary Criteria" and "Exclusionary Criteria" pertaining to legal history and conditions. Should an applicant have legal conditions, it is the responsibility of the applicant, community support, and probation or parole officer to provide legal documentation confirming the applicant's legal conditions meet our admission criteria.

If an applicant's legal conditions do fall within our exclusionary criteria, we require written confirmation from the probation or parole office, **prior to admission**, that the conditions will be changed (temporarily or permanently) to meet our program's criteria. We may choose to move forward with the screening and approval process, but successful applicants will **not** be moved into the program until we receive confirmation of these changes. Accepted legal documentation may include a copy of the conditions or a letter indicating the applicant's conditions do not fall within our exclusionary criteria.



Should a resident's conditions change so that they now fall under "Possible Exclusionary Criteria" or "Exclusionary Criteria", Phoenix will work with the resident, community support, and probation or parole officer to safely transition them out of the program.

### ELIGIBILITY AND PROGRAM FIT GUIDELINE:

Please review the program eligibility criteria below and acknowledge / provide your responses:

<b>Do you...</b>	<b>YES</b>	<b>NO</b>
Reside within the Fraser Health Region? <i>(referrals from BC residents are accepted but residents of Fraser Health Region are prioritized)</i>	<input type="checkbox"/>	<input type="checkbox"/>
Have a community support(s) who will support you for the first thirty (30) days of the Transitional Housing Program to ensure a transition of services?	<input type="checkbox"/>	<input type="checkbox"/>
Fall under any of the Possible Exclusionary Criteria or Exclusionary Criteria? <i>(if YES, submit additional information to meet Eligibility Criteria)</i>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Have you...</b>	<b>YES</b>	<b>NO</b>
Within the last thirty (30) days, completed a ninety (90) day intensive live in treatment program or a combination of an intensive live in treatment program and engagement in outpatient mental health and/or substance use services for ninety (90) days?	<input type="checkbox"/>	<input type="checkbox"/>
<b>Are you...</b>	<b>YES</b>	<b>NO</b>
Nineteen (19) years of age or older?	<input type="checkbox"/>	<input type="checkbox"/>
In recovery and seeking housing in a substance free living environment?	<input type="checkbox"/>	<input type="checkbox"/>
Currently unhoused, at risk of homelessness, or living in unstable or unsafe housing?	<input type="checkbox"/>	<input type="checkbox"/>
Able to live independently, manage personal medical needs, and successfully complete daily activities such as hygiene, dressing, eating, mobility, transferring and self care?	<input type="checkbox"/>	<input type="checkbox"/>
Committed to working collaboratively with a Case Manager to achieve your personal recovery goals and develop a transition plan?	<input type="checkbox"/>	<input type="checkbox"/>
Committed to participating in recovery programming and meeting hosted by Phoenix Society.	<input type="checkbox"/>	<input type="checkbox"/>
Committed to engaging with community services for ongoing recovery support, including counselling group sessions, medical care and similar resources.	<input type="checkbox"/>	<input type="checkbox"/>
Able to maintain funding for program fees for the duration of the program. <i>(fee guide in alignment with MSDPR and BC Housing rent calculator)</i>	<input type="checkbox"/>	<input type="checkbox"/>
Committed to following Phoenix's "Good Neighbour Agreement" and be active participant of the Phoenix Community.	<input type="checkbox"/>	<input type="checkbox"/>



## **POSSIBLE EXCLUSIONARY CRITERIA:**

In some instances, our program may identify that we cannot adequately and/or safely support an individual who has been referred. Each applicant will be reviewed on a case-by-case basis. The items listed below represent examples of criteria which may result in exclusion from the program because it may be a significant risk to the safety of the individual, the staff, or other residents:

- a. Recent history of aggressive behavior.
- b. Recent history of arson/fire-setting behavior.
- c. Sexual offences.
- d. Active or recent suicidality.
- e. Recent self-harm that may be safety concern for the client.
- f. Individuals who have not completed an intensive live-in treatment program.
- g. Individuals with current or otherwise safe and supportive housing.
- h. Parole/bail conditions that cannot be supported in the program, including but not limited to:
  - i. Staff having to accompany the individual in community to access services, obtain essential needs or receive care (i.e., grocery shopping, medical care, counselling etc.).
  - ii. Staff having to report on whereabouts onsite or community for monitoring purposes – Phoenix will report in an emergency capacity (i.e., hospital, elopement, etc.) but the resident is expected to be the main point of contact for Central Monitoring Unit.
  - iii. Not permitted to be in the vicinity of an individual, business, school or other such organization.
- i. Individuals not connected with community supports.
  - i. To ensure a positive transfer of services, our case managers will collaboratively work with an individual's community supports to ensure a positive transfer of services during the first thirty (30) days of the program.
  - ii. Referrals from treatment programs will be accepted. However, treatment programs must be able to provide information regarding services the individual is connected to and/or referrals that have been made.
- j. Complex mental health difficulties that exceed our scope of services:
  - i. Complex mental health difficulties refer to enduring or episodic mental health issues that result in overlapping and long-term problems that can significantly impact the daily functioning of the individual and subsequently require specialized care.
  - ii. In such cases, we require an individual to remain connected to community supports. Examples include an external healthcare provider, social worker, counsellor, physician, psychiatrist, case manager or care team throughout the duration of the program.

## **EXCLUSIONARY CRITERIA:**

Applicants will be excluded for the following reasons:

- a. Active tuberculosis
- b. Complex medical or psychiatric condition that requires acute care/support
- c. Criminal History related to:
  - i. Extensive Violence
  - ii. Charges involving the harm of children or minors



- d. Unable to complete activities of daily living without assistance
- e. Phoenix Society cannot meet licensing requirements if individual is admitted to the program

### **TRANSITION TO COMMUNITY:**

Residents may reside in the transitional housing program up to a maximum of two (2) years.

Residents may be discharged early from the program for the following reasons:

- a. Supplying illicit substances to other residents.
- b. Physically and/or sexually assault another person.
- c. Verbally target/assault another person.
- d. Attempt to or recruit other residents into gangs or sex trade.
- e. Engaging in a pattern of substance use indicative recovery is no longer the resident's goal.
- f. Engaging in illegal or illicit activities on premises.
- g. Suite abandonment or failure to pay program fees.
- h. Legal conditions that fall under the "Possible Exclusionary Criteria".
- i. Medical or psychiatric needs requiring acute care/support.
- j. Repeated breaches of program guidelines and expectations.

Phoenix will support residents exiting the program into community with appropriate plans including social, housing, medical and other supports.

For all queries, questions and concerns regarding inclusion and exclusion criteria, please contact the Admissions team at [theadmissions@phoenixsociety.com](mailto:theadmissions@phoenixsociety.com)