



Addiction & Mental Health Services | services de lutte contre les dépendances et de santé mentale
Kingston Frontenac Lennox & Addington

Memo/Note

Date June 21, 2019 (Update to June 14th Memo)
To/Destinataire AMHS-KFLA Partners
From/De Karen Berti, Supervisor
Subject/Sujet Transformation Update #6

As AMHS-KFLA continues to implement a number of important changes, the communication distributed on June 14th has been updated in sections to keep you informed of our progress.

In effort to support ease of access to accurate information, the [partner page](#) on our website is updated frequently to include key communications. In compliment to information previously shared on changes to vocational services, we have added information on our website to support the direction of referrals.

Earlier this week I had the pleasure of providing an overview of our vision forward and our housing plans to Kingston City Council. A highlight of an exciting partnership with City of Kingston Police was picked-up and aired by Global News. For your reference to the presentation, a copy has been [posted](#).

Your support, patience and trust are important to me, our care team and the clients we serve. Our guiding principle for all changes being considered and implemented is that our transformation supports our clients first and foremost.

To date I've held over 100 partner meetings to explore opportunities forward, to which there are many transformation pieces in progress.

As it is important to me that our staff are fully engaged in shaping how some of these opportunities are implemented, **the Agency is going to take more time with our transformation plan** to ensure staff are fully involved with designing our future state.

We are exploring what this means to the timing of our next steps and more information will be provided in the coming weeks. Please reach out to me directly if you have any questions about changes underway.

Housing Plans

In no way do the changes being implemented leave any tenant homeless. There is a phased approach to our housing plans and while we will start to explore opportunities to transition from being a landlord for some properties, there is no urgency or set timeline driving this process.

Phase 1

Sale of Vacant Kingston Administrative Buildings:

One of two AMHS-KFLA administrative (non-client/tenant) buildings in Kingston has been sold to date. Both buildings are empty and had never been used as a residence. We have previously relocated all Kingston area office-based services to our 552 Princess Street Location and will proceed to sell the final remaining administration building.

Housing and Office Locations in Napanee

There is **no plan** to sell our building in Napanee.

Sale of John Street, Albert Street and West Street

John, Albert and West St. buildings house clients we serve. They are houses that have been converted group homes and do not best support our client's recovery journey. These clients will all be moving to 35 Lyons Street, and John, Albert and West Street properties will be sold after all clients have moved and the buildings are vacant.

AMHS-KFLA has received occupancy for 35 Lyons St.

I am very please to share that AMHS-KFLA received occupancy for the new 35 Lyons St. building. The building has been designed to include all safety, security and accessibility supports and enables staff to be centralized in one location versus three.

Overall, 35 Lyons St. is a four-story building with 43 independent apartments and adds **18 more units for clients** with severe mental illness the ability to access specialized rehabilitation. This building will be staffed with interprofessional care teams to provide wrap around service (24 hours a day/7 days a week) and is not permanent housing.

Referral to 35 Lyons St. are not being accepted at this time. We will keep partners apprised of our transition plan for clients and the future ability to refer eligible clients to the 35 Lyons Street specialized rehabilitation program.



35 LYONS ST.

We are pleased to share that we have acquired occupancy for 35 Lyons Street.

Our teams are now focused on logistics related to furnishing units and more information will be available soon as to the timing of this transition plan.

Here are a couple of photos to highlight a typical unit that is furnished.

As clients and their families plan for the move to 35 Lyons, we are supporting their transition needs and have engaged them in personalizing their space through the selection of household items such as bedding and towels.



Phase 2

AMHS-KFLA does have properties in the Kingston area where we operate as a landlord. We are looking to partner with those interested in operating as a landlord so we can focus on direct-client care.

We will be undergoing thoughtful, direct conversations with partners interested in ensuring these buildings remain as affordable housing stock.

AMHS-KFLA will not proceed to sell them if we do not have a guarantee of housing continuity for existing tenants.

Budget

AMHS-KFLA has had no cut to its budget. Changes we are making are aligning more dollars from our existing budget to direct client care and an expansion of our workforce that will result in greater outreach to our rural communities.

As shared in the May 7th partner memo, AMHS-KFLA has historically not kept pace with advancements in addictions and mental health care and offered a broad range of services that are more appropriately provided by other community partners. As a result, AMHS-KFLA was unable to be responsive to the needs of a growing number of people experiencing mental health and addictions challenges, many who have been waiting several years for the right kind of care.

Consultation

Broad and extensive consultations have and continue to occur as transformation plans are implemented over the next six months. All changes have been informed in part by the Investigator's Report (September 2018) initiated by the South East Local Health Integration Network (South East LHIN). The report indicated that the agency had drifted from its mission and was no longer delivering on its mandate.

A transformation team is in place. We continue to meet with partners to consult on opportunities to embed staff where they have the greatest opportunity to connect with clients across our communities to ensure timely access to programs and services, and enable appropriate client diversion from interactions with police, court services, emergency departments visits and unnecessary hospitalizations.

Staffing

While we have some exceptional staff, our clinical care models needed to evolve to include a greater number of regulated roles. Our workforce changes have impacted union (OPSEU Local 489) non-union and management roles which no longer supported our refocused programs and services.

Recruitment Underway

As you may be aware, we are hiring over 50 new roles of which 45 are union (OPSEU) positions. We are able to do this through redirecting existing dollars to client care and will be adding more regulated health professionals (such as Registered Nurses, Nurse Practitioners and Occupational Therapists), expanding teams with addictions counselling and therapy providers, and will be introducing Peer Navigator roles.

Napanee Reception Staff

Starting the week of May 27th clients, families and partners will notice new staff at our Napanee office reception.

Ongoing Communications

Partner conversations are ongoing as we refine the future state design of some of our programs and services. Please connect with me or a member of our care team to assist you in accessing various information.

To set a meeting or call with Karen Berti, contact Debbie Jones, Acting Executive Assistant via djones@amhs-kfla.ca or 1-613-544-3554

To connect with a member of our care team, call the main office at 613-544-1356 Monday to Friday 8:30 a.m. to 4:30 p.m.

To access the current message to clients, families and care partners, click [here](#)

To view AMHS-KFLA externally posted careers, click [here](#)

Submit questions related to changes via info@amhs-kfla.ca

Reach the Communication Team's general mailbox at 613-544-9210

As a valued care partner, thank you for your patience and support as we work to enhance clinical models of care across our region.