



Compass Frequently Asked Questions

Who can call Compass?

Compass is available to a variety of community care providers who work with children and youth such as: primary care providers, specialist physicians, CYMH clinicians, Foundry clinicians, and concurrent disorders/substance use clinicians.

What can you expect from Compass?

When you call for a consultation, you will be greeted by the friendly voice of a team member who can assist with any child and youth mental health or substance use concerns. The Compass team can help with diagnostic clarification, medication recommendations and treatment planning. Support is available for a wide range of issues including substance use, mental health, behavioural and family challenges, trauma and general guidance when things aren't going well. You will receive a written record of all consultation recommendations for your patient's chart.

How quickly is the service available?

Compass aims to have a member of our multidisciplinary team answer phone calls and respond to your questions in real time. For more specialized questions, we aim to get back to you within the same or next day. Telehealth consults with the provider, patient and Compass team are organized on an as-needed basis.

Can a parent or patient call Compass direct?

No. Compass is a service that supports healthcare providers. If a parent or youth has mental health or substance use concerns, they should contact their local primary care provider, and the provider can contact Compass for a consultation. Parents and youth can also contact our partners at Kelty Mental Health or Foundry for direct support. Call Kelty Mental Health at 1.800.665.1822, visit keltymentalhealth.ca or find your local Foundry centre by visiting foundrybc.ca.

What are the possible outcomes of a Compass consultation?

The following scenarios may result from the telephone consultation. The Compass team may:

- Be able to answer the primary care provider's questions over the phone
- Provide the primary care provider with information about resources in their local community and system navigation
- Recommend a PIT assessment done through telehealth with the patient, provider and Compass team members
- Recommend a full direct assessment through telehealth with the patient, provider and Compass team members for evaluation

What age of children or youth can I call Compass about?

Compass supports providers treating children or youth from birth to 25 years of age.



Is Compass the same as RACE?

No. Similar to RACE, Compass provides access to telephone support from a child and adolescent psychiatrist, however Compass services expand beyond RACE. Providers have access to a multidisciplinary team including mental health and substance use clinicians (social workers, nurses, psychologists, etc.) and a care coordinator, in addition to child and adolescent psychiatrists. Compass provides longitudinal support as you follow patients over time, and can provide direct assessments to you and your patient when needed.

The Compass model is built based around a goal of increasing community care provider capacity to treat mental health and substance use concerns close to home. Compass works collaboratively with community care providers to understand their unique challenges and supplement local knowledge and resources with specialist support as needed. When calling Compass, the care coordinator will answer your call immediately, and connect the provider to the best Compass team member to support the inquiry. The model is based on relationships; providers have an option of requesting follow up, and ongoing consultation from the Compass team for treating a patient.

How does Compass work with Learning Links or PSP modules

Learning links are a series of online modules designed to enhance community care providers' knowledge of mental health and substance use concerns in children and youth. PSP modules support providers with learning sessions and online tools and educational resources.

Compass is a provider consultation service that can support community care providers confidence in implementing the skills and theories learnt through Learning Links or PSP. Community care providers have access to talk through their next steps in supporting a patient with a C&Y MHSU specialist in real time. These two resources can work hand in hand at helping to increase community care provider's confidence and capacity in treating C&Y mental health and substance use concerns.

How does Compass differ from Kelty?

Kelty Mental Health Resource Centre provides mental health and substance use information, resources, help with system navigation and peer support to children, youth and their families across BC. Their services are free of charge and available to children, youth and families via telephone, in person or email.

Compass is a resource for community care providers. During a consultation, Compass may direct providers to Kelty Mental Health as a resource to support patients and families. Both services work together to help support children and youth with mental health and substance use concerns.

Who do I contact with questions on Compass?

For any questions or inquiries about Compass and how it works, please feel free to contact the Compass team at compass@cw.bc.ca.