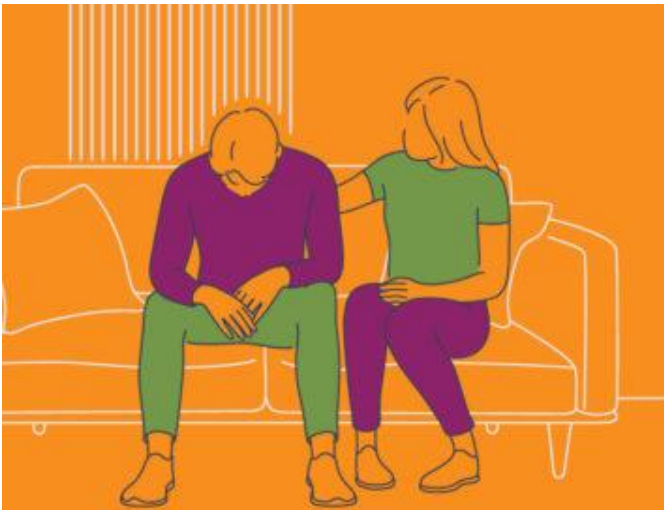




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British Columbia  
*Mental health for all*

Association canadienne  
pour la santé mentale  
Colombie-Britannique  
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# Community-led Response Teams in British Columbia



Connect with a  
**Peer Assisted Care Team**  
in Your Community



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## Presented by:

Erin Ewart – Associate Director, Crisis Care Reform

Sarah Potts - Provincial Manager, Crisis Care Reform Policy & Strategy

Ebony Rosa - Provincial Manager, Community Partnerships

*We respectfully acknowledge our CMHA BC offices are located on the traditional, unceded lands of the xʷməθkʷəyəm (Musqueam), Skwxwú7mesh (Squamish), səfilwətaʔ (Tsleil-Waututh), Lkwungen (Songhees) and Wyomilth (Esquimalt) peoples.*

# Agenda

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Overview of CMHA BC



The Peer Assisted Care Team (PACT) Model



Brief Background & Timeline



Reflections



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# About CMHA BC

## OUR SUPPORT

- Education & Training
- Service Delivery
- Policy & Advocacy

## OUR REACH

- CMHA operates in BC through the BC division and 14 branches that service over 100 communities to meet local needs.

### CMHA Branches in BC

#### CARIBOO CHILCOTIN (WILLIAMS LAKE)

250-398-8220 | [www.cariboo.cmha.bc.ca](http://www.cariboo.cmha.bc.ca)

#### COWICHAN VALLEY (DUNCAN)

250-746-5521 | [www.cowichanvalley.cmha.bc.ca](http://www.cowichanvalley.cmha.bc.ca)

#### KAMLOOPS

250-374-0440 | [www.kamloops.cmha.bc.ca](http://www.kamloops.cmha.bc.ca)

#### KELOWNA

250-861-3644 | [www.cmhakeelowna.com](http://www.cmhakeelowna.com)

#### KOOTENAYS (CRANBROOK)

250-426-5222 | [www.kootenays.cmha.bc.ca](http://www.kootenays.cmha.bc.ca)

#### MID-ISLAND (NANAIMO)

250-244-4042 | [www.mid-island.cmha.bc.ca](http://www.mid-island.cmha.bc.ca)

#### NORTH AND WEST VANCOUVER

604-987-6959 | [www.northwestvancouver.cmha.bc.ca](http://www.northwestvancouver.cmha.bc.ca)

#### NORTHERN BC

250-564-8644 | [www.northernbc.cmha.ca](http://www.northernbc.cmha.ca)

#### PORT ALBERNI

250-724-7199 | [www.cmhaportalberni.ca](http://www.cmhaportalberni.ca)

#### SHUSWAP-REVELSTOKE (SALMON ARM)

250-832-8477 | [www.shuswap-revelstoke.cmha.bc.ca](http://www.shuswap-revelstoke.cmha.bc.ca)

#### SOUTH CARIBOO (100 MILE HOUSE)

250-395-4883 | [www.southcariboo.cmha.bc.ca](http://www.southcariboo.cmha.bc.ca)

#### SOUTH OKANAGAN SIMILKAMEEN (PENTICTON)

250-493-8999 | [www.sos.cmha.bc.ca](http://www.sos.cmha.bc.ca)

#### VANCOUVER-FRASER (VANCOUVER)

604-872-4902 | [www.vf.cmha.bc.ca](http://www.vf.cmha.bc.ca)

#### VERNON

250-542-3114 | [www.cmhavernon.ca](http://www.cmhavernon.ca)

#### VICTORIA OFFICE (CMHA BC)

250-216-4228 | [www.victoria.cmha.bc.ca](http://www.victoria.cmha.bc.ca)



# SHIFTING FROM CRISIS TO CARE IN BRITISH COLUMBIA

Sending mental health responses to mental health emergencies



When you  
are in crisis



**CALL  
HELPLINE**



Offers someone to listen and guide you

**CALL/TEXT PACT  
COMMUNITY-LED  
RESPONSE**



Offers someone to listen, assess and respond

Offers in-person response and support



Lived Experience Peer

+



Mental health professional



Offers follow-up and connection to support

**CALL  
911**



Offers someone to assess your emergency



Fire Fighters



Ambulance Service



Law Enforcement (Police)

**CO-RESPONSE**



Mental Health Professional

+



Law Enforcement (Police)

# Shifting from Crisis to Care

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- *Peer Assisted Care Teams (PACT) help community members find the support they need during a crisis.*
- PACT is an alternative to a police response that aims to shift BC's crisis care to a community-led, client-centered, trauma-informed response centered on the mental health and well-being of the affected individual, their family, and their community.
- A Peer Assisted Care Team is led by a client-centered organization in an identified local community area.



# Peer Assisted Care Teams

- PACT is a community-led mental health care response proven to help navigate individuals to mental health and social supports, reducing engagement with the justice system and emergency services (ER).

## Community-driven



- PACT listens to individuals without judgement, creating a safe space to offer care with consent and navigation to available supports.

## Person-centered



- PACT is designed to ensure that people in distress have prompt access to respectful care during and after a period of crisis, including responding to calls where another party is concerned about a person's welfare.

## Responsive



*“Crisis situations that are met with community-based care prevent the criminalization of our communities’ most vulnerable people. These new peer-assisted care teams will support people in distress and connect them to the services they need, while freeing up valuable police resources.”*

*- Sheila Malcolmson, Minister of Mental Health and Addictions.*



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# Peer Assisted Care Teams

## The Team

Teams include 2 trained individuals offering culturally safe and trauma-informed responses to people experiencing a mental health crisis



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A Peer with lived and living experience and expertise



A Mental Health Professional



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# North Shore PACT – Pilot started Nov. 2021



آیا شما یا عزیزانتان دچار پریشانی و ناراحتی هستید؟ ما می‌توانیم به شما یاری برسانیم

با PACT - Peer Assisted Care Team هم‌درد و هم‌تجربه تماس بگیرید

یک تیم شهروندی برای رسیدگی به تماس‌های بحرانی مربوط به بهداشت روانی یا اعتیاد می‌باشد. ما با ایجاد محیطی امن و سازگار با فرهنگ‌های گوناگون، و به کار گیری افراد آگاه به آسیب‌های مین روسی و روانی trauma-informed در خدمت شهروندان ۱۳ سال به بالا در نورت شور هستیم

- احساس درماندگی و ناامیدی
- احساس تنهایی و انزوی اجتماعی
- ترس و اضطراب
- تمایل به خودکشی و آسیب زدن به خویش
- خانواده‌های دچار بحران و تعارض
- استفاده از الکل و مواد مخدر
- از دست دادن درک درست از دنیای واقعی

برای آگاهی بیشتر به وبسایت [www.NorthShorePACT.com](http://www.NorthShorePACT.com) سر بزنید

تلفن 1-888-261-7228 ساعات کاری: پنجشنبه تا یکشنبه ۶  
پیامک 778-839-1831 بعد از ظهر تا ۱۲ (بیمه شب)

چنانچه شخصی در معرض خطر جدی قرار دارد یا 911 تماس بگیرید

- Led by CMHA – North/West Vancouver
- Accessible by phone or text
- Available to any individual who is 13+
- Available in 2 languages (Farsi and English)
- Received over 750 calls/texts in the first year of service

*“A peer-integrated response is essential. Over and over, people with living experience of mental illness and substance use have asked us to stop trying to fix them and just make space to hear them. Our team deploys a peer and a mental-health professional to visit with people in their home. We learn about their journey and start building a meaningful relationship with an individual and their family. As we walk with them, we give them help and hope for a new vision of the future.”*

*- Julia Kaisla, Executive Director, CMHA North and West Vancouver Branch – North Shore PACT*

Peer Assisted Care Team  
تلفن 1-888-261-7228 پیام کوتاه 778-839-1831

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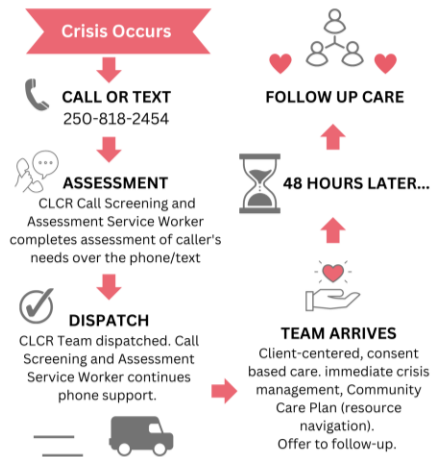
Peer Assisted Care Team  
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Peer Assisted Care Team  
تلفن 1-888-261-7228 پیام کوتاه 778-839-1831



# Current Teams

<h2>North Shore</h2> 	<h2>Victoria</h2> 	<h2>New Westminister</h2> 
<p>Launched November 2021</p> <p>Thursday to Monday 4pm to 12am</p>	<p>Launched January 2023</p> <p>Monday to Friday 2pm to 9pm</p>	<p>Launched January 2023</p> <p>7 days a week 12pm to 8pm</p>



# The PACT Response

## The Peer Assisted Care Team Model A Community-led Response



### One

You or a community member can call/text your local PACT number



### Two

A member of the Team (PACT) assesses the situation



### Three

A mental health professional and a peer (the Team/PACT) are sent to respond



### Four

Support is provided directly to the individual



### Five

The PACT conducts a follow-up and connects the individual to additional community services



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# Types of Calls

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- Self-harm
- Suicidal Ideation
- Escalated behaviour
- Dispute between two parties
- Well-being check
- Substance use challenges
- Mental health (loss of reality, anxiety, depression, panic, anger)

stories of   
**imPACT**

PACT supported a family during their distress and advocated for the mental health information they needed.

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British Columbia  
Mental health for all

**A Community-led Response**

# Reflections

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- Ongoing Community engagement with diverse representation
- Mental health & wellbeing of staff
- Data collection & reporting
- Multiple streams of evaluation
- Systems integration
- Expansion: adding 7 new teams by 2024



# Connect with us

<https://cmha.bc.ca/PACT/>

[PACT@cmha.bc.ca](mailto:PACT@cmha.bc.ca)



@CMHA BC



@CMHABCDIVISION



@CMHA\_BC



@CMHA BC



cmha.bc.ca

**PACT  
listens to identify  
what care is best for  
the individual  
in distress**



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