



**Canadian Mental
Health Association**
British Columbia
Mental health for all

**Association canadienne
pour la santé mentale**
Colombie-Britannique
La santé mentale pour tous

ON TABLE
City Council Meeting
October 16, 2023
re: Item 5.1

Provincial Update: Peer Assisted Care Teams

City of New Westminster

Canadian Mental Health Association – BC Division

Jonny Morris, CEO

October 16, 2023

About CMHA BC

CMHA Branches in BC

CARIBOO CHILCOTIN (WILLIAMS LAKE)
250-398-8220 | www.cariboo.cmha.bc.ca

COWICHAN VALLEY (DUNCAN)
250-746-5521 | www.cowichanvalley.cmha.bc.ca

KAMLOOPS
250-374-0440 | www.kamloops.cmha.bc.ca

KELOWNA
250-861-3644 | www.cmhakeelowna.com

KOOTENAYS (CRANBROOK)
250-426-5222 | www.kootenays.cmha.bc.ca

MID-ISLAND (NANAIMO)
250-244-4042 | www.mid-island.cmha.bc.ca

NORTH AND WEST VANCOUVER
604-987-6959 | www.northwestvancouver.cmha.bc.ca

NORTHERN BC
250-564-8644 | www.northernbc.cmha.ca

PORT ALBERNI
250-724-7199 | www.cmhaportalberni.ca

SHUSWAP-REVELSTOKE (SALMON ARM)
250-832-8477 | www.shuswap-revelstoke.cmha.bc.ca

SOUTH CARIBOO (100 MILE HOUSE)
250-395-4883 | www.southcariboo.cmha.bc.ca

SOUTH OKANAGAN SIMILKAMEEN (PENTICTON)
250-493-8999 | www.sos.cmha.bc.ca

VANCOUVER-FRASER (VANCOUVER)
604-872-4902 | www.vf.cmha.bc.ca

VERNON
250-542-3114 | www.cmhavernon.ca

VICTORIA OFFICE (CMHA BC)
250-216-4228 | www.victoria.cmha.bc.ca



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.

Partners in Transformative Care



SHIFTING FROM CRISIS TO CARE IN BRITISH COLUMBIA

Sending mental health responses to mental health emergencies



When you
are in crisis



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)



Members of New Westminster PACT

Peer Assisted Care Teams

Addressing Overburdened Responses



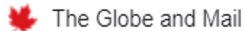
Hundreds rally in Surrey, B.C., as health minister under fire for continued ER closures across province



Emergency departments are in crisis now and for the foreseeable future



Vancouver police budget fight going to B.C. government for review



Ambulance service in B.C.'s Lower Mainland had almost 100 calls in queue waiting for assigned units



Victoria police will cut staff unless council increases budget, chief says

Peer Assisted Care Teams

Addressing Overburdened Responses

When it comes to mental health emergencies police have become the default responders, which has expanded the scope of their work.

1

When it comes to mental health emergencies police have become the default responders, which has expanded the scope of their work.

2

Emergency rooms have become the default place for people to go or be taken, where they often don't get the mental health care they need.

3

The majority of mental health emergencies do not require any sort of police response.

PACT provides cost effective way to provide mental health care outside of these overburdened systems, in a way that better addresses mental health needs.

Peer Assisted Care Teams

Addressing Individual Distress

Community-led Initiatives such as PACT focus on alleviating individual distress, so that police resources are freed up to address public safety issues.

Core <u>PACT</u> Duties	Core <u>Policing</u> Duties
Mental health emergency, including suicidal ideation	Preventing and detecting crime
Wellness check on behalf of third party	Keeping the peace
Substance use disorder	Protecting life and property by enforcing laws and apprehending offenders

Common Scenarios

A person living in a shelter was acting erratic, clearly suffering a mental health emergency. Shelter staff called PACT.

PACT Response

The PACT team arrived at the shelter and completed assessments. The person had a history of intense mental health struggles and **decline in their wellness, which led to their inability to access services.** They also had been noted as someone who has a history of escalated behaviour.

PACT referred this client to Intensive Case Management. The client was accepted onto the waitlist within the week.

POLICE Response

If police had attended it would most likely result in the client's anxiety **escalating to violence, criminalized for their behaviour** and subsequent **loss of shelter space.**



Common Scenarios

An anonymous caller called PACT regarding a man they saw lying on the street near traffic. The man was responsive, but the caller was concerned for the man's well-being.

PACT Response

The PACT team says "thank-you for calling, **we will come out and check on him**" team arrive on-site and conduct a wellness check.

The caller says "thanks, I was considering calling the Police **but he wasn't putting anyone else in danger except for himself**"

POLICE Response

If police had attended, it is a **drain on resources** and an **increase chance for conflict**.



But when do police need to be involved?

The early data speaks for itself:

1

Data from the Vancouver Island Crisis Line from Jan to Aug 2023 shows that only 0.5% of mental health emergencies required 911 escalation.

2

Out of 1118 calls to PACT between Jan and July 2023, only 6 calls (0.5%) required escalation to police due to an imminent safety risk.

3

Of these 1118 calls, police referred to PACT 16 times, with this number increasing steadily as police become aware of PACT and relationships between various emergency responders are being established.

We can look to the Metropolitan Police in the UK as an example...

"The **threshold** for a police response to a mental health-related incident will be to investigate a crime that has occurred or is occurring; or to protect people, when there is a **real and immediate risk** to the life of a person, or of a person being subject to or at risk of serious harm."

– Metropolitan Police Agreement with NHS



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Peer Assisted Care Teams

Right Care, Right Person

Mental health care as a 4th response



Law
&
Order



Fire
&
Rescue



Physical
Health
Care



Mental
Health
Care

Each emergency has unique expertise to respond to specific needs.

Top 3 Reasons for Call to PACT

1. Mental health crisis (including suicidal ideation)
2. Wellness check (requested by third party)
3. Substance use-related crisis



Call Outcomes and Follow-Up

- **Types of call outcomes for complete calls:**
 - Client de-escalated on phone
 - Client de-escalated in-person
 - Wellness check completed
 - Safety plan developed
 - Accompaniment to Emergency Room if needed or requested
 - Referrals/service navigation to the following types of services:
 - Mental health, substance use, housing, income support, health care, community
- **Consent-based follow-up happens within 48 hours, including:**
 - Checking on the client's well-being
 - Ensuring safety plans are supporting the client
 - Supporting and establishing connections to referrals



Expanded Hours of Operation

North Shore <i>Launched November 2021</i>	Victoria <i>Soft Launched January 2023</i>	New Westminster <i>Launched January 2023</i>
Hours of operation May 2023		
<p style="text-align: center;">8 hours/day 4 days/week</p> <p style="text-align: center;"><i>Thursday - Monday</i> 4pm - 12am</p>	<p style="text-align: center;">7 hours/day 5 days/week</p> <p style="text-align: center;"><i>Monday - Friday</i> 2pm - 9pm</p>	<p style="text-align: center;">8 hours/day 7 days/week</p> <p style="text-align: center;"><i>Monday – Sunday</i> 12pm - 8pm</p>
Hours of Operation October 2023		
<p style="text-align: center;">16 hours/day 7 days/week</p> <p style="text-align: center;"><i>Monday – Sunday</i> 8am – 12am</p>	<p style="text-align: center;">18 hours/day 5 days/week</p> <p style="text-align: center;"><i>Monday – Friday</i> 7am – 1am</p>	<p style="text-align: center;">8 hours/day 7 days/week</p> <p style="text-align: center;"><i>Monday- Sunday</i> 12pm – 8pm</p>



PACT is Expanding

Three New Teams in 2023

**North & West Vancouver
(North Shore)
2021**



**Victoria
2022**



**New Westminster
2022**



**Comox Valley
2023**

**Kamloops
2023**

**Prince George
2023**



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