

Crises Response Pilot Project

Compliance and Liaison Program



Compliance and Liaison Officers

- This team is highly visible
 - Heavy focus on foot patrolling
 - We will address a variety of calls including, tents/structures, encampments, and RVs on street
- We engage everyone
 - We will connect with businesses, residents, and visitors to the city
 - We will be at events, festivals, and activations
 - We will help to facilitate respectful dialogue between businesses and residents who are housed and unhoused



Compliance and Liaison Officers

- Staff will connect and build relationships with people
 - This is the key to gaining compliance in the majority of situations
- We will work closely with our Outreach team to connect folks with resources
 - Understand the local resources available and limitations of each
 - Will have environmental exposure items on hand for distribution, including, warmth, food and water

Limitations of Officers

- We will not act in place of police or security:
 - This is not akin to contracted security
 - We will not do surveillance and/or detain or arrest individuals
 - We don't evict people from private property, but may stand by for police to attend
 - We may provide support services such as safe-walks for people in the community if available
- We are not “hands on”
 - We will use understanding, professionalism, and communication to help the community find resolutions together
 - Should our strategies not be successful, we may engage the New West Police for a further assessment

Get in touch with us

- By phone
 - 672-963-3142
 - This number is able to receive calls and text messages
- By email
 - crisesresponse@newwestcity.ca
- When filing a report
 - Please leave your name and phone number. This is required so CLOs can return your call and ask for further details as needed
 - Provide an address, or cross streets
 - The reason for the call (e.g., is there a tent/structure in the community?)
 - Have police and/or fire been notified?
 - Any other details you believe are relevant for the report

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Questions?

