

Attachment 1

Crises Response Team Update

Crises Response Outreach Team—Q2 2025 Update

Team purpose: The team is a non-clinical outreach team meant to directly assist those with living experience of the three crises: homelessness, mental health and substance use. They connect people to provincial and community-based support services, such as health care, housing/shelter, meal programs and other basic daily needs.

As there is a significant over-representation of Indigenous persons with living experience of the three crises, which is a legacy of colonialism and residential schools, this team champions the needs of Indigenous people with living experience while identifying how the City can provide a culturally-appropriate and trauma-informed response.

The Crises Response Outreach Team operates from Monday to Friday, 8:30 am to 4:30 pm. They do not operate on statutory holidays.

Outreach Activities Update

- The Crises Response Outreach Team continues to provide proactive and reactive outreach on a daily basis.
- Statistics for January to April 2025:
 - 551 client interactions
 - 1,434 referrals made
 - 25 referrals received
 - 2 toxic drug overdose responses
- The team supported a couple who had been living in the Sapperton Park washrooms for an extended period. The team assisted the couple to obtain secure, permanent housing through a local agency. This support not only involved resource navigation but also making multiple referrals to various housing programs in the region. The team assisted the couple by providing transportation support and, importantly, by vouching for their reliability to the agency, which was crucial in ensuring they were able to secure a housing unit.
- The team has worked closely with Holy Trinity Cathedral to ensure that individuals residing on their grounds are connected to necessary resources, including food and social services. In addition to these supports, the team assisted the church in addressing safety concerns related to individuals lighting fires for warmth on the property, working with both the church and the individuals to resolve the situation.
- The team supported an individual who had struggled with their mental health for years, which had led to the person causing numerous disruptions in the neighbourhood. Through consistent support, the team

helped to stabilize the individual's day-to-day situation, allowing them to resume taking their prescribed medication. This improvement empowered the individual to apply for and secure permanent, stable housing, marking a major turning point after years of living on the streets.

- The team provided an individual with valuable information about detox facilities in the region, and supported the person in reaching out to a specific facility. Initially, no bed was available but the individual agreed to call every morning to check on availability. A few days later, when a space became available, the team quickly coordinated transportation to the facility. They also worked with the facility's intake staff to ensure the individual's placement was secure before their arrival. The individual successfully completed their detox and is now undergoing treatment.
- The team assisted an individual in connecting with the Rapid Access to Addiction Care (RAAC) clinic in New Westminster for methadone treatment. This assistance included coordinating the appointment, confirming all necessary details, and ensuring the individual felt prepared and informed. As a result, the individual was able to begin methadone treatment.
- The team received a referral from Integrated Services. The referral involved a medically vulnerable tenant at risk of eviction due to the deteriorated condition of their unit. The team coordinated urgent medical care, connected the tenant with home support services, and worked with Fraser Health to stabilize their health situation. These efforts allowed the individual to retain their housing and remain safe in their home of over 30 years.
- The team supported seven individuals sheltering on Front Street to secure beds at the local winter shelter. This transition significantly reduced bylaw-related calls for service in the area. One of the individuals, who was living with a severely infected wound, received daily care from on-site nurses. The timely medical attention not only prevented a life-threatening situation but also enabled the individual to begin recovering in a safe, supportive environment. They continued receiving medical care after leaving the shelter through the same nurse network.
- The team hosts community drop-in programs at both the New Westminster Public Library and the Queensborough Community Centre. At these drop-ins, individuals can connect directly with outreach workers to access resources and services, receive transportation support, meet basic needs (such as snacks, water and warming or cooling kits), and get help completing applications for housing, identification, and income or disability assistance. The Queensborough drop-in additionally offers a hot meal provided by the local Gurdwara, coffee, and access to a free shower program.

