



**Canadian Mental
Health Association**
North and West Vancouver
Mental health for all

Mental Health Crisis Response in our Community: A New Offering

For: Municipal Council, District of West Vancouver

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Date: February 7, 2022

The Issue: Mental Health Crisis Response

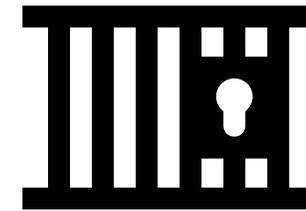


In BC, police officers are the frontline responders to mental health crises.

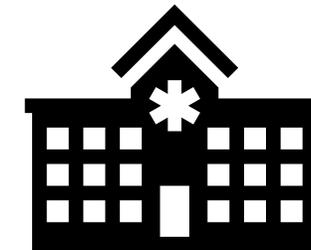


Due to **legislation** and a **lack of voluntary health and social services**, people experiencing a crisis are transported by police to only one of two options. Neither is well-equipped to address the complex issues that lead to the crisis, and in many cases neither is seen as a safe space.

Criminal Justice System



Emergency Department



A Solution: Civilian-Led Mobile Crisis Teams



Teams composed of **non-police mental health workers** are dispatched to crisis events to **de-escalate** the situation and **provide ongoing support** to the person to access voluntary health and social services.

Other jurisdictions have demonstrated that civilian-led teams:

- ✓ **save money**
- ✓ **free up police resources** for re-allocation towards preventing and solving crime
- ✓ **reduce stigma** of mental illness and substance use
- ✓ **divert** people from unnecessary use of hospital emergency rooms and interactions with the criminal justice system
- ✓ **map** existing services and **improve navigation**



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On the North Shore: Our Peer Assisted Care Team



First civilian North Shore mental health crisis team launched

Brent Richter

Nov 22, 2021 3:58 PM

<https://www.nsnews.com/local-news/first-civilian-north-shore-mental-health-crisis-team-launched-4786256>

Here is how to access local mental health supports over the holidays

Brent Richter

Dec 23, 2021 8:05 AM

<https://www.nsnews.com/amp/local-news/here-is-how-to-access-local-mental-health-supports-over-the-holidays-4888014>



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How did we get here: Community Planning

ENGAGE key stakeholders to determine community needs and corresponding operational requirements.



CONVENED a Community Planning Table comprised of local organizations, city councilors, police agencies, health services and people with lived/ living experience and their families.

OPERATING a model based on the input from the Community Planning Table and findings from stakeholder engagement

EVALUATING to assess impact on health and social outcomes e.g., # of police and hospital contacts, and connection to voluntary community services.



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Where are we going?

- Integrating into Crisis Line BC for North Shore residents
- Considering a second base location in West Van
- Working with indigenous evaluation firm to identify culturally informed and safe mental health and substance use resources across Metro Vancouver
- Collaborating with CAMH evaluation for national review of civilian teams and continue to build an evidence base to petition for annualized provincial funding
- Hiring for expansion to 5 days per week
- Adding a virtual response option
- Continuing to integrate with police responses (RCMP pending; West Van PD support has been terrific!)



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What do we need from you?

Please help us promote this service for our community! It is safe, culturally informed, and we meet people where they are at. It reduces social isolation; it reduces the burden on police and emergency systems; and it gives West Van residents and families another option for support.

The more we can show it works and that our community supports us, the more likely it is that we can make it a provincially-funded service in our community.