

Crisis Response Community-Led (CRCL) Program

Formerly known as Peer Assisted Care Team (PACT)

Canadian Mental Health Association,
North & West Vancouver

*For DWV Council
December 1, 2025*



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

About CRCL North Shore

CRCL is a mobile, community-led crisis response team that provides support to people experiencing a mental health and/or substance use crisis.

Key components:

- CRCL provides an urgent, consent-based mental health response
- Contact via phone call or text, support is provided in-person
- Trained crisis workers respond in a team of two
- Services offered in English and Farsi
- Support for individuals and families ages 13+
- Available 7 days a week, 8 am to 12:30 am



A mental health crisis is an acute, short-term incident where an individual is no longer able to cope on their own or is unable to access the resources typically available to them and requires urgent intervention and support.

Who are the crisis responders?

- Service is delivered by crisis responders with a combination of lived expertise and professional experience in mental health.
- Crisis responders may be peer support workers, licensed clinical social workers, paramedics, nurses, or other staff with expertise and professional experience supporting people in crisis.
- In addition to the skills CRCL Crisis Responders bring to the job, they receive 100+ hours of instruction and training in trauma-informed crisis intervention and de-escalation.



CRCL North Shore

ARE YOU OR SOMEONE YOU CARE ABOUT IN DISTRESS?

CALL CRCL.

WE COME TO YOU, ON YOUR TERMS.

CRISIS RESPONSE. COMMUNITY LED.

If you or someone you know needs crisis support, contact CRCL. **CALL: 1 (888) 261-7228**
TEXT: (778) 839-1831
HOURS: 8 am to 12:30 am, 7 days/week

Our trained crisis workers respond to mental health crises, offering immediate assistance, de-escalation, and follow-up support. **If someone is in immediate danger, please call 911.**

Our services are available to individuals aged 13 and older.

CRCL is a Peer Assisted Care Team Model operated by the CMHA North & West Vancouver Branch.

Canadian Mental Health Association North and West Vancouver Mental Health for all
 Canadian Mental Health Association British Columbia Mental Health for all
 BRITISH COLUMBIA
Supported by the Government of British Columbia

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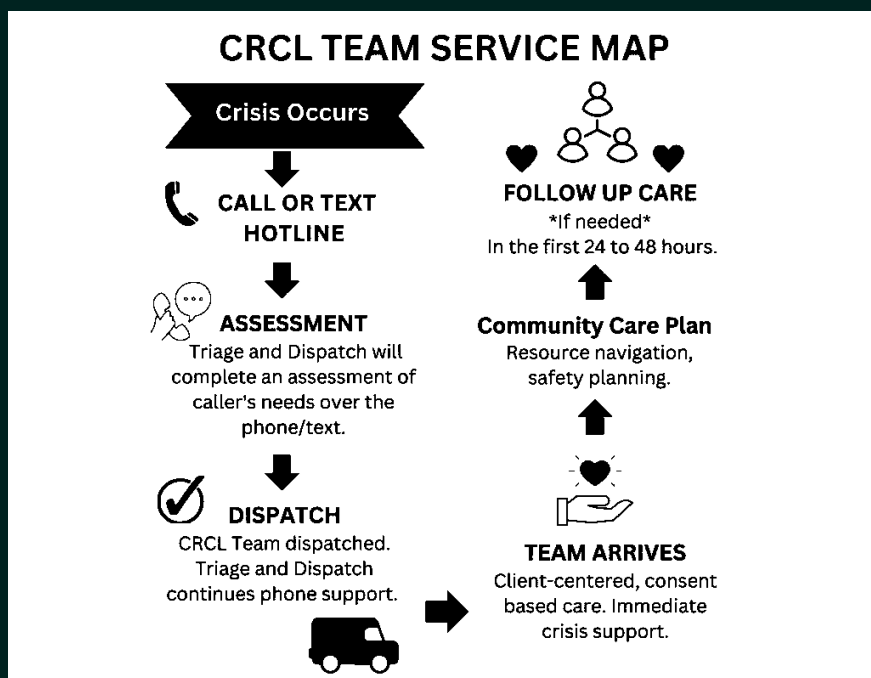
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What happens when you call CRCL?



CRCL crisis responders work to reduce distress, provide safety and support until:

- The crisis is resolved
- A crisis care plan is developed
- Referral to another service is accomplished
- The person in crisis no longer consents to service

The types of services provided by CRCL include:

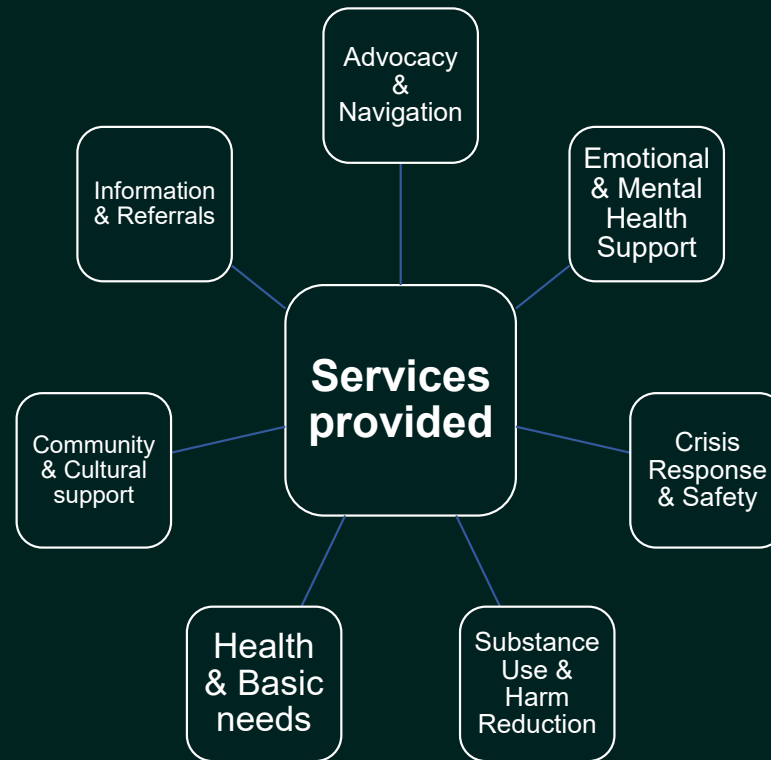
1. Safety planning
2. Facilitate acute crisis management
3. Advocacy and systems access support
4. Peer and person-centered support
5. Referral to community, health and mental health services and other referrals as required (e.g. harm reduction supplies, emergency shelter, primary care support, etc.)
6. 48-hour post-crisis intervention follow-up

CRCL Service Reach (2024-2025)



37% West Vancouver
Vancouver | **63%** North
Vancouver

CRCL Services Provided (2024-2025)



Types of calls CRCL responds to

- Individuals experiencing **suicidal ideation**
- Individuals with **substance use disorders and addictions**
- Those diagnosed with **mental illnesses** such as depression, panic attacks, and anxiety
- People struggling with **grief, loneliness, or isolation**
- Families and individuals facing **food insecurity** and needing referrals for housing, legal services, or counseling
- Individuals or families experiencing **relational conflict** due to separation or disputes
- Newcomers to Canada navigating **immigration challenges** or distress related to global events
- Individuals **concerned for the wellbeing of someone** who could be experiencing a mental health crisis

Types of calls CRCL does NOT respond to

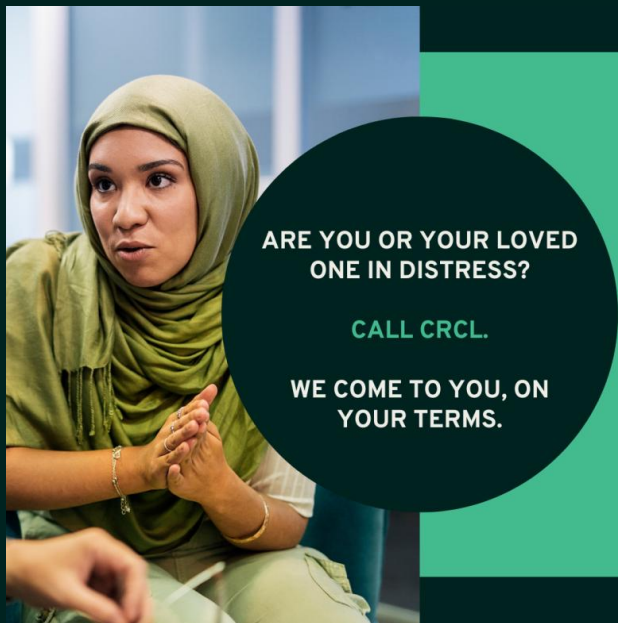
- **High-risk physical injuries or harm** (but can respond alongside a first responder)
- **Requests for psychological assessments** to diagnose mental illnesses or prescribe medication
- **Referrals to psychiatrists or medical specialists** for specific treatments (but can assist with accessing primary care)
- **Requests to fast-track applications** for housing, income or disability assistance, or mental health services
- Situations that involve **mediation of family conflict** or de-escalation of **intimate partner violence**
- **Calls primarily for financial aid** when the individual is not in distress or crisis
- **Situations requiring apprehension under the Mental Health Act**

Post-crisis

CRCL connects folks to the appropriate resources and services to help them transition out of crisis and (re)connect with local support networks.

These include:

- Counselling programs
- Support groups
- Primary health/other Mental health resources
- Peer support
- Outreach (for housing, food, financial assistance)
- Employment support
- Legal assistance



CRCL teams across BC

CRCL teams deliver services in 6 communities in BC.

- **North and West Vancouver:** CMHA North & West Vancouver
- **New Westminster:** Lower Mainland Purpose Society
- **Victoria:** AVI Health and Community Services
- **Comox Valley:** AVI Health and Community Services, in partnership with K'ómoks First Nation
- **Prince George:** Prince George Native Friendship Centre
- **Kamloops:** Kamloops Aboriginal Friendship Society



CRCL is funded by the Province of BC, developed and administered by CMHA BC, and delivered by local community-based organizations.



Canadian Mental
Health Association
North and West Vancouver
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Watch the video [here](#).

CRCL Goals

- ✓ Increase uptake of voluntary services
- ✓ Reduce stigma of mental illness and substance use
- ✓ Provide outreach to impacted communities and public education
- ✓ Divert people from unnecessary use of hospital emergency rooms and interactions with the criminal justice system
- ✓ Identify service gaps and barriers that prevent people from accessing care during crisis or seeking care earlier in their illness trajectory
- ✓ Create a map of existing services to improve navigation and underscore the need for public investment for a comprehensive continuum of care
- ✓ Build an evidence base for alternative responses to mental health crisis

How Council Can Support CRCL North Shore

Integrate CRCL into Municipal Resource Networks

- ✓ Add CRCL to internal or public-facing referral guides and community resource directories.

Facilitate Connections with Frontline Staff

- ✓ Connect CRCL with municipal staff – such as community safety/policing teams – who regularly engage with residents in crisis or distress.

Collaborate on Community Events and Awareness Campaigns

- ✓ Invite CRCL to participate in city-led initiatives that promote community safety, wellness, and mental health awareness.

Thank you!

Questions?

CRCL North Shore Phone Lines:

Call: 1-888-261-7228

Text: 778-839-1831

Email: CRCL@cmhanorthshore.ca

Local website: CRCLnorthshore.ca

Provincial website: CRCL.ca



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