



Peer Assisted Care Team (PACT)

Contact: 778-727-3909

12:00pm-8:00pm, 7 days/week

What is the Peer Assisted Care Team (PACT)?

A **mobile, community-led team** that offers support to individuals experiencing a **mental health and/or substance use crisis**. It is an alternative or auxiliary response to police intervention, providing crisis support that focuses on prevention, health and well-being.

Our team, comprised of a **Mental Health Worker & Peer Support Worker** (someone with lived or living experience), will attend to crisis calls during scheduled service hours. This type of community initiative looks to respond to the needs of individuals most impacted by mental health and substance use, and provide trauma-informed, culturally safe support to youth and adults in the city of New Westminster.

Types of crisis events PACT responds to:	How we can help
<ul style="list-style-type: none"> • Thoughts of self-harm or suicide • Family members experiencing challenges • Fear, anxiety and depression • Substance use concerns • Wellness checks • Other mental health-related emergencies <p><u>For example:</u></p> <ul style="list-style-type: none"> • A person is unable to cope with an escalated conflict within the household • A person is experiencing intense grief due to a recent loss • A person is worried about a friend who has become increasingly isolated and has stopped eating so would benefit from a wellness check 	<ul style="list-style-type: none"> • Provide crisis counselling and de-escalates crisis situations • Offer support to an individual or their loved one over the phone or in-person • Facilitate connections to services and supports in the community to meet an individual's underlying needs • Provide short-term follow up after a crisis event • Make mental health support more accessible

How It Works:

- The person experiencing a crisis or a community member calls PACT
 - A member of the team assess the situation over the phone and conducts an initial intake
 - The Mental Health and Peer Support Worker are sent out to provide support

PACT services are available to callers aged 13+ and adults living in the city of New Westminster