

# THE CRISES RESPONSE PILOT PROJECT



## WHO WE ARE

We are a group of City staff on a journey of cultivating trauma-informed, culturally-sensitive principles to proactively respond to three crises impacting New Westminister.

**HOMELESSNESS**

**MENTAL HEALTH**

**SUBSTANCE USE**

## WHAT WE DO

Our outreach team is building and repairing connections with those in our community who may require assistance, while also providing referrals where needed.

## HOW TO REACH US

We are able to respond to calls on public/City property. If the call does not fall under our jurisdiction, we will do our best to connect you with services able to assist.

**Monday to Friday – 8:30am to 4:30pm**



**604-636-4343**



**[outreach@newwestcity.ca](mailto:outreach@newwestcity.ca)**



**[newwestcity.ca/crises-response-project](http://newwestcity.ca/crises-response-project)**

### What's happening?

New Westminister is one of many BC municipalities experiencing intersecting crises of people experiencing homelessness, mental health, and substance use. Our City is taking a new and innovative approach.

### How does enforcement fit into this?

Fully relying on enforcement shifts the issue and doesn't acknowledge the socio-historical context. Building a trauma-informed and culturally sensitive approach helps us understand how to best provide assistance to those directly impacted by the three overlapping crises. We recognize the complexity involved in bylaw enforcement within the transformative approach being taken in this pilot project.

## HOW CAN THE COMMUNITY HELP?



Keep property neat and clean



Ensure outside areas are well-lit



Keep vegetation trimmed



Lock dumpsters, including bins solely used for cardboard

## DEALING WITH UNWANTED VISITORS

If an unwanted visitor is on private property, give the following tips a try.

- ✓ If you feel comfortable, respectfully ask unwanted visitors to leave the property.
- ✓ Have contact numbers for community resources available to offer, if appropriate.
- ✓ You can remove belongings that have been left on the property, but consider starting with kindness first and leaving a note with a deadline.

**To report a case of trespassing, please reach out to non-emergency police at 604-525-5411. If you do not feel safe, please call 9-1-1.**

## RESOURCES & CONTACTS

### CRT Outreach

The City's outreach team. Available Monday to Friday, 8:30am to 4:30pm. [604-636-4343](tel:604-636-4343)  
[outreach@newwestcity.ca](mailto:outreach@newwestcity.ca)

### Peer Assisted Care Team (PACT)

For those 13 and older experiencing a mental health and/or substance-related crisis. Available seven days a week, 7:00am to 11:30pm. [778-727-3909](tel:778-727-3909)

### Project Allies

Needle and razor disposal; harm reduction supplies; connecting someone to resources.  
[604-690-7337](tel:604-690-7337)

### Lookout Society

Housing support for those who are setting up camp outside due to a lack of shelter.  
[604-529-9126 \(ext. 106\)](tel:604-529-9126)  
[ornewwest@lookoutsociety.ca](mailto:ornewwest@lookoutsociety.ca)

### Health Van

Needle and razor disposal; harm reduction supplies; connecting someone to resources.  
[604-351-1885](tel:604-351-1885)

### Purpose Society

Housing support and other outreach services. Purpose also operates the Health Contact Centre at 40 Begbie Street, a supervised consumption site.  
[604-526-2522 \(ext. 260\)](tel:604-526-2522)

### SeeClickFix

For maintenance issues related to City property. Download the app on your phone or visit:  
[seeclickfix.com](http://seeclickfix.com)

### New West Police Department

To report a crime that has already been committed (e.g., suspect is gone, no active threat to people). [604-525-5411](tel:604-525-5411).  
**In an emergency, call 9-1-1.**

**FOR MORE INFORMATION:**

[newwestcity.ca/crises-response-project](http://newwestcity.ca/crises-response-project)