

The Crises Response Pilot Project



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LAND ACKNOWLEDGEMENT

“We recognize and respect that New Westminster is on the unceded and unsundered land of the Halkomelem speaking peoples. We acknowledge that colonialism has made invisible their histories and connections to the land. As a City, we are learning and building relationships with the people whose lands we are on.”

The Crises Response Pilot Project is a recipient of the Emergency Treatment Fund. The views expressed herein do not necessarily represent the views of Health Canada.

Introduction

Like many municipalities across Canada, the City of New Westminster has been searching for ways to proactively and compassionately address three specific crises: homelessness, mental health and substance use.

While the City of New Westminster has been working to address these three crises for quite some time, the City noted it would need to take a bolder, stronger, and coordinated approach to be able to see change in the community.

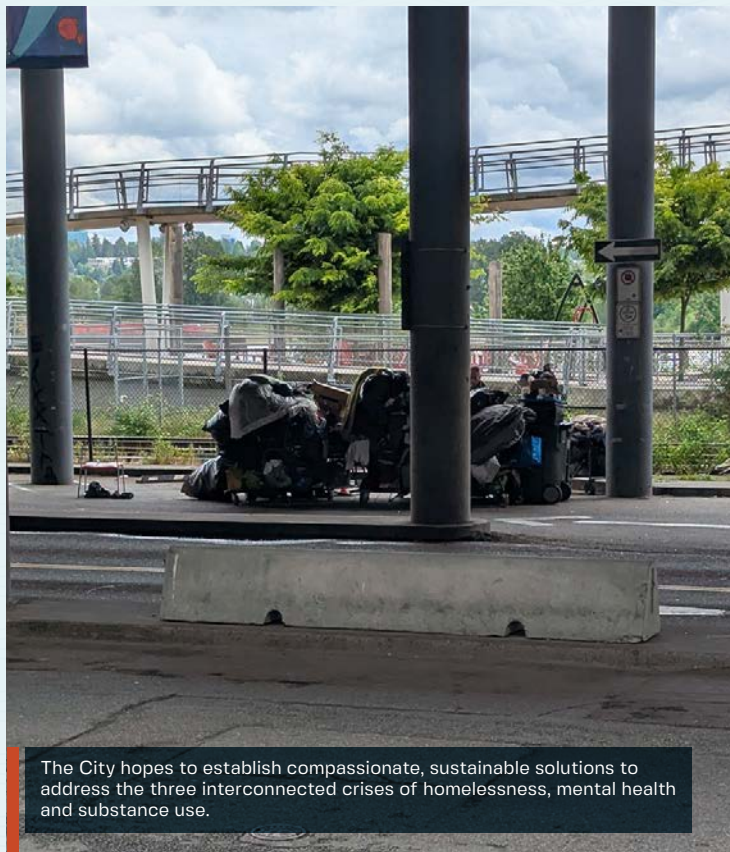
Before the Crises Response Pilot Project, the City of New Westminster had done work on these topics in a number of strategies and initiatives, including the Homelessness Action Strategy (2022), the Downtown Livability Strategy (2022), the Mental Health Roundtable (2023) and the Interim Housing Needs Report (2024). This work combined with extensive case study research laid the foundation for what would eventually become the Crises Response Pilot Project. The Crises Response Pilot Project was approved by council in October 2023, with the pilot fully launching in September 2024.



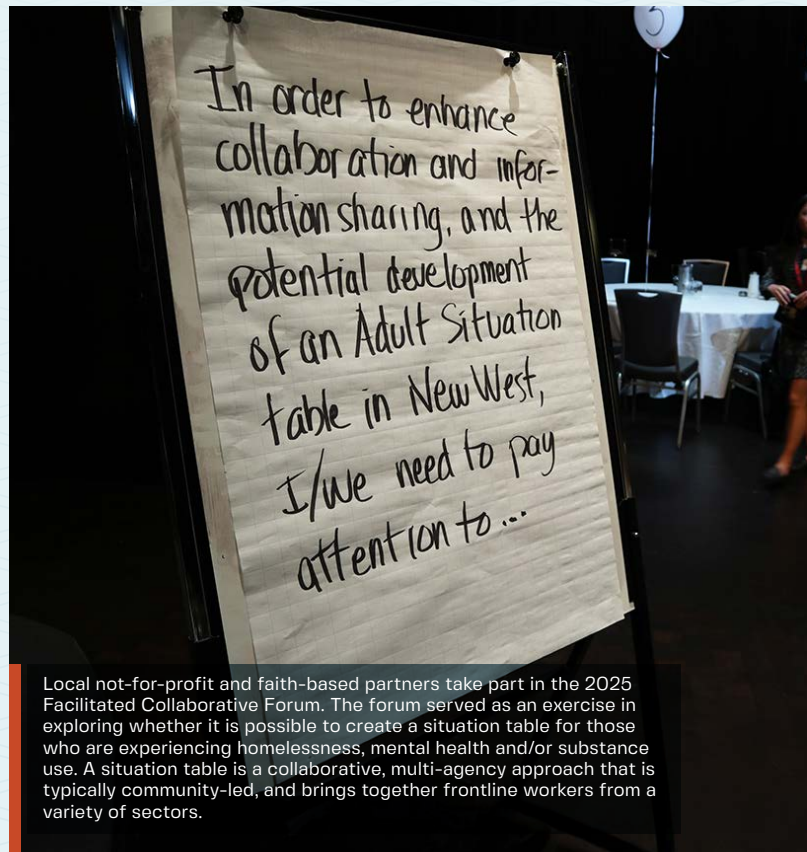
City staff involved in the Crises Response Pilot Project hold a regular quarterly meeting to discuss progress on the work being done.

“...the City noted it would need to take a bolder, stronger, and coordinated approach to be able to see change in the community.”

Why the Crises Response Pilot Project?



The City hopes to establish compassionate, sustainable solutions to address the three interconnected crises of homelessness, mental health and substance use.



Local not-for-profit and faith-based partners take part in the 2025 Facilitated Collaborative Forum. The forum served as an exercise in exploring whether it is possible to create a situation table for those who are experiencing homelessness, mental health and/or substance use. A situation table is a collaborative, multi-agency approach that is typically community-led, and brings together frontline workers from a variety of sectors.

The Crises Response Pilot Project recognizes how interconnected these crises can be: that's because those who experience homelessness, mental health, and/or substance use will feel each one differently. Some people may only experience one of these crises; others may encounter two or all three of them. The City also recognizes the impacts to businesses and other residents, as well as to City staff and resources.

The goal of the Crises Response Pilot Project is to help New Westminster be a great place to live, work and play by:

- Working to reduce homelessness and any related effects.
- Working to reduce harm and death connected to mental health and substance use experiences.
- Addressing other impacts that are felt by the community, including businesses and other residents. Some examples include sheltering, open burning, human waste and discarded belongings.
- Advocating to senior levels of government for support and resources to continue to sustain the work being done through the pilot.

The Crises Response Pilot Project recognizes how these crises are interconnected.

01

Operations Support Team

Mainly focused on safety: fire prevention, cleanliness, compliance with bylaws, staff needs (safety, training)

Includes the Community Liaison Officer Program.

02

Crises Response Outreach Team

Non-clinical outreach workers who provide supports to those experiencing homelessness, mental health, and/or substance use.

03

Policy and Advocacy Team

Lobbies senior levels of government for additional funding, resources, and supports.

Assesses and refines pilot through working groups and external evaluation.

The Crises Response Pilot Project—why three teams?

The three teams within the Crises Response Pilot Project are working towards proactive, resilient and strategic organizational approaches that can be applied long term. By organizing staff into three teams, the City is able to apply checks and balances when looking at the needs of the community, as well as the health and safety needs of staff.

THE OPERATIONS SUPPORT TEAM

The Operations Support Team primarily focuses on safety. Some of the work being done by the Operations Support Team includes:

- Proactive daily cleaning
- Working with a contractor to address issues connected to human waste and other related biohazards
- Fire prevention
- Making sure staff have access to compassionate response training

The Operations Support Team is also home to the Community Liaison Officer Program. Created specifically for the Crises Response Pilot Project, this team:

- Responds to tents or tent-like structures set up around a public space.
- Receives calls related to drug paraphernalia seen in the community.
- Responds to reports of a possible encampment, as well as reports of biohazardous and/or human waste.
- Receives calls about someone and/or someone's belongings impacting pedestrian traffic or spaces like fire exits.



An Engineering Operations worker from the City of New Westminster inspects an area in Downtown New Westminster to ensure it is safe and clean.

THE CRISES RESPONSE OUTREACH TEAM

Created specifically for the Crises Response Pilot Project, this group is made up of experienced outreach workers who provide supports to those directly experiencing homelessness, mental health, and substance use. Members of this team can provide referrals to provincial teams, and also to faith-based and not-for-profit partners in the community.

This team also champions the needs of those who are Indigenous and have living experience of one, two, or all three crises. The group also looks at how the City can provide a culturally safe and trauma-informed response to homelessness, mental health, and substance use.

THE POLICY AND ADVOCACY TEAM

This team lobbies senior government for additional funding, resources, and supports to sustainably address the needs and issues associated with the three crises. This team also regularly checks and refines the work being done on this pilot; it does so through working groups, as well as through external evaluation.



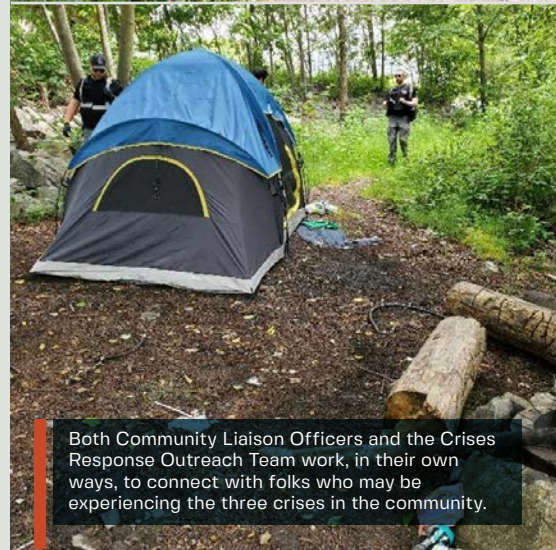
A Crises Response Outreach Team worker speaks to someone out in the community.



City of New Westminster staff give a presentation on the Crises Response Pilot Project to one of the local residents' associations.



An Engineering Operations worker from the City of New Westminster begins the process of removing graffiti.

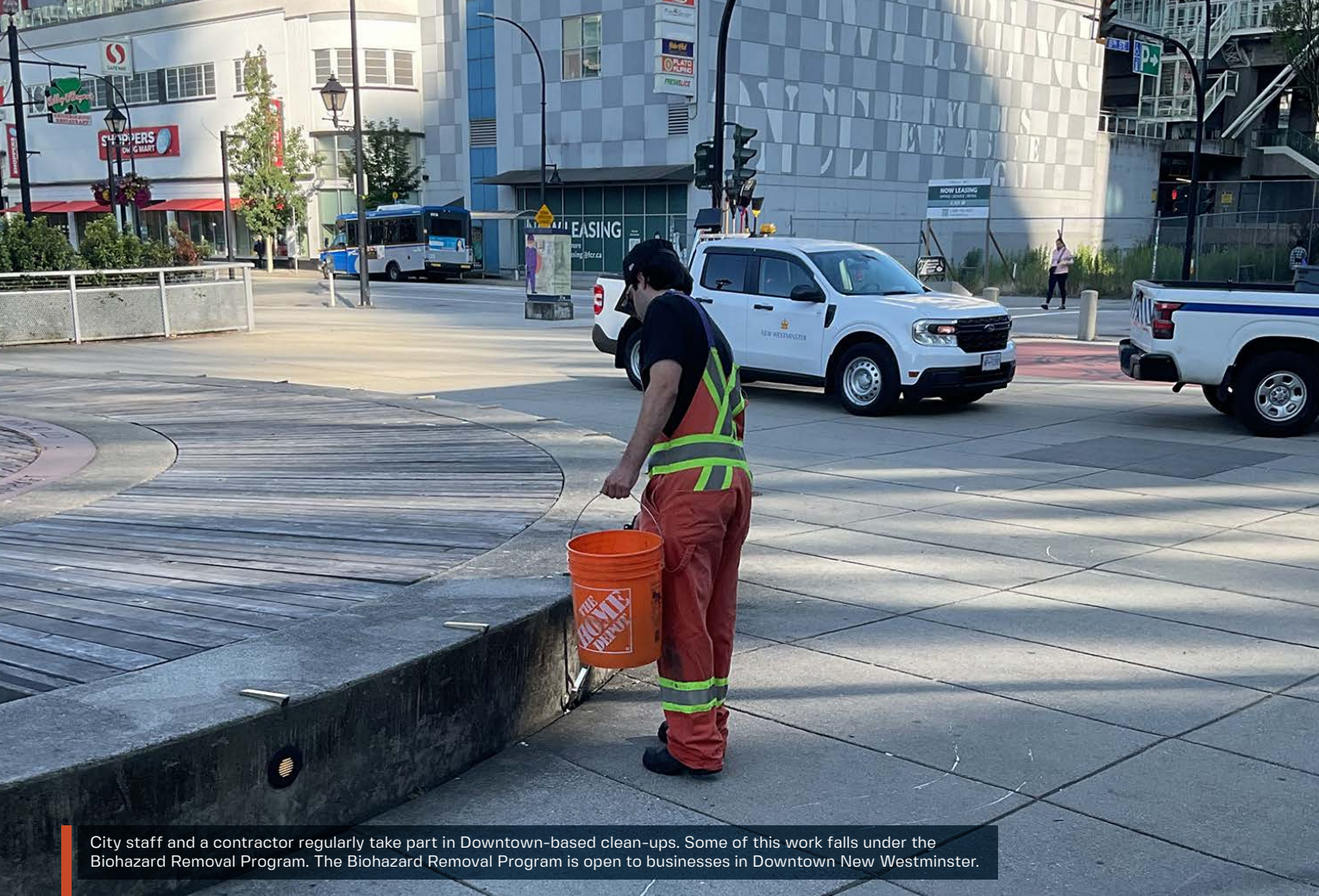


Both Community Liaison Officers and the Crises Response Outreach Team work, in their own ways, to connect with folks who may be experiencing the three crises in the community.

The Operations Support Team

THE TEAM INCLUDES MEMBERS FROM THE FOLLOWING DEPARTMENTS AND DIVISIONS.

Engineering Operations, Civic Buildings, Community Services, Parks and Recreation, Human Resources, Bylaws, New Westminster Fire and Rescue Services and New Westminster Police.



City staff and a contractor regularly take part in Downtown-based clean-ups. Some of this work falls under the Biohazard Removal Program. The Biohazard Removal Program is open to businesses in Downtown New Westminster.

Cleanliness and compliance with bylaws

As part of this pilot, the City works regularly with a contractor that specializes in the removal of biohazardous waste. The City also offers a Biohazard Removal Program for businesses located in Downtown New Westminster. The Biohazard Removal Program was initially part of the Downtown Livability Strategy, but has been extended to this pilot. Businesses in Downtown New Westminster are able to sign up for the program by filling out a waiver.

It is important for City staff to come to work feeling safe, heard and seen, while also having an understanding of the complexities and nuances of the three crises.



New Westminster Fire and Rescue received warming kits from the “Warming the Homeless” initiative in November 2024. The kits are shared with community members who are experiencing homelessness. The packs are also distributed by the Crises Response Outreach Team in cold weather.



Work on the Fourth Street Stairs in Downtown New Westminster is part of the City's space activation and animation plans. Work on this site began early summer 2025.

City staff safety

It is important for City staff to come to work feeling safe, heard and seen, while also having an understanding of the complexities and nuances of the three crises. City staff have taken part in training courses based on a standardized training suite. This suite was developed by the City's Human Resources department, and training was prioritized for staff whose positions are most connected to the three crises.

Some of the training staff have taken part in includes:

- Workplace Violence Prevention and De-escalation
- Resilient Minds®—Building the Psychological Strength of Community Workers
- Resilient Minds®—Building the Psychological Strength of First Responders
- Mental Health First Aid—Standard
- Applied Suicide Intervention Skills
- Homelessness 101

Public space activation and animation

Public space activation and animation helps to encourage everyone to enjoy what New Westminster has to offer. Along with supporting regular events in Downtown New Westminster—such as Fridays on Front and the New West Pride Street Festival—the City is working to improve the Fourth Street Stairs. Improvements to this area will include features meant to encourage people to stay and enjoy the space. Some of these features include:

- A colourful paving treatment to encourage this area to be used as a public space and to encourage regular recreational activity.
- A flex space with opportunities for a wide range of programs and large-scale community events to be held in the area, as well as day-to-day activities.
- Informal seating, street-style skate features and two half-court basketball courts.
- Permanent concrete stairs.



Two members of the Community Liaison Officer Program. The program was established by the City of New Westminster in January 2025.

The Community Liaison Officer Program

The Community Liaison Officer Program began in January 2025. Community Liaison Officers work to make connections with various members of the community, and do so through proactive foot patrols. They are also able to respond to calls.

While members of the Community Liaison Officer Program have an understanding of what resources are available for those experiencing homelessness, mental health and/or substance use, they refer people who may need outreach assistance to the City of New Westminster's Crises Response Outreach Team.

No two days as a Community Liaison Officer are ever alike. The following provides examples of the work completed in the community by members of the team:

1. Over the 2025 winter season, the Community Liaison Officer Program managed a number of tents and structures regularly set up along Front Street. Community Liaison Officers ensured the area was safe and orderly. Because of the Community Liaison Officers' relationships with those in the area, the team was able to clear the space through voluntary cooperation. The Community Liaison Officers and Engineering Operations staff members worked together to clean up the space and restore the area, without incident.
2. Community Liaison Officers have proactively and reactively responded to situations close to local businesses. In one instance, the team found two people in the parking lot of a Downtown New Westminster business with both appearing to be in medical distress. One person gathered their belongings and carried on, however the other required medical assistance. The Community Liaison Officers attempted to keep the individual conscious, and continued to assess their condition.
3. During another early morning patrol, the Community Liaison Officers witnessed two people behind a business arguing over belongings. The Community Liaison Officers were able to calm both people down and send them on their separate ways.
4. While responding to a call of a person behind a residential building, the Community Liaison Officers noticed two people on the sidewalk. One person was responsive and able to walk away, but the other person needed medical assistance, as they were not breathing. Community Liaison Officers began to administer CPR on the individual, and called 9-1-1; New Westminster Fire and Rescue Services arrived to provide emergency medical services.

The Community Liaison Officers and Engineering Operations worked together to clean up the space and restore the area.



One Number to Call Community Support Line



Crises Response
Pilot Project



New
Westminster



An example of a social media post advertising the One Number to Call: Community Support Line. This phone number was created after feedback from a number of different interest groups, including the business community. The number is meant to connect the public to the various initiatives available through the Crises Response Pilot Project.

The One Number to Call: Community Support Line

The Crises Response Pilot Project has been transparent about its need to be flexible and evolve where appropriate. For example, the City responded to feedback from community members that there were too many phone numbers and established one central number to facilitate public requests and inquiries.

The One Number to Call: Community Support Line was established in May 2025 by City staff from the Community Liaison Officer Program and Corporate Communications. This line has allowed for a streamlined response to concerns related to the three crises, and is managed by the Community Liaison Officer Program.

Callers can use the one number to connect with the divisions and teams that are part of the pilot, including the Community Liaison Officer Program and the Crises Response Outreach Team.

**The number 604-527-4502
operates 24 hours a day,
seven days a week.**



Two members of the Crises Response Outreach Team (CRT Outreach). This team engages in both proactive and reactive outreach.

The Crises Response Outreach Team

The Crises Response Outreach Team became fully operational in May 2024. This team provides non-clinical proactive and responsive outreach to those in New Westminster who are directly experiencing one, two, or all three crises. The approach this team takes is aligned with best outreach practices, and their work is person-centred, culturally sensitive, and trauma-informed.

- ☑ **Person-centred** means focusing on the needs of the individual.
- ☑ **Culturally sensitive** means having awareness, understanding, and respect for the cultural differences and practices of individuals from differing backgrounds.
- ☑ **Trauma-informed** means to understand, anticipate, and respond to the needs of individuals who have experienced events that are deeply distressing or disturbing.

This team works to connect people to provincial and community-based services, such as those related to shelter or housing, health care and/or obtaining identification and other basic needs.

The Crises Response Outreach Team also hosts drop-in outreach events at different City spaces, like the New Westminster Public Library and the Queensborough Community Centre. These drop-in programs allow people to connect directly to outreach workers to access resources and services, meet basic needs, and get help applying for housing, identification and funding. The Queensborough drop-in program also offers a hot meal provided by the local Gurdwara, as well as access to a free shower program.

Much like the Community Liaison Officer Program, no two days are alike for the Crises Response Outreach Team. The following are examples of some of the work they do:

1 The Crises Response Outreach Team supported seven people staying along Front Street, and helped them secure beds at a local winter shelter. This transition significantly reduced bylaw-related calls for service in the area. The outreach team also supported an individual with a severely infected wound. By getting the individual into a shelter, they received much-needed care for the wound, preventing a life-threatening situation, and they were about to recover in a safe, supportive environment.

2 The Crises Response Outreach team formed a connection with a couple that had been living in washrooms at a Sapperton area park. After getting to know the couple, the outreach team was able to help them secure permanent housing through a local agency. The support provided by the outreach team included resource navigation, referrals to housing programs, transportation assistance, and vouching for the couple's reliability to the agency.



The Crises Response Outreach Team assembles cooling kits for distribution over the summer. Kits include items like hats, sunglasses, a waterbottle and sunscreen.



The Crises Response Outreach Team participated in Homelessness Action Week in October 2024.

4 The outreach team helped an individual connect to the Rapid Access to Addiction Care clinic in New Westminster so they could access methadone treatment. This included coordinating the appointment, confirming details, and making sure the person felt prepared and informed. As a result, the person was able to start their methadone treatment.

5 The Crises Response Outreach Team provided a person with information related to detox facilities in the region, and supported on-going connection to detox services While no bed was initially available, the team supported the person by encouraging them to continue to call facilities daily. When a spot opened up, the outreach team arranged transportation for the individual and coordinated with intake staff to confirm the booking. The individual completed detox and is now in ongoing treatment.

6 A medically vulnerable tenant at risk of being evicted due to the deteriorating condition of their unit received critical support from the Crises Response Outreach Team. The team was able to coordinate urgent medical care for the person, and connect them to home support services. This work allowed the person to retain their housing and remain safely in their home of more than 30 years.



City Staff meet with community partners, including faith-based and not-for-profit groups, to discuss the next steps in creating an adult situation table. Situation tables are community-led and bring together frontline workers from a variety of sectors. Such tables ensure collaboration and coordination so that people can better access rapid supports and services, while supporting individuals and families experiencing crises.

The Policy and Advocacy Team

The Policy and Advocacy Team reviews what tools the project needs to succeed. They work with senior levels of government to obtain support, resources and funding while fostering strategic partnerships. This group is also responsible for creating the Five-Year Prevention, Support and Transition Services Plan (2025 to 2030) (p. 14) and the Ten Year Supportive Housing and Wrap-Around Services Plan. (2025 to 2035) (p. 15).

The Policy and Advocacy Team recognizes the importance of working together in a community-oriented, coordinated, and collaborative way. Staff have worked tirelessly to create connections with a variety of groups including BC Housing, the Fraser Health Authority, the First Nations Health Authority and the Ministry of Mental Health and Addictions.

This team is also responsible for connecting with working groups. Working groups help to identify improvements to the pilot project. There are two working groups that are part of the Crises Response Pilot Project:

The **Implementation Working Group** includes representatives from faith-based, not-for-profit and provincial bodies working to address the three crises, and people with lived and living experience. This working group:

- Helps to make sure the pilot is culturally-appropriate, trauma-informed and responsive to community needs.
- Helps to increase connections, collaborations and referrals between the Crises Response Outreach Team and Indigenous, faith-based, not-for-profit and provincial bodies.
- Informs project refinements based on feedback from those who interact with the Crises Response Outreach Team.

The **Engagement and Collaboration Working Group** members include City staff, as well as business and resident associations. This group:

- Supports advocacy and/or collaboration activities with senior levels of government.
- Communicates the concerns of businesses and residents related to the three crises, while informing how the pilot project and advocacy and/or collaboration activities can best respond.
- Identifies roles for gaining the support of businesses and residents in related advocacy and/or collaboration activities.

The Policy and Advocacy Team is also responsible for ensuring information and updates about the pilot are shared with a wide range of audiences. Some examples of how the information is communicated includes the creation of easy-to-use reference cards, regular updates to the web pages dedicated to the Crises Response Pilot Project, and creating an information video to introduce the project to the various audiences.

Two plans to move forward

To ensure the Crises Response Pilot Project is meeting major milestones, the Policy and Advocacy Team have developed two plans with a list of priorities and actions. These priorities and actions were split into two plans:

- The Five-Year Prevention, Support and Transition Services Plan, with work in this plan to be completed from 2025 to 2030.
- The Ten-Year Supportive Housing and Wrap-Around Services Plan, with work in this plan to be completed from 2025 to 2035.

The Five-Year Prevention, Support and Transition Services Plan

Also called The Five-Year Plan, this plan works towards reducing the number of people who end up experiencing homelessness, decreasing the time people experience homelessness, and better supports them while experiencing homelessness; this includes preparing them to transition out of experiencing homelessness. This plan also includes considerations to bring those who are experiencing one, two, or all three crises inside to spaces that offer supports and services. By bringing people inside, this will reduce impacts of the three crises experienced by businesses and other residents.



Members of the Policy and Advocacy Team participate in a media opportunity to discuss the Crises Response Pilot Project.

THE FIVE-YEAR PLAN:

1. Create an inventory of prevention services to identify assets, needs and gaps to inform referral and advocacy activities.
2. Keep coordinating meetings that involve faith-based, non-profit and provincial organizations and teams; the goal of these meetings is to enhance communication, collaboration and coordination. This work will also include the exploration of a situation table approach to help with case management and information sharing, including the sharing of confidential information.
3. Conduct consultation with Indigenous organizations as how to best address homelessness. Based on the 2023 Point-in-Time Homeless Count, there is a need to prioritize Indigenous shelter beds and supportive housing units, while ensuring that they are trauma-informed and culturally safe.
4. Advocate to the Ministry of Health and the Fraser Health Authority for the incorporation of indoor inhalation services at the Overdose Prevention Site in Downtown New Westminster. If it is determined to be feasible and if funding is realized, the City will expedite building permit inspections to support program delivery. If it is not, the City will work with the Fraser Health Authority and the non-profit operator to explore an alternative location to provide these important harm reduction services.
5. Advocate for the development of a Health Connect and Resource Centre to address the needs of the daytime unhoused population and to provide access to:
 - a. **Health, wellness, and hygiene services**
 - b. **Housing and tenant support**
 - c. **Identification retrieval**
 - d. **Leisure and meal programming**
 - e. **Resource navigation and referrals**
 - f. **Income supports**
6. Work with the Assertive Community Treatment (ACT) Team, the Integrated Homelessness Action Response Team (IHART), CRCL (formerly known as the Peer Assisted Care Team, CRCL stands for Crisis Response, Community-Led), the Substance Use Services Access Team (SUSAT) and other teams to address needs and gaps, including those related to coverage, hours, referrals, services and staffing.
7. Work with Fraser Health and Royal Columbian Hospital on a discharge plan and placement of unhoused and precariously housed patients.
8. Work with Provincial bodies to better address impacts on residents and businesses associated with funded facilities and programs, including related to the development of response plans.
9. Collaborate with the New Westminster Homelessness Coalition Society related to Homelessness Action Week in October 2025, including on an advocacy and anti-stigma campaign.
10. Complete work on Citywide Toilet Strategy, with one of the four main user groups being the unhoused – consultation with user groups, including the unhoused, will occur during January and February 2025.

Shelter beds and housing units should be purpose designed, trauma-informed and culturally safe for Indigenous people in order to meet the needs of the unhoused population in New Westminster.



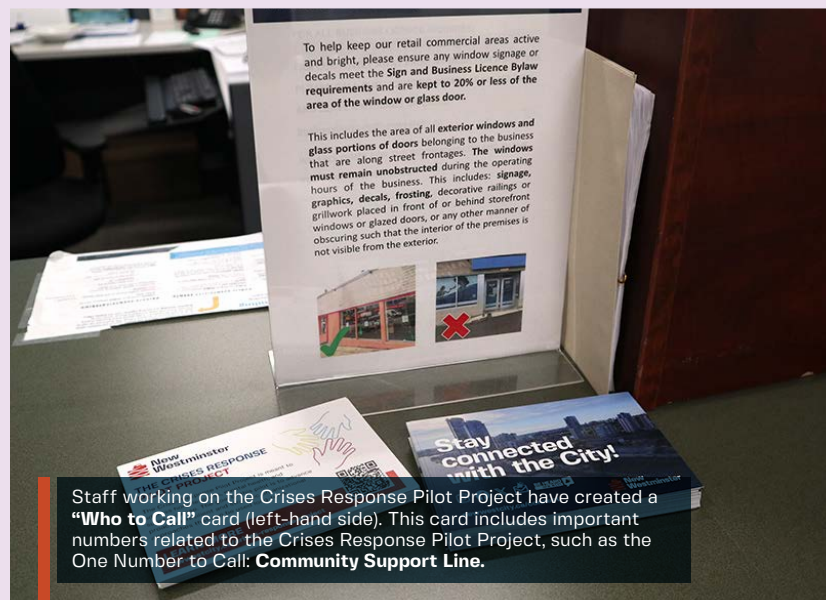
Local not-for-profit and faith-based partners watch a video at the 2025 Facilitated Collaborative Forum meant to explain the Crises Response Pilot Project. This video is one of the many ways staff have worked to get information out about the pilot to the community.

The Ten-Year Supportive Housing and Wrap-Around Services Plan

Also known as The Ten-Year Plan, this plan looks at actions and timing priorities for shelter beds and supporting housing units. This plan is also informed by the City's Interim Housing Needs Report (2024).



One of the members of the City's Policy and Advocacy Team gives a presentation to other staff regarding the importance of permanent



Staff working on the Crises Response Pilot Project have created a "Who to Call" card (left-hand side). This card includes important numbers related to the Crises Response Pilot Project, such as the One Number to Call: **Community Support Line**.

The Ten-Year Plan:

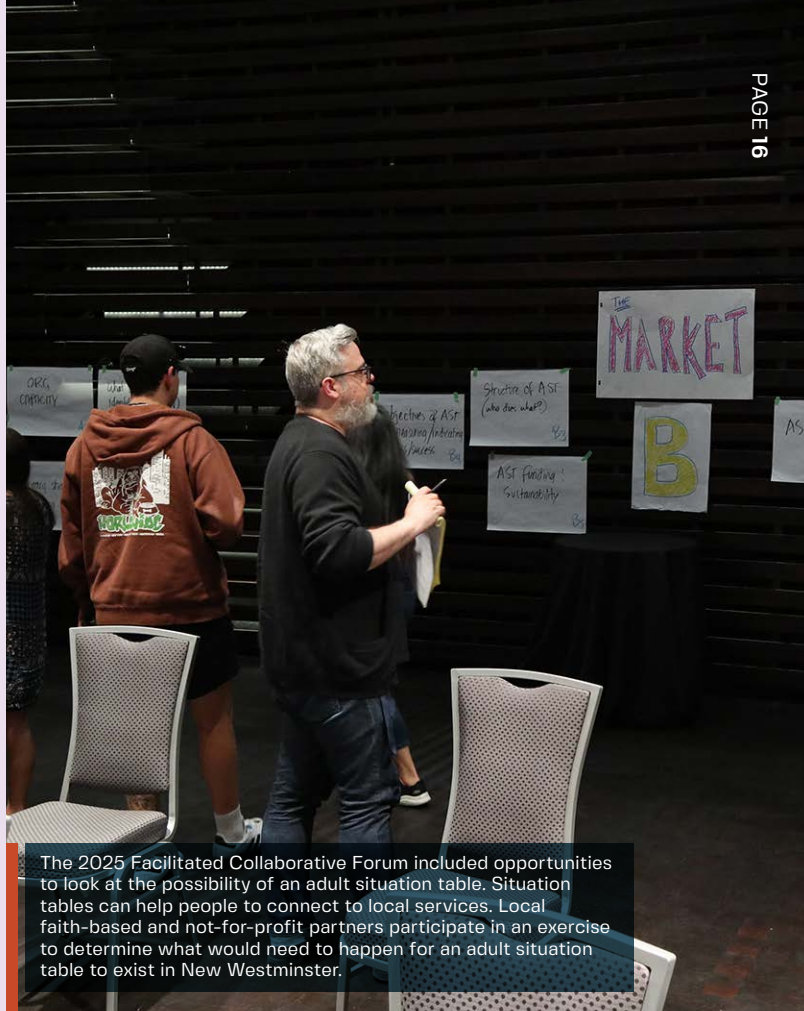
FROM 2025 TO 2030:

Shelter bed and supportive housing unit targets:

- 58 permanent 24/7 shelter beds with supportive services.
- 142 supportive housing units, including up to 20 complex care units, with the latter supporting those experiencing homeless, along with severe and persistent mental health and substance use. This represents 40% of the total required for supportive housing units between 2025 and 2030. This number comes from the Interim Housing Needs Report.
- 20 to 30% of shelter beds and supportive housing units should be purpose-designed, trauma-informed and culturally safe for those who are Indigenous and experiencing homelessness.
- All new shelter bed and supportive housing units should be in purpose-designed buildings and spaces; they must include wrap-around services, and must be designed with best practice principles top of mind to reduce impacts on businesses and other residents. Each supportive housing project is expected to include between 40 and 60 units.
- All new projects must be accessible to services, community amenities and public transit.

Plan actions:

1. Support expedited construction of 602 Agnes St (formerly 68 Sixth Street). This 52-unit permanent, purpose-designed supportive housing development will immediately provide housing for those experiencing homelessness in Downtown New Westminster. The City will continue to prioritize building inspections and site servicing requirements.
2. Advocate to BC Housing to prioritize the funding to construct trauma-informed and culturally safe Indigenous housing. The City will help to make this possible by providing capacity funding—financial support provided to strengthen an organization's ability to achieve its goals—to First Nations and Indigenous organizations.
3. Advocate to BC Housing to prioritize the funding for a purpose-designed 24/7 shelter with in-house supports. The shelter will be outside of Downtown New Westminster and on a site accessible by public transit.
4. Advocate to BC Housing, the Ministry of Health and the Fraser Health Authority to prioritize funding for 20 complex care units within the construction of new purpose-designed supportive housing developments.
5. Advocate to BC Housing to fund permanent, purpose-designed supportive housing units on a site near Royal Columbian Hospital.



The 2025 Facilitated Collaborative Forum included opportunities to look at the possibility of an adult situation table. Situation tables can help people to connect to local services. Local faith-based and not-for-profit partners participate in an exercise to determine what would need to happen for an adult situation table to exist in New Westminster.

The Crises Response Pilot Project looks to share statistics and research with the community to combat misinformation. In Fall 2024 the City ran a “Did You Know?” campaign, which included statistics from the 2023 Point-in-Time Homeless Count.

FROM 2030 TO 2035:

Supportive housing unit targets:

- 140 supportive housing units will need to be constructed. This represents 40% of the total need for supportive housing units required between 2030 and 2035; this number is based on the Interim Housing Needs Report (2024).
- All new supportive housing units should be in purpose-designed buildings and spaces—this includes wrap-around services—and they must be designed in alignment with best practice principles to reduce impacts on businesses and other residents. Each supportive housing project is expected to have between 40 and 60 units.

Plan actions:

1. Advocate to fund a permanent, purpose-designed supportive housing development in the Uptown neighbourhood.
2. Advocate to fund a permanent, purpose-designed supportive housing development in the Brow of the Hill/Moody Park neighbourhood.
3. Advocate to fund a permanent, purpose-designed supportive housing development in the 22nd Street Station area.

Emergency Treatment Fund

In late 2024, the Policy and Advocacy Team submitted an application on behalf of the City of New Westminster to Health Canada's Emergency Treatment Fund. In early 2025, the City learned it was successful.

The City of New Westminster was the only city and applicant in BC to receive funding through this funding stream. The \$1.47M contribution from the federal government covers about 70% of the City's initial \$2.2M investment. Some examples of what the funding will cover includes:

- An extended outreach component to help support the Crises Response Outreach Team.
- Equipment, supplies and training to be able to do work under the Crises Response Pilot Project.
- Protective public measures, including collecting biohazard collection and disposal services.

The City of New Westminster acknowledges the funding of this project in part by the Government of Canada.

Coordinating independent evaluation

Another way the City is ensuring accountability for the project is through the use of an independent evaluator. The evaluator's goals include:

- Ensuring the design of the Crises Response Pilot Project is effectively meeting intended outcomes.
- Measuring the pilot project's progress and outcomes over time.
- Checking for any unmet needs, gaps and constraints that limit the ability of the pilot to address the three crises.

- Checking to see whether the pilot is reaching the intended populations.
- Examining the pilot as a means for effective advocacy and policy development.

Douglas College is also responsible for carrying out the independent evaluation. A number of research questions will be asked by the evaluator. These include:

- Does the progress and work of the pilot reflect a culturally sensitive and trauma-informed approach?
- To what extent does the pilot develop collaborative relationships to meet its goals related to service delivery, community building and advocacy?
- How does the pilot respond to and account for concerns expressed by community partners and members?
- Since the implementation of the pilot, what services and supports have been delivered?
- Since the implementation of the pilot, what work has been carried out by the OST and at what magnitude?
- What are the constraints that limit the ability of the outreach team to deliver services?
- What are the constraints that limit the ability of the operations support team to carry out their work?
- To what extent is the CRPP meeting the needs of individuals experiencing homelessness, mental illness and/or substance use?
- What are the perceptions of community members, including residents and businesses, regarding the CRPP and the project's effectiveness?
- Who is accessing the services provided by the Crises Response Team?
- Since the launch of the CRPP, what facilities or resources have been materialized or are in development?

Two evaluation reports will be provided at the one-year and two-year mark of the pilot.



Part of the Crises Response Outreach Team's display at a Homelessness Action Week event.

For more information on the project, please visit one of the following sites:



The Crises Response
Pilot Project

newwestcity.ca/crises-response-project



The Community Liaison
Officer Program

newwestcity.ca/clo



The Crises Response
Outreach Team

newwestcity.ca/crises-response-outreach-team



Frequently Asked
Questions

newwestcity.ca/crises-response-project/faq



WITH FUNDING FROM:



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