

# Request for Expressions of Interest: New Westminister Peer Assisted Care Team Summary of Community Engagement

In support of transparency and honoring the voices of our community, the Canadian Mental Health Association, BC Division (CMHA BC) undertook a community engagement process on the development of a Peer Assisted Care Team Pilot Program in the community of New Westminister. All organizations are encouraged to review the following information summarized in the development of expression of interest application.

## Community Planning Table: New Westminister

A series of community planning table circles were hosted in partnership with 13 community social service agencies between March and June, 2022. These planning sessions focused on amplifying the voices of our community. Mental health service providers, service providers who work with people who use substances, service providers who work with people with disabilities, frontline emergency responders, and service providers who work with the homeless/precariously housed participated. In addition to the community planning table, an information session with Indigenous community members was held. Consultation and engagement with Indigenous community members, organizations and nations will be ongoing. Further one on one consultations continue to be held with community members invested in this work.

## List of Community Planning Table Organizations

- City of New Westminister
- Union Gospel Mission
- Family Services of Greater Vancouver
- Greater Vancouver Food Bank
- Holy Trinity Cathedral
- Umbrella Multicultural Health Co-op
- Lookout Society
- Purpose Society
- Elizabeth Fry Society
- Monarch Place
- Spirit of the Children Society
- Canadian Mental Health Association Vancouver-Fraser
- Dan's Legacy

## Summary of Findings

Below is the summary of findings as they relate to the key themes discussed during the community roundtables.

### Training

- The importance of knowledge sharing and building in feedback loops.
- The need for training around setting boundaries and being realistic about capacity, especially in highly charged situations.
- Ensuring there is support for the caregiver doing the work.

### Coordinating – with government and partnership with other models

- Acknowledgement that people can get lost moving between systems.
- Have a position that connects all while holding the relationship with the client.
- There needs to be a clear continuum of care following the initial crisis response.

### Other

- Need to have trauma-informed approaches that recognizes power imbalances.
- The need for collaboration – using a hub model.
- The need for follow-up.
- Integrate Peer-Assisted Care Team (PACT) into a continuum of care.
- Cultural safety and sensitivity – it is important to create opportunities for Indigenous communities to self-govern and lead an Indigenous Peer Assisted Care Team.

### Dispatch

- Coordinating and working with dispatch prior to launching teams is important in ensuring a seamless launch.
- There must be recognition that 911 is not always a safe option for individuals and communities and could be a barrier. Other options should be considered in addition to 911.

### Continued Community Consultation

- Continued community consultation and engagement will be an important aspect of launching this team in New Westminster. The list of community partners and individuals involved in the planning of this pilot project will continue to grow and a process for meaningful ongoing engagement will be established with the successful applicant of this EOI.

## Contact Information

For support, questions, or more information please contact us please connect with us:

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