

# Request for Expressions of Interest: Victoria 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 Victoria. All organizations are encouraged to review the following information summarized in the development of expression of interest application.

## Community Planning Table: Victoria

A series of community planning table circles were hosted in partnership with 15 community social service agencies and 12 individuals with lived and/or living experience 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 also participated. In addition to the community planning table, an engagement session with Indigenous led organizations were held. Further one on one consultations continue to be held with community members invested in this work.

## List of Community Planning Table Organizations

- AVI Health & Community Services
- Boys & Girls Club of Southern Vancouver Island
- Connections Place
- Foundry Victoria
- Greater Victoria Acting Together
- Greater Victoria Coalition to End Homelessness
- Indigenous Perspectives Society
- Inter-Cultural Association of Greater Victoria
- Island Sexual Health Society
- James Bay Community Project
- Mental Health Society of Greater Victoria
- Salvation Army
- Our Place Society
- Vancouver Island Counselling Centre for Immigrants and Refugee
- Victoria Women's Transition House Society

## 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 Victoria. 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:

**Erin Ewart** (She/Her)

Associate Director, Crisis Care Reform

[Erin.Ewart@cmha.bc.ca](mailto:Erin.Ewart@cmha.bc.ca)

1-800-555-8222 or 604-349-4574