



How North Shore PACT can help

- Offer support to you, a loved one, and a bystander over phone call, via text, and in person
- Provide crisis counselling and de-escalation
- Accompany you to emergency departments, police stations, or community organizations
- Connect you to the appropriate resources, services and supports in the community
- Provide short-term follow-up care after a crisis event

What North Shore PACT cannot do

- Perform psychological or medical assessments
- Make referrals to psychiatrists or other medical specialists
- Fast-track applications (housing, MSDPR, etc.)

About CMHA

Founded in 1918, the Canadian Mental Health Association (CMHA) is a national charity that helps maintain and improve mental health for all Canadians. As the nationwide leader and champion for mental health, CMHA helps people access the community resources they need to build resilience and support recovery from mental illness.

In BC, mental health, substance use and addictive behaviour are within the scope of the organization.



Canadian Mental Health Association
North and West Vancouver
Mental health for all

CMHA North & West Vancouver Branch
#300 - 1835 Lonsdale Ave., North
Vancouver, BC V7M 2J8

northshorepact.com



Canadian Mental Health Association
North and West Vancouver
Mental health for all



**Are you or your loved one in distress?
We can come support you.**

**Connect with
North Shore PACT**
(Peer Assisted Care Team)



Call: 1-888-261-7228
Text: 778-839-1831

About North Shore PACT

The Peer Assisted Care Team (PACT) is a mobile community-led crisis response team on the North Shore that attends crisis calls related to mental health and/or substance use across the community.

It is an alternative to emergency services that pairs a mental health professional and a peer worker to provide trauma-informed support to individuals 13+.

Contact North Shore PACT when you or someone around you is in distress due to:

- Thoughts of hurting yourself or suicide
- Families experiencing challenges
- Drugs or alcohol use
- Loss of reality
- Feelings of hopelessness or despair
- Social isolation and loneliness
- Fear and anxiety

How to reach North Shore PACT

 **Call: 1-888-261-7228**
Text: 778-839-1831

Email: pact@cmhanorthshore.ca

Available in English and Farsi
Service hours: 7 days a week
8:00 am – 12:30 am

If you or someone around you is an immediate danger and/or safety risk, call 911

How PACT works

Step 1



You or a community member can call/text your local PACT number

Step 2



A member of the Team (PACT) assesses the situation

Step 3



A mental health professional and a peer (the Team/PACT) are sent to respond

Step 4



Support is provided directly to the individual

Step 5



The PACT conducts a follow-up and connects the individual to additional community services

When to contact North Shore PACT and what to expect after?

A crisis can happen to anyone at any time. It can look different in different communities, demographics, and cultures. In the context of North Shore PACT, a crisis is a behavioural, emotional, or psychiatric situation that is perceived to be a crisis, by the individual, family, friend, or bystander, that requires intervention and support. Crisis in the context of North Shore PACT may also refer to a third party's concern for a person's well-being and the need for assessment and/or support without the involvement of police and emergency services.

North Shore PACT may also provide support to family members, caregivers, and bystanders impacted by a mental health and/or substance use crisis.

With consent, North Shore PACT service users will receive short-term follow-up from North Shore PACT staff members. This follow-up is an opportunity to refer to further services, discuss safety and recovery plans, and assess ongoing well-being.