



How CRCL North Shore 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 CRCL North Shore cannot do

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

About CRCL North Shore

CRCL (pronounced circle) is the new name for the Peer Assisted Care Teams (PACT) model. CRCL stands for Crisis Response, Community Led.

CRCL is funded by the Province of BC, developed, and administered by the Canadian Mental Health Association, BC Division (CMHA BC) and delivered by local community-based organizations.

CRCL Crisis Responders may be peer support workers, licensed clinical social workers, paramedics, nurses, or other staff with expertise and professional experience supporting people in crisis.

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

CRCL North Shore



#312 - 2030 Marine Dr.,
North Vancouver, BC V7P 1V7

CRCLNorthShore.ca



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

**Connect with CRCL
North Shore**
(Crisis Response, Community Led)



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

About CRCL North Shore

CRCL is a mobile, community-led crisis response team that provides support to people experiencing a mental health crisis 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 CRCL North Shore 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 CRCL North Shore



Call: 1-888-261-7228

Text: 778-839-1831

Email: CRCL@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 CRCL works

Step 1



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

Step 2



A member of the Team (CRCL) assesses the situation

Step 3



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

Step 4



Support is provided directly to the individual

Step 5



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

When to contact CRCL North Shore 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 CRCL North Shore, 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 CRCL North Shore 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.

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

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