

# Peer Assisted Care Team (PACT)

PACT is a mobile, community-led team that offers support to individuals experiencing a mental health and/or substance use crisis.

PACT is an alternative or auxiliary response to police intervention, providing crisis support that focuses on prevention, health and well-being.

Operated by the Lower Mainland Purpose Society.

(<https://purposesociety.org/events/categories/health-programs/overdose-crisis-response/pact/>), this team is comprised of a Mental Health Worker and a Peer Support Worker (someone with lived or living experience), who attend to crisis calls during scheduled service hours. This type of community initiative looks to respond to the needs of individuals most impacted by mental health and substance use, and provide trauma-informed, culturally safe support to youth and adults in the City of New Westminster.

You can reach out to PACT when you or someone you know is in distress due to:

- Thoughts of self-harm or suicide
- Family members experiencing challenges
- Substance use
- Social isolation and loneliness
- Fear, anxiety and depression
- Other mental health-related emergencies

How we can help:

- Offer support to an individual or their loved one over the phone or in-person
- Provide crisis counselling and de-escalation
- Facilitate connections to the appropriate resources, services and supports in the community to meet an individual's underlying needs
- Provide advocacy and accompaniment to emergency departments, police stations, or community organizations

PACT services are available to callers aged 13+ and adults living in the City of New Westminster

**Hours of operation:** 7:00 am - 11:30 pm, 7 days/week

**Contact number:** 778-727-3909