



# The Crises Response Pilot Project

Presentation to Massey Victory  
Heights Residents Association

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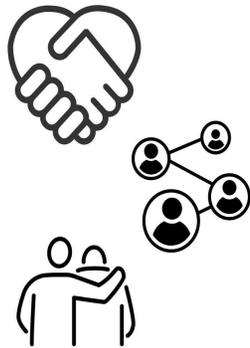


*We recognize and respect that New Westminster is on the unceded and unsundered lands of the Halkomelem speaking peoples. We acknowledge that colonialism has made invisible their histories and connections to the land. As a City, we are learning and building relationships with the people whose lands we are on.*

# Crises Response Pilot Project



## Crises Response Outreach Team



- Provides non-clinical proactive and reactive outreach to people in New Westminster directly experiencing the three crises of homelessness, mental health and substance use.
- Connects people to faith-based, non-profit, and provincial organizations and teams.
- The team can also respond to toxic drug overdoses.
- Hosts drop-in outreach events at different City facilities, like the New West Public Library and the Queensborough Community Centre
- While the City recognizes that homelessness outreach is typically a provincial responsibility, it also noticed a gap in the ability to address homelessness, mental health and substance use

### Some of the services and initiatives the CRT can connect people to include:

- Food and meal programming
- Health services
- Identification retrieval
- Income and disability assistance
- Shelter and housing

# Crises Response Outreach Team: Best Practices



- CRT are person-centred, culturally-sensitive and trauma-informed.
- CRT help people navigate services and build trust, connection, and a sense of community and belonging.
- CRT bridge services and help people connect to long-term supports through informal case management, making and receiving referrals, and responding to toxic overdose events.

## Success Stories from CRT Outreach



CRT Outreach helped someone obtain their BCID so that they could gain access to their bank account.

CRT Outreach helped someone access detox services, providing guidance and encouragement throughout the process.

CRT Outreach helped someone complete their Persons With Disabilities application so that they could have greater financial stability.

## Operations Support Team

Includes Engineering Operations, Human Resources, New West Fire and Rescue Services, New West Police, New West Public Library, and the Community Liaison Officer Program, or CLOs for short.

Focuses on cleanliness and maintenance, staff safety and bylaw compliance, including providing notifications to dismantle shelters and tents each morning.

The courts have determined that people experiencing homelessness can set up shelters and tents in parks and public spaces overnight.

### Community Liaison Officer Program

CLOs make connections and build relationships with businesses, residents, service providers, and community members.

#### Highly visible:

- Heavy focus on foot patrolling
- Addresses a variety of calls, including encampments, sheltering, recreational vehicles on streets, blocked sidewalks, etc.

#### We engage everyone:

- Connect with businesses, residents and visitors
- Attend events, festivals and activations
- Facilitate respectful dialogue between residents and businesses who are housed and unhoused

## Community Liaison Officer Program

CLOs distribute seasonal kits to those experiencing homelessness: warming kits in the winter and cooling kits in the summer.

CLOs respond to toxic drug events, providing life-saving interventions and manage the *One Number to Call*.



### What is the One Number to Call?

The number is [604-527-4502](tel:604-527-4502) and it operates 24 hours a day, seven days a week.

Launched on May 1, 2025, members of the public in New Westminster can call the One Number to Call to report immediate concerns related to the three crises.

### Community Liaison Officer Program: by the numbers

3,216 contacts – an average of 450 contacts per month

433 calls for service to the One Number to Call Line since May 1, 2025

## Policy and Advocacy Team



- Collaborates with other CRPP teams and faith-based, non-profit, and provincial organizations and teams to identify needs and gaps related to homelessness, mental health and substance use.



- Staff liaisons work with different interests and sectors for engagement and feedback (NW residents, NW businesses, faith-based and non-profits, Provincial bodies).
- The team develops plans and strategies to address needs and gaps in the pilot project, and works to mitigate the effects of the three crises.
- The team coordinates internal resources and processes to make sure the work is efficient and that it drives forward key pilot project initiatives.

### Policy and Advocacy Team Accomplishments

- City awarded \$1.75M from Health Canada's Emergency Treatment Fund
- City awarded \$50K from PSSG to establish an Adult Situation Table

- Developed two plans that underpin the CRPP:
- Five-Year Prevention, Support and Transition Services Plan
  - Ten-Year Supportive Housing & Wrap Around Services Plan

# Two Plans That Work in Tandem

## Five-Year Prevention, Support and Transition Services Plan (2025-2030)

- Aims to reduce the number of people falling into homelessness, decrease the time that people are homeless, and better support people while homeless, including preparing them to transition out of homelessness.
- Identifies interim actions to address needs related to the three crises and identifies ways that homelessness prevention can be bolstered.
- Key actions include expanding emergency and transitional shelter access, enhancing Indigenous-informed and trauma-informed responses, and streamlining case management and referral processes.
- This plan focuses on immediate service improvements and partnerships that can reduce reliance on reactive, crisis-driven approaches.

## Ten-Year Supportive Housing and Wrap-Around Services Plan (2025-2030)

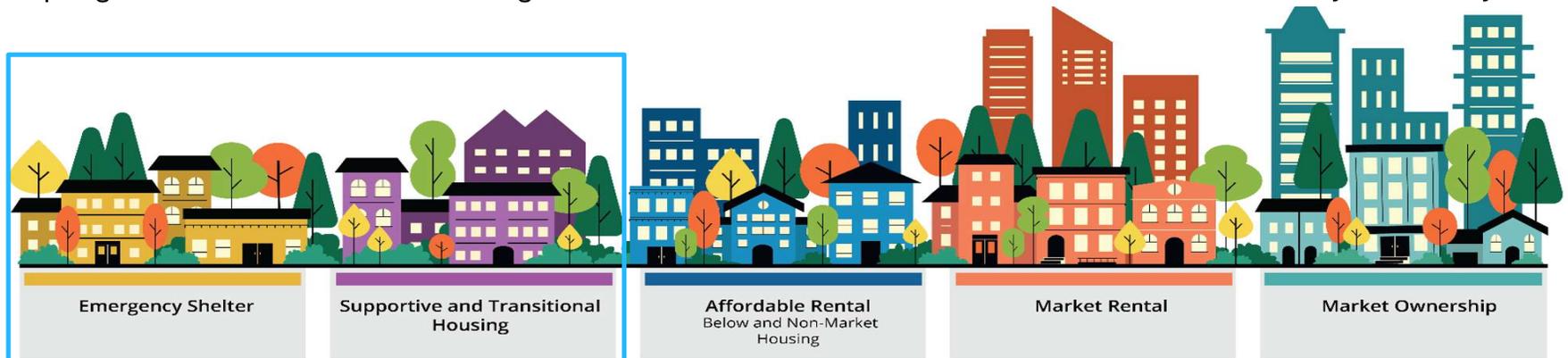
- Aims to increase the supply of supportive and complex care housing, expand peer-led and culturally-safe service delivery models, and clearly delineate municipal versus senior government roles.
- Develops longer-term and sustainable actions and timing priorities for the provision of 58 24/7 shelter spaces between 2025 and 2030 and 282 supportive housing units between 2025 and 2035, as identified in the City's Interim Housing Needs Report (2024).
- Identifies promising practices to incorporate into new housing and shelter spaces.
- Continues to emphasize coordination and advocacy while calling on senior governments to deliver sustainable housing and health infrastructure.

## Year One Highlights: Five Year Plan

- ★ Improved access to low-barrier washrooms through a hygiene services trailer that provides 24/7 access to toilets, showers and sinks with on-site attendant services (about 1,300 visits per month);
- ★ Received \$1.75 million in funding from Health Canada to support elements of the CRPP, including outreach services, collaborative activities, and public health initiatives such as bio-hazardous waste collection and disposal;
- ★ Secured 35 seasonal shelter beds in winter 2024/25 and secured 10 seasonal shelter beds and a daytime and a nighttime warming centre in winter 2025/26;
- ★ Transitioned the 50-bed shelter at 502 Columbia Street from a 12-hour model to a 24-hour model;
- ★ Continued to advocate to Fraser Health (FH) and the Ministry of Health to incorporate indoor inhalation booths at the Health Contact Centre, while working with FH for a permanent location for the Centre;
- ★ Received \$50,000 in funding from the Ministry of Public Safety and Solicitor General to establish an Adult Situation Table (AST). Launched member recruitment and training for the AST and will be activating a concurrent Collaboration Table to address systemic gaps;
- ★ Advocated to the Ministry of Health to develop the Health Connect and Resource Centre – a daytime health and social services hub dedicated to meeting the needs of unhoused people. Engaged frontline service providers and people with lived and living experience in the development of an operational framework and programming priorities;
- ★ Established an informal working group with Fraser Health to improve discharge planning and health systems navigation to reduce discharges to homelessness;
- ★ Continued to advance work on advocacy and anti-stigma initiatives, including in partnership with the New Westminster Homelessness Coalition Society.

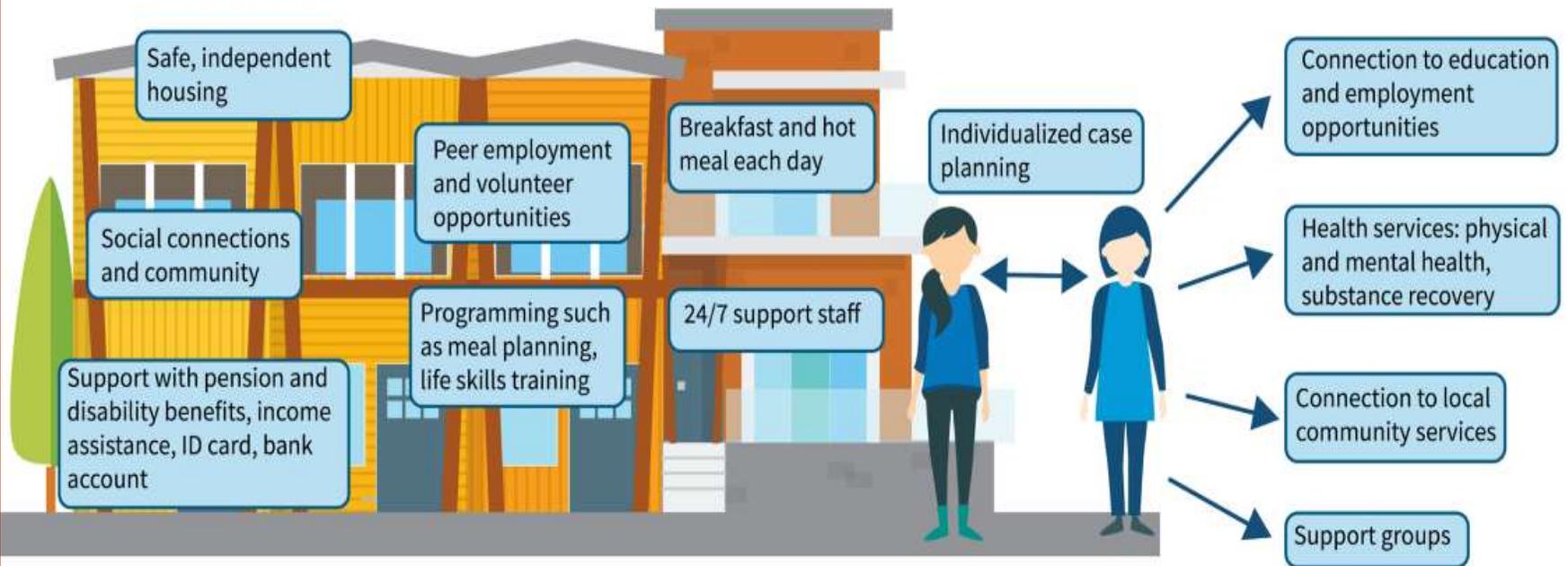
## Year One Highlights: Ten Year Plan

- ★ Advanced work on 52 units of permanent housing with wraparound supports at 602 Agnes Street (opening late spring 2026).
- ★ Advanced work with BC Housing to on an additional 50 units of permanent housing with wraparound supports, plus 10 complex care housing units.
- ★ Advanced work with BC Housing to fund a 30-bed, permanent, 24/7 shelter with support services on a site outside the Downtown and accessible by public transit.
- ★ On-boarding an Indigenous Planning Consultant to inform several aspects of the pilot project, including relationship-building with Indigenous-serving organizations and ensuring housing programs and services are designed and delivered in a trauma-informed and culturally-safe way.



# Housing with Wraparound Supports

Examples of the types of supports offered in permanent housing with wraparound supports



# Resources & Contacts



## THE CRISES RESPONSE PILOT PROJECT

The Crises Response Pilot Project is meant to address homelessness, mental health, and substance use. The goal of this pilot is to advance proactive, resilient and strategic organizational approaches that can be used long-term.



**LEARN MORE**

[newwestcity.ca/crises-response-project](http://newwestcity.ca/crises-response-project)

## RESOURCES AND CONTACTS



### Community Liaison Officers (CLOs)

Call CLOs if you see a tent or similar structure in the community

### CRPP: One Number to Call

This number will connect you to:

- Community Liaison Officers (CLOs)
- Crises Response Team (Outreach)
- The Biohazard Removal Program

**604-527-4502**

### CRCL (formerly PACT)

For those 13+ experiencing a mental health and/or substance-related crisis.

**778-727-3909**  
(call or text)



### Crises Response Outreach Team

CRT Outreach connects people living outside to various resources, such as food and shelter

### New West Police (non-emergency)

To report a crime that has already been committed (e.g., suspect is gone, no active threat to people)

**604-525-5411**

### SeeClickFix

For maintenance issues related to City property. Download the app on your phone or visit:

[seeclickfix.com](http://seeclickfix.com)



### Biohazard Removal Program

For eligible Downtown New Westminister businesses, or to report biohazardous waste on public or City property

### Dial 9-1-1 when

- When there is an immediate threat to someone's life
- There is an active crime in progress
- You see open burning



***Questions?***

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