

## ABOUT

The Community-Led Crisis Response Team (CLCR), a Peer Assisted Care Team, is a mobile crisis response team led by persons with lived/living experience and mental health professionals, who are able to de-escalate crises and develop Community Care Plans with persons experiencing crisis.

The CLCR Team is an alternate approach to responding to someone in crisis that focuses on health, well-being and community support.

Utilizing a community-based, client-centered, trauma-informed response, this service is an alternative to a police response.

## CONTACT US

**Call or Text  
250-818-2454**

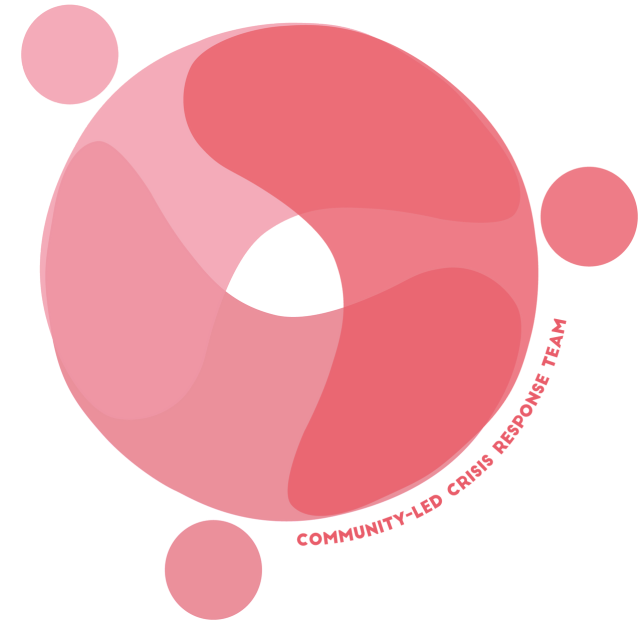
Hours of Operation:  
Monday - Friday  
7:30am-12:30am

**CLCR provides care on the territories of the ləkʷəŋən speaking peoples, the Songhees, Esquimalt Nations and the WSÁNEĆ Nation.**

**PROUDLY SUPPORTED  
AND FUNDED BY:**



**AVI Health and  
Community Services**  
where harm reduction works



**C.L.C.R.  
Team**

Community-Led  
Crisis Response

# CLCR TEAM SERVICE MAP

**Crisis Occurs**



**CALL OR TEXT**  
250-818-2454



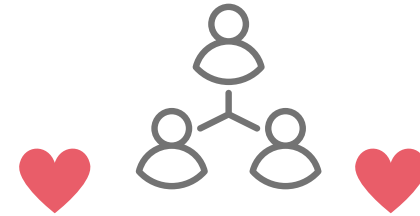
**ASSESSMENT**

CLCR Call Screening and Assessment Service Worker completes assessment of caller's needs over the phone/text



**DISPATCH**

CLCR Team dispatched. Call Screening and Assessment Service Worker continues phone support.



**FOLLOW UP CARE**



**48 HOURS LATER...**



**TEAM ARRIVES**

Client-centered, consent based care. Immediate crisis management, Community Care Plan (resource navigation). Offer to follow-up.

## WHY A COMMUNITY-LED CRISIS RESPONSE TEAM?

When people are in crisis because of mental health or substance use challenges they must be met with person-centered, trauma-informed care.

This approach can:

- Successfully de-escalate crisis.
- Connect service users to people with lived/living experiences.
- Support access to appropriate resources and community supports to help mitigate future crises.