



Police Mental Health Intervention Unit

**Sergeant Heather Matthew
NCO i/c Vulnerable Persons Unit
Surrey Detachment**





Mandate for the Police Mental Health Intervention Unit (PMHIU) Surrey Detachment

Provide an enhanced police response that is informed, effective and safe in situations involving significant mental health issues, whether they involve the support of first response to an incident or the ongoing management of high resource or high risk clients with mental health needs.



Car 67 program is a partnership with the Fraser Health Authority wherein trained police officers work alongside Mental Health Nurses to provide 12 hours per day specialized police response in situations where mental illness is a significant factor.

PMHL (Police Mental Health Liaison) is responsible for addressing issues where repeat calls for service or high risk situations are connected to chronic mental health issues.

ACT (Assertive Community Treatment team) is responsible to work in concert with and be the direct contact for the Mental Health Assertive Community Treatment Team.



911

- Crisis response
- Immediate action required for safety or law enforcement

Car 67

- Communication with community based care partners
- Assessments in community at police calls to determine level of intervention required

ACT

- Direct contact with ACT team for risk assessment, backgrounds and attendance of high risk locations
- 2 ½ day ACT meetings per week, approx. 10 keep the peace functions, client backgrounds and risk management strategies

PMHL

- Engages with clients who have persistent and/or high risk police contact as a result of mental health needs
- Officer and community education initiatives
- Referral agent with in police community





Triage

- Prioritize clients by risk, volume and recency of police contacts

Plan

- Through background and investigations we are looking for trends, signs/symptoms, risk factors

Action

- Meet with partners and develop strategy

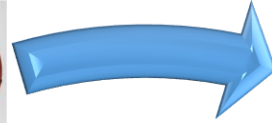
Maintain

- Monitor monthly call volume and change strategy as required to achieve long periods without police contact

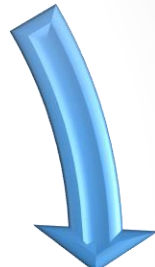


Police Contact Cycle of Crisis

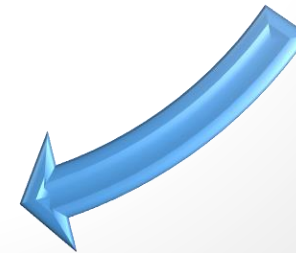
Revolving Door
911



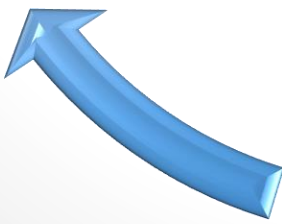
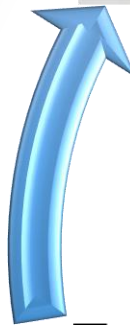
General Duty



Car
67



Discharged



Client Base

- Repeat Car 67 contacts
- Forensic/Probation Mental Health
- Requests from community partners
- Delusional/Chronic low risk
- High resource social callers
- High risk Mental Health
- Addictions based

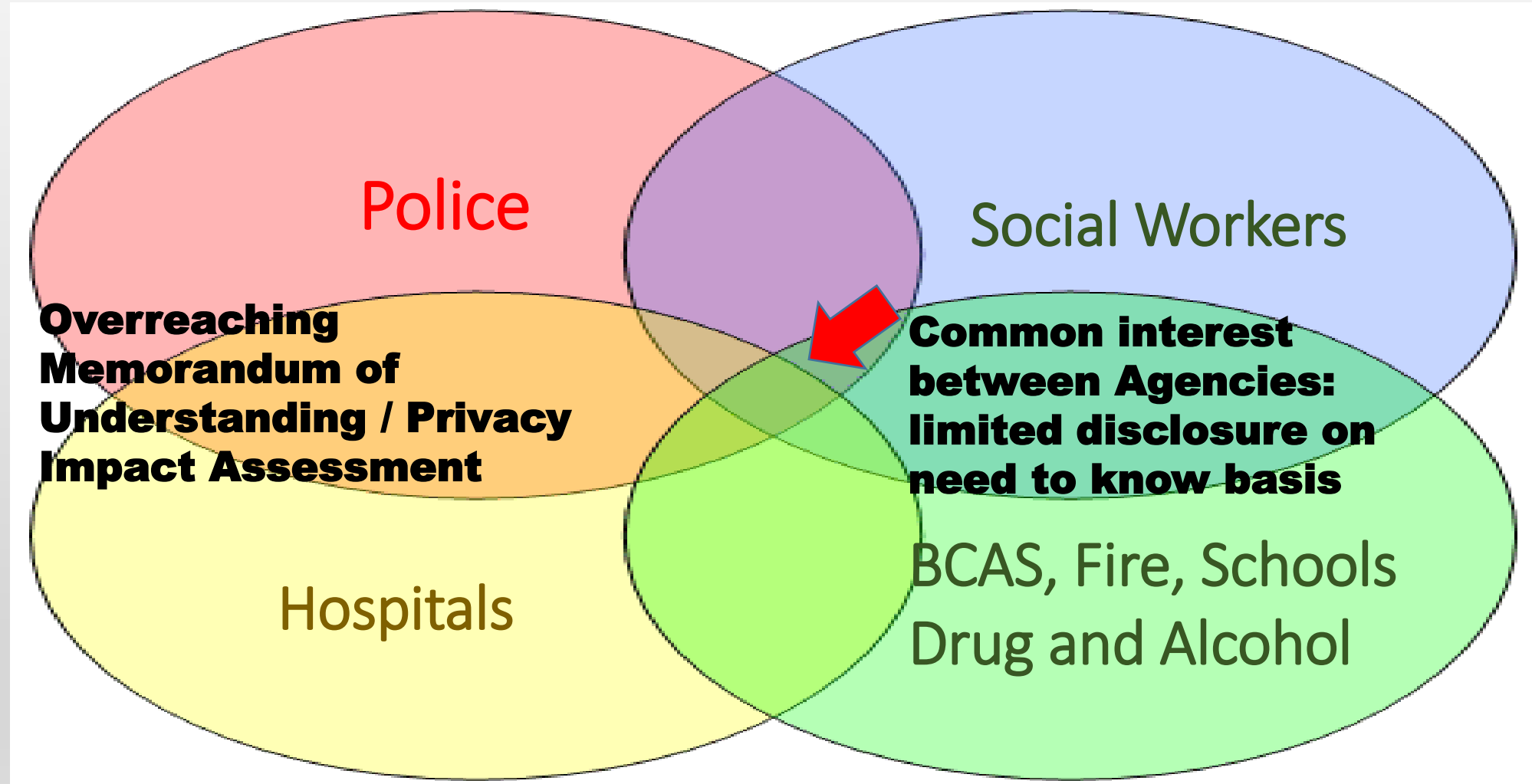


Benefits

- Enhanced crisis response
- Increased officer safety and public safety
- Enhanced efficiencies in police resource use resulting in cost reduction
- Increased education for informed response
- Partnerships
- Meeting community expectations



Privacy and Information Sharing Protocols



Stats (Surrey Detachment 2017)

Surrey General Occurrences with "Mental Health Related" Study Flag, 2017	
CCJS Status	Files
Unsubstantiated	4243
Founded	1896
Assist Other Agency	458
Prevention	132
Unfounded	84
Information	2
Total	6815



Case Load (Surrey Detachment 2017)

- Two ACT Teams: ACT I & ACT II = 196 clients
- Frequent contact with high volume clients (multiple times per week/phone or in person) to prevent calls for service. Diversion plan developed with OCC for 1 client who calls 1-5 times a day to prevent file creation for GD



PMHIU Case Managed (not ACT clients)

- 31 Actively Managed
- Clients vary in time commitments due to:
 - Call volume
 - Violence risk
 - New charges requiring Crown consultation and Bail comments/Community Show Cause
 - Backgrounds, SIPs, Police Guidelines
 - Letters to Care Team and Safety plans
 - Coordination with Probation
 - Coordination with Health Care resources
 - Interviews
 - Integrated Case Management meetings
 - Formalized Risk Assessments



Community Partners

Fraser Health:

- Assertive Community Treatment Team (ACT),
- Surrey Mental Health, Older Adult Mental Health, Home Health,
- Surrey Memorial Hospital (ER staff, Social Workers, Psychiatric High Acuity Unit, Mental Health, Substance Use Zone
- Acquired Brain Injury Program (ABI)
- Cross-Jurisdictional Mental Health
- Substance use Services / Timber Creek




Community Partners

Corrections:

- Probation Youth/Adult
- Correctional Centre / Surrey Pre-Trial Mental Health Liaisons
- Forensics – Behavioural Consultants
- BC Sheriffs – Surrey By-Laws
- Ministry of Children and Family Development (MCFD) / Youth Outreach and Empowerment Team – Surrey Women’s Centre
- BC Crown Prosecutor
- BC Ambulance Services
- Lookout Society / Surrey Urban Mission





“For somebody in psychiatric distress it really shouldn’t be any different than a physical injury.”

- Police officer



“In health services we look at an individual as our client and look at their best interest as the primary driver. The police officer [also] looks at the community’s best interest. That is really a critical thing that needs to be discussed and explored.”

- Healthcare provider





Sgt. Heather Matthew

“E” Division – Crime Prevention Services

Royal Canadian Mounted Police / Gendarmerie Royale du Canada

14200 Green Timbers Way, Surrey, BC V3T 6P3

Mailstop #104

Email | Courier: heather.matthew@rcmp-grc.gc.ca

Tel | Tél: 778-290-3359

Fax | Télécopieur: 778-290-6052

Government of Canada | Gouvernement du Canada

