

CRCL TEAM SERVICE MAP

CONTACT INFORMATION

CRISIS OCCURS

 **CALL OR TEXT HOTLINE**

 **ASSESSMENT**

Triage and Dispatch will complete an assessment of caller's needs over the phone/text.

 **DISPATCH**

CRCL Team dispatched. Triage and Dispatch continues phone support.

 **TEAM ARRIVES**

Client-centered, consent based care. Immediate crisis support.

 **COMMUNITY CARE PLAN**

We help you to build a safety plan that is meaningful to you. This may include resource navigation.

FOLLOW UP CARE

If needed In the first 24 to 48 hours.

Victoria

3rd Floor 713 Johnson St.
Victoria BC V8W 1M8
Phone: 250 384 2366
Email: info@avi.org

Nanaimo

102-55 Victoria Rd
Nanaimo, BC, V9R 5N9
Phone: 250 754 9111
Email: health.centre@avi.org

Comox Valley

355 6th St.
Courtenay, BC, V9N 1M2
Phone: 250 338 7400
Email: info@avi.org

Campbell River

1371 C Cedar Street
Campbell River BC, V9W 2W6
Phone: 250 830 0787
Email: meagan.wilson@avi.org

CRCL Teams

CRCL Victoria 250-818-3454

7:30am to 12:30am, 7 days/week

CRCL Comox Valley 250-681-4878

10:00am to 10:00pm, Monday to Friday
10:30am to 5:30pm, Saturday to Sunday

www.avi.org



**AVI Health and
Community Services**

where harm reduction works

Program Guide and
Contact Information

Programs and services vary by
location, please contact your local
office for details.

Crisis Response, Community Led Team (CRCL)

- CRCL stands for Crisis Response, Community Led.
- If you recognize signs or symptoms of mental health crisis in yourself or others you can call CRCL.
- CRCL is run by individuals with lived/living experience, and mental health professionals.

CRCL crisis responders work to reduce distress, provide safety and support until:

- the crisis is resolved
- a crisis care plan is developed
- referral to another service is accomplished
- or the person in crisis no longer consents to service

Harm Reduction Services

We provide support and education for safer drug use and sex. These services include:

- Overdose prevention site
- Naloxone distribution and training
- Drug checking drop off, at some locations
- Systems navigation assistance
- Referral assistance

Health Promotion and Community Development

These educational offerings serve to reduce HIV, hepatitis C, STIs, stigma in Island communities specifically (but not limited to) gender and sexual minorities.

Services include:

- Support groups and workshops
- A Peer Leadership Program
- One-to-one discussions with an educator
- Outreach and harm reduction supplies
- Drop-in Testing and PrEP access

HIV & Hep C Services

AVI provides testing, counseling, and support accessing services with the aim of providing folks access to safe, accessible, non-judgmental medical services.

HIV & Hep C services include:

- HIV and other STI testing
- Education on HIV & hep C treatment, side effects, and nutrition
- Advocacy & support for people living with HIV & hep C (income assistance, health care, housing, short-term counselling)

Prescribed Alternatives

This program provides prescribed pharmaceutical alternatives to the unregulated drug supply to prevent and reduce the incidence of 'overdose'/drug poisoning.

SAFER Knowledge, Translation and Exchange

This initiative supports current and prospective prescribed alternative providers through hands-on capacity building. KTE supports both urban and rural prescribed alternative sites to navigate various logistical barriers and unique community contexts.

