

Mobile Support for Mental Health

Working at the Community Policing Centre in Hastings Sunrise, our staff and volunteers see more and more people on the streets who live with mental disorders such as schizophrenia or drug-induced psychosis.

Most encounters don't necessarily pose a threat to the people involved, but supporting people with mental illness can be difficult and confusing. The HSCPC's goal has been to help people in mental distress as best we can, so we have spent more time on educating ourselves about available resources.

I recently had the chance to spend a shift with Constable Ian Mayne of the Vancouver Police Department (VPD) and Kyle Andersen of Vancouver Coastal Health (VCH). They are part of the VPD Assertive Outreach Team (AOT) that provides short-term transitional support for clients with complex mental health issues.

On a drizzly January afternoon, I meet Ian in his office on the 6th floor at Graveley Street, a space the Mental Health Unit

shares with Youth Services and the School Liaison Unit. I get a tour of the floor and discover the offices of members who staff Car 86, a program that deals with child protection issues, and Car 87, the "Mental Health Car".

I had been familiar with these two programs prior to my ride-along -- but when Ian stops to explain a very comprehensive chart of VPD members, assigned teams and clients they serve, I realize that the issue is much more complex than I expected.

The shift starts at the nurse's office on West Broadway where the AOT goes through the long list of current clients, discussing their needs and deciding on a path moving forward with them.

Hitting the road in an unmarked police car for our next appointment, we meet with a young man who lives in a single room occupancy building and has difficulties accessing his medication at a



Our Nina Kreis with VPD Constable Ian Mayne, a former HSCPC volunteer.

local pharmacy for the hallucinations and delusions he is experiencing.

"Many clients get much better once they have been assessed by a psychiatrist, receive appropriate medication and have a support system in place," says Kyle. Our second stop is a shelter in the heart of the Downtown Eastside where Ian and Kyle inquire about a female client who has missed previous appointments with the AOT and whose whereabouts are unknown.

"Unfortunately, some people lose housing due to severe mental illness and then there is nothing left to catch them," says Ian. "We have an ethical obligation to help, but sometimes it merely feels like putting a band-aid on problems. There are days that we mostly spend looking for our clients because they don't have permanent housing."

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Working together for a safe community

The Hastings Sunrise Community Policing Centre works in partnership with the Vancouver Police Department



Other Partners:



1,000 Hours of Help For our Community

Daniel Gatto is the latest HSCPC volunteer to reach the 1,000-hour mark!

“Daniel’s been with us since April, 2014,” says HSCPC Executive Director Clair MacGougan.

“He has anchored the Friday afternoon shifts in our street-front office, and for all that time he has been extremely committed and reliable. Congratulations, Daniel – and thank you!” says Clair.

Like many of our volunteers, Daniel has been interested in pursuing a career in law enforcement.



Daniel Gatto with award.

New Wage Subsidies

A wage subsidy program offered by the Vancouver Northeast WorkBC Centre is an opportunity for employers to re-hire laid-off employees, hire new ones, and connect with WorkBC clients looking for jobs. This is one of the multiple employment support programs offered by MOSAIC BC.

For eligible employers and job-seekers, the new and revised program subsidizes wages for up to 24 weeks. WorkBC staff will help with applications, and then follow up with support and monitoring.

“The new wage subsidy program is now accessible to all,” says Maria Poe, co-ordinator, client engagement, WorkBC. “Whether it’s wage subsidy or other supports, we assist businesses, individuals who are citizens and permanent residents alike, indigenous peoples, youth, youth at risk, persons with special needs, with a disability, single parents, mature workers, individuals who may be experiencing or have experienced violence, and multi-barriered individuals.”

Are you looking for work or looking to hire? Please call 604-505-5268 or email info-vancouver-commercial@workbc.ca for more information.

WorkBC Centre
Vancouver Northeast

From page 1 - Mental Health

We keep circling the DTES looking for the female client. We don’t find her, so we make our way to the Granville district which has also experienced a dramatic uptick in homelessness, drug use and mental health related incidents.

The number of people with mental health or substance use related problems and those living in poverty has been on the rise in B.C. According to the Canadian Mental Health Association, about 17% of British Columbians are experiencing mental illness or substance use issue today. Roughly 75% of Downtown Eastside residents in Vancouver struggle with major mental illness.

Stigma and discrimination attached to mental illnesses presents a serious barrier, not only to diagnosis and treatment but also to acceptance in the community. To improve the quality of life for people who suffer from mental illness, substance use and addiction, the VPD and VCH have been collaborating since 2011. Together, they operate two specialized teams: the Assertive Outreach Team (AOT) and the Assertive Community Treatment Team (ACT).

The AOT has four psychiatric outreach nurses, two nurses who work in the office, one social worker and three psychiatric doctors assigned to them. The AOT regularly connects with up to 30 clients at a time, and up to 150 clients per year, as they go from hospital or jail to a community service provider to receive ongoing support.

“Our goal is to provide meaningful interventions by building a trusting rapport with our clients,” says Kyle. “We connect them to long-term mental health teams to ensure they have access to regular assessments and psychiatric medication, primary care services if needed and collaborate with housing agencies, provincial ministries

and the justice system as part of our holistic approach.”

Adds Ian: “Most of our clients have a history of police involvement as a result of their addictions and mental health disorders. We focus on improving their quality of life and reducing incidents of violence and self-harm so that they can stay in the community without being a risk to themselves or others.”

If clients need more assistance, the Assertive Outreach Team can bridge relations to the ACT, which is a full-service mental health program that provides long-term psychosocial support to clients with high-risk behavior. “There are plenty of initiatives and partnerships to support people with mental disorders but the number of individuals who need help is growing while funding is not. We need more supportive housing with knowledgeable staff and easier access to treatment options. Communication between institutions and cities needs to get better, too,” Ian suggests.

“We are making headway with a good number of people but we can only do so much,” adds Kyle.

Having spent an afternoon with Ian and Kyle, I will certainly bring more awareness and knowledge back to the CPC, knowing that there are useful resources available to effectively help people with mental illnesses.

I was impressed by their dedication and passion for their jobs and the clients they serve. As I part ways with Ian and Kyle later in the day, both mention that they are thankful, even with finite resources, to be in a career that leaves ample space to change lives and perceptions, one person at a time.

■ **Nina Kreis**
HSCPC volunteer and
office co-ordinator

Fiona and Team Make Roads Safer



Fiona Mae Reynolds

The Hastings Sunrise CPC receives a steady number of road safety complaints: drivers disregarding street signs, speeding in school zones or not obeying pedestrians. Safety issues galore!

Making the streets of Hastings Sunrise safer for all has always been a priority for HSCPC volunteers. Now we are lucky enough to have another volunteer lead an additional Road Safety shift on Saturday afternoons. Armed with radar board monitor, speed limit sign, safety cones and I-Pad, Fiona Mae

Reynolds and her crew hit the streets to let drivers know that there is no need for speed.

“We often get requests from the community, so it is important to us that we conduct Speed Watch shifts where there is a need,” says Fiona.

Volunteers record the type of vehicle and its speed, and report these statistics to ICBC which helps them shape their campaigns. Fiona and her team alternate between Speed Watch and Cell Catch shifts on Saturdays.

“Cell Watch shifts focus on distracted driving, especially drivers using their cell phones. We count the vehicles going one way and note the amount of distracted drivers,” she says. “We have had great responses from community members who see us putting up our equipment in their neighbourhood. They are grateful for our presence, hoping that it will deter reckless and distracted driving.”

Fiona had volunteered with the HSCPC for a year and a half before taking a leadership role in the Road Safety program last September. “I attended a leadership course at the Justice Institute of BC and was looking for an opportunity to put my skills into action. This position is just perfect!” says Fiona.

She mentors four to six volunteers, all of whom are part of her weekly Road Safety shift. “I try to make the shifts exciting and create a positive, upbeat vibe with volunteers sharing duties and trying different tasks,” she says. “I am happy that volunteers feel like they are doing something important and I truly appreciate the sense of trust from all team members.”

Fiona’s goal is to eventually become a Vancouver Police Department member in the Forensic Identification Unit, a long-cherished dream. “I am grateful for the leadership experience at the CPC, which I can apply in many different aspects of my life, and a way to pay it forward to my fellow volunteers.”

■ *Nina Kreis*

Numbers in Lane Aid 911 Response

Emergencies can happen anywhere, including laneways -- which is why the Vancouver Police Department (VPD) is working to make it easier for paramedics, fire and police to identify buildings from the rear when there is a 911 call for service.

The project is supported by the Vancouver Police Foundation in conjunction with the Hastings Sunrise Community Policing Centre (HSCPC) and the Hastings North Business Improvement Association.

Project Landmark provides free address number plates to businesses and residences. They can be attached to a rear structure such as a garage, fence or wall. If emergency responders arrive at a building from the laneway, they can easily identify the correct building, minimizing response times and increasing their ability to save lives and protect the public.

Number plates have been distributed by HSCPC volunteers in the area bounded by Pender Street, Parker, Nanaimo and Renfrew, and to businesses along Hastings Street between Clark and Renfrew. With a total of 875 plates delivered, 32% of businesses and 37% of residences now have their plates mounted at the back of the property.

The next step will be for HSCPC volunteers to deliver reminder notices to those who have not mounted their plates.



No, it's not a police lineup! The address number plates are for posting at the rear of businesses and residences in our area.

left to right: Kathy Mangan, Sgt. Lorna Berndsen, Al Heinemann and Cst. Thomas Nguyen.

VPD Sergeant Lorna Berndsen, who initiated Project Landmark, emphasizes: “This project is a public safety initiative and thus if all members of the Hastings Sunrise community participate, the neighbourhood will be a much safer place in which to live than if there was no posted rear address. “We can’t help you if we can’t find you!”

■ *Loretta Revoczi*

Thank you, Donors!

Our 2020 Donate for Safety campaign has been a great success!

After hitting our original target of \$7,000, our generous donors wound up contributing a total of \$8,680.

The campaign was made necessary by the coronavirus pandemic, which prevented us from holding our usual in-person fundraising events, such as Shredding Day and Dine for Safety.

“We are very pleased with all the contributions, all of which go toward safety and security programs in Hastings Sunrise,” says Clair MacGougan, HSCPC executive director.

“Thanks to every one of the donors, especially Tanous Insurance and Investment Services Inc. (The Co-operators) and PCI Developments.”

How to Case Your Place

Want to discourage break-ins?

Take a break yourself – and look around the exterior of your home for situations that could make it easier for someone to break in.

Step One: stand across the street and look at your property from a distance. Take several minutes. Think about how to clean up the front of the house, to make it a less inviting target.

See how overgrown bushes can provide cover from your neighbours who can't see your home's entry sites of windows or doors. See how an outdoor light nearby can brighten a dark area which also provides cover. Can your home's line of sight be improved by trimming up the lower branches of a tree, bush or evergreen? Could you add a gateway or fence between your home and your neighbour's, providing a passive level of difficulty getting to the back of the house?

Next is active recognition of movement -- motion sensing lights that can easily replace old fashioned fixtures, shining light on a specific area when someone walks near the sensor.

Motion activated lights have tremendous range and interval timing which works in favour of homeowners, providing them a welcoming and lit entry rather than a dark entrance.

New to the consumer market are wi-fi cameras. They still need power, through batteries or a thin power cable, but the video picture is often sent wirelessly through a wi-fi network.

Cameras are now built into doorbell buttons and can turn on automatically to record when motion is detected.

While delivering flyers recently, I noticed many wi-fi cameras at the front of homes -- and those were the ones I saw, I'm sure there were many that I didn't see.

Most importantly, remove anything of value from the outside and put it away inside. Bicycles, tools or ladders are not only enticing -- such tools can also be used to break into your house or garage if left outside.

Also use step one at the back of the house. Stand there and think of how to clean up the back yard or take steps to increase security.

Making your home difficult to break into takes very little time but the key is to be



This Issue

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consistent and determined to not be a victim. This is usually an ongoing process rather than cleaning up the yard once a year.

See more on line at Vancouver.ca/police - click on the Block Watch shield.

■ Harry Mah

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Fiona 和她的團隊讓道路更安全

在Hastings-Sunrise的CPC持續受到關於道路安全的投訴：駕駛人無視道路號誌，在校區超速行駛，或是不禮讓行人等各式各樣的安全問題。

使Hastings-Sunrise的道路對所有使用者來說都更安全一直是HSCPC義工的首要任務，現在我們很幸運的有另一位義工來帶領一個在週六下午新增加的道路安全班次。FionaMaeReynolds和她的團隊將手持雷達板監視器，並設置限速標誌、交通錐和iPad在街上讓駕駛人知道沒有需要超速行駛。

Fiona說：「我們經常收到來自社區的請求，所以在有需要的地方進行監視行速的班次非常重要。」

義工們記錄車型和車速並將這些數據向ICBC報告，幫助他們塑造他們的宣傳活動。Fiona和她的團隊週六在監視行速和監視司機使用手機這兩個班次之間交替。

監視司機使用手機的班次著重於分心駕駛，尤其是在駕駛時使用手機的駕駛人。她說：「我們統計單方向行駛的車輛和其中分心駕駛的人數。」「看到我們在他們社區架設我們的設備的成員給我們的響應是非常熱烈的。他們感謝我們在那裡，並希望這能嚇阻不顧後果和分心的駕駛。」

Fiona是在HSCPC當了一年半的義工之後才在去年九月擔任起道路安全專案的負責人。Fiona說：「我選修過卑詩省司法學院（Justice Institute of British Columbia）的有關領導能力的課，並一直在尋找能將我所學付諸實踐的機會。現在這個工作簡直是完美！」

她現在指導四到六名義工，他們都是她每週道路安全班次的成員。她說：「我努力著讓每次輪班都令人興奮，並和義工們藉由分享職責和嘗試不同的任務來營造一個積極正面和鼓舞人心的氛圍。」「我很高興義工們感到他們的工作是重要的，我也很感謝整個團隊對我的信任。」

Fiona的最終目標是成為溫哥華警局法醫鑑定組的一員，這是她長久以來的夢想。「我很感謝在CPC獲得的領導經驗，我能將這些經驗用在我生活中許多各種不同的方面，並以此回報我的義工同事們。」

■ 作者：NinaKreis



Fiona Mae Reynolds

誠摯感謝我們的捐贈者！——

我們2020年的「為安全捐贈」活動取得了巨大的成功！

在達到原先7千元的目標後，我們慷慨的捐贈者最終總共捐助了8680元。

新冠病毒引起的疫情讓我們必須舉辦這場活動，疫情使得我們無法像往常一樣舉辦現場籌款的活動，例如「碎紙日」（ShreddingDay）和為「為安全而食」。

HSCPC的執行董事ClairMacGougan表示：「我們對所有的捐獻都感到非常高興，所有的捐獻都將用於Hastings-Sunrise的安全安保專案，感謝每一位捐贈者，尤其是Tanous保險和投資服務公司（合作人）和PCI土地開發公司。」

Working together for a safe community

黑斯廷一日出社區警訊服務中心與溫哥華警察局合作



其他社區合作夥伴



911呼救車道號碼協助

緊急情況可以發生在任何地方，包括巷道，這就是為什麼溫哥華員警局正在努力讓輔助醫護人員、消防和員警在有911呼救時，更容易從建築物後方辨別該建築的門牌號。

該專案由溫哥華警察基金會、HSCPC以及北Hastings商業改善協會贊助支持。

「地標專案」為商家和住戶提供免費的門牌牌。這個門牌牌可以被掛在建築後面的結構上，如車庫、柵欄或是牆壁，如果急救人員是從建築後的巷道進入，他們可以很容易地知道是否已到達正確的地方，這縮短了急救回應的時間並增加了他們拯救生命和保護公眾的能力。

HSCPC的義工已在Pender、Parker、Nanaimo和Renfrew街交界處，和對沿著Hastings街，在Clark和Renfrew街之間的商家發放門牌牌，總共發放了875個，其中32%的商家和37%的住戶現在已經將該牌安裝在他們建築物的後方。

下一步是讓 HSCPC 的義工向未安裝車牌的人發出提醒通知。

發起「地標專案」的溫哥華警局警官Lorna Berndsen強調：「這個專案是一項公共安全的活動，因此，如果Hastings-Sunrise社區的所有成員都能參與，那麼這個社區將會是一個比沒有後方門牌牌之前更加安全的住所。」

「如果我們找不到你，我們便無法幫你！」

■ 作者：LorettaRevoczi



不，這不是在列隊認人！這些門牌牌是要用來掛在我們這個區的商家和住戶建築物後面的。從左到右：KathyMangan、警官LornaBerndsen、AlHeinemann和ThomasNguyen

如何「探查」您的住所

想要阻止非法入侵嗎？

休息一下——查看您家外面有可能讓別人更容易非法入侵的情況。

第一步：站在對街，從遠處看您的房子，花幾分鐘時間想想如何清理房子的前面才能使它成為一個不是那麼吸引人的目標。

看看過度生長的灌木如何遮擋到鄰居的視線，他們因此看不到您家入口的門窗，看看如果在附近有一個戶外照明燈，它如何可以照亮原本歹徒可用來藏身的暗處。修剪樹木、灌木或是長青樹低處的樹枝可以增進您房子的視野嗎？您有沒有可能在您家和鄰居之間加一個出入口或是柵欄，被動性地增加進入您房子後方的難度？

接下來是對移動物體的主動性辨識——舊式的燈座可以輕易被移動傳感器取代，在特定區域偵測到有人走近時將該區照亮。

移動傳感器廣泛覆蓋性和長間隔時間有利於屋主，這為他們提供了一個令人愉悅而且照明充足的而不是晦暗的出入口。無線攝像機是消費市場最新的產品，他們依然需要電池或是細電線提供電源，但是視頻圖像通常經由無線網路發送。攝像機現在可內置於門鈴按鈕中，並在偵測到移動物體時會自動開始並錄像。

最近送傳單時，我注意到許多房子前面有無線相機，而且那些還是我看到的，我敢肯定我沒看到還有許多。

更重要的是把任何有價值的東西從屋外移除，移到屋內，自行車、工具或是梯子不僅誘人，這些器具也可以被用來非法入侵您的房子或是車庫。

第一步也可用在您房子的後方，站在那裡，思考如何清理後院或採取加強安全的措施。

讓您的家難以闖入並需要花您很多時間，但是重點是始終如一和絕不當受害者的決心，這通常是一個持續的過程，而不是像清掃後院那樣一年一次的工作。

請來Hastings-Sunrise社區警訊中心獲取更多資訊。

■ 作者：HarryMah