

HIGHLIGHTING CRISIS RESPONSE SERVICES AND MODELS ACROSS ONTARIO

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Canadian Mental Health Association
Thames Valley
Addiction and Mental Health Services

Association canadienne pour la santé mentale
Thames Valley
Services de santé mentale et de traitement des dépendances





Incoming

Ambulance

536 individuals accepted transport to the Crisis Centre

Police Services

82 Individuals brought to the Crisis Centre, and diverted from going the ED

Low barrier,
Walk-in Support



MENTAL HEALTH & ADDICTIONS

CRISIS CENTRE

Total Visits: 2,704

Total ED Diversions: 1,213

Supports On-Site

Crisis Stabilization Space

Number of beds increased to 10 (July '22)
710 referrals | 627 admissions
450 individuals diverted from the ED

Information & Brief Support

Provides information on mental health/addiction, assists with referrals, offers support through intake process
4,737 contacts (virtual & in-person)
900 hours spent interacting directly with contacts

Psychiatry Clinics

Clinics for Injections, Foot Care
Child, Youth & Family Supports through partnership with Tandem



Outgoing

Crisis Response Team

177 community referrals
209 paramedic referrals
431 police referrals
Individuals diverted from the ED: 757

COAST

Community Outreach and Support Team
Total interactions: 1,408
Individuals diverted from the ED: 1,359

CMHA TVAMHS Supports Off-site



CMHA TVAMHS programs, including case management, peer support, & housing supports.



Services and programs in the community, like at public libraries, hospitals, community centres, homelessness supports and more.



Campus Crisis Support Satellites at Western University and Fanshawe College

CMHA TVAMHS Virtual Supports



24/7 Mental Health & Addiction Crisis Line serving individuals across counties of Middlesex, Elgin and Oxford.

Total number of calls, texts, and web chat messages received: 27,506



Provides confidential listening and support to individuals 16+ experiencing emotional distress.

Total number of calls answered by trained volunteers: 24,261

Mobile Crisis Responses Across the Thames Valley Region

(London, Middlesex, Elgin and Oxford)

Program	Region	Partners	Model	Statistics
Crisis Response Team (CRT)	London	<ul style="list-style-type: none"> Reach Out Crisis Line London Police Services (LPS) Middlesex London Paramedic Services (MLPS) 	<ul style="list-style-type: none"> Team of 2 mental health workers located out of the Addiction and Mental Health Crisis Centre 24/7 crisis support in the community Public access through Reach Out (crisis line) Police and Paramedic call team directly 	2022/2023: <ul style="list-style-type: none"> Total mobile visits: 1107 46% of mobile referrals from police, 8% paramedics, 36% community 11% of interactions result in transfer to ED
Community Outreach and Support Team (COAST)	London	<ul style="list-style-type: none"> London Police Services (LPS) Middlesex London Paramedic Services (MLPS) St. Joseph's Health Care London Health Science Centre 	<ul style="list-style-type: none"> Health-care led/police support program who are at risk of requiring LPS responses to address their addiction/mental health crisis Team of 2 containing one member of LPS with one of the health care provider team members 3 prong approach: Proactive approach (referral base), Reactive (calls out of the 911 police queue) and connection/follow up (through past support) 	2022-2023: <ul style="list-style-type: none"> 1567 (909 unique individuals) provider interactions 1395 calls out of the 911 queue Supported 15-20 individuals on the "LPS referral list for individuals of high users of emergency services 1,488 ED diversions



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Mobile Crisis Responses Across the Thames Valley Region

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Program	Region	Partners	Model
Mobile Crisis Response Team (MCRT)	Middlesex	<ul style="list-style-type: none">Ontario Provincial Police (OPP)Strathroy Caradoc Police Services (SCPS)	<ul style="list-style-type: none">Embedded live response (dedicated officers) and embedded follow-up response
MCRT – Mobile Outreach Support Team (MOST)	St. Thomas	<ul style="list-style-type: none">St. Thomas Police Services	<ul style="list-style-type: none">Live co-responseMental health workers direct follow up
Mobile Crisis Response (MCRT)	Elgin	<ul style="list-style-type: none">OPPAylmer Police Service	<ul style="list-style-type: none">Embedded live response and embedded follow-up response
MCRT – Mental Health Engagement and Response Team (MHEART)	Oxford	<ul style="list-style-type: none">Woodstock Police ServicesOPP	<ul style="list-style-type: none">Embedded live response and embedded follow up response

Statistics- Data Collected

MCRT Teams	Crisis Response Team (CRT)	COAST
Live Calls	Total Mobile Visits	Calls Out of the Queue (Live)
Follow-up Calls	Total Phone Calls	Proactive Calls
Individuals Supported	Total Reach Out Calls	Follow-up Calls
Diverted from Hospital	Calls Resolved on Scene	Calls Resolved on Scene
Resulted in MH Apprehension	Resulted in MH Apprehension	Resulted in MH Apprehension
Attended Hospital Voluntary	Attended Hospital Voluntary	COAST Assist Front-line Officers (take-over at hospital and follow-up)
Referrals	Referrals	Referrals
Diversion from Justice System		
Resulted in Form 1		

Challenges and Lessons Learned

Challenge	Reasons
Working across different organizations	<ul style="list-style-type: none"> • Different working philosophy • Different worldview • Different unions/rules/regulations
Funding	<ul style="list-style-type: none"> • Grant funding makes it challenging for program growth
Resources	<ul style="list-style-type: none"> • Lack of available resources to support complex needs • Lack of housing available which increases vulnerability
Lessons Learned	
<ul style="list-style-type: none"> • Regular connection at all levels of programming 	<ul style="list-style-type: none"> • Collaborative training (re mental health, enforcement processes and procedures) to gain common understanding
<ul style="list-style-type: none"> • Monthly meetings with all Leadership from each organization 	<ul style="list-style-type: none"> • PDSA cycle (improve services as they grow)