

Toronto Community Crisis Service Pilot Project

In February 2021, Toronto City Council unanimously approved piloting a new community crisis support service in Toronto to respond to individuals experiencing mental health and/or substance use crises

The approach is population – based and located in areas of the City where apprehensions under the Mental Health Act are the highest.

Service delivery partners include Indigenous – led, Black – led, 2SLGBTQ – led organizations and guided by the voices of people with lived experience of mental health and substance use

The pilots are intended to provide a non-police alternative to non-emergency and non-violence related calls for mental health crises, wellness checks and low-level disputes

Four Anchor Partners

Taibu in Northeast

Gerstein Crisis Centre in Downtown Mid East

Two Spirited Peoples of the First Nations Downtown Mid West

CMHA in Northwest

Gerstein Crisis Centre

We have provided a 'made in Toronto' non-police crisis alternative for over 30 years.

We strongly believe that a model that allows for the earliest response to a mental health crisis is provided by a mental health worker rather than the police and creates opportunities to get the help people want and need sooner, reduce stigma and unnecessary police involvement.

Our work is rooted in community based, non-coercive, trauma informed approaches that are grounded in the involvement and leadership of people with lived experience

We agree that an equity based, anti oppressive and anti-racism approach is essential to creating a system that promotes health and well-being.

We understand the value of collaboration to strengthen pathways and increase choices for people in crisis

Partnerships and Resources



There is considerable support from the community and other services to make this response successful

We will continue to explore partnership development and alliances to strengthen the model

Intentional focus will be made on forming alliances, engagement and partnership with Indigenous, Black and Racialized organizations and initiatives

Gerstein Crisis Centre has experienced, knowledgeable and skilled crisis workers with a well-established onboarding and training protocol

LISTEN. RESPECT. RESPOND.

H2H

HERE TO HELP



**The Project has
access to the
following services**

Lived Expertise/Consultation/Advisory

Sound Times Support Services, Empowerment Council

Youth Services

Strides Toronto

Psychiatry

CAMH, Unity, Toronto North Support- CATCH and MDOT

Primary Care including focus on marginalized population

Health Access-St. Jamestown, Regent Park CHC, Inner City Health Associates

Case Management and Supportive Housing

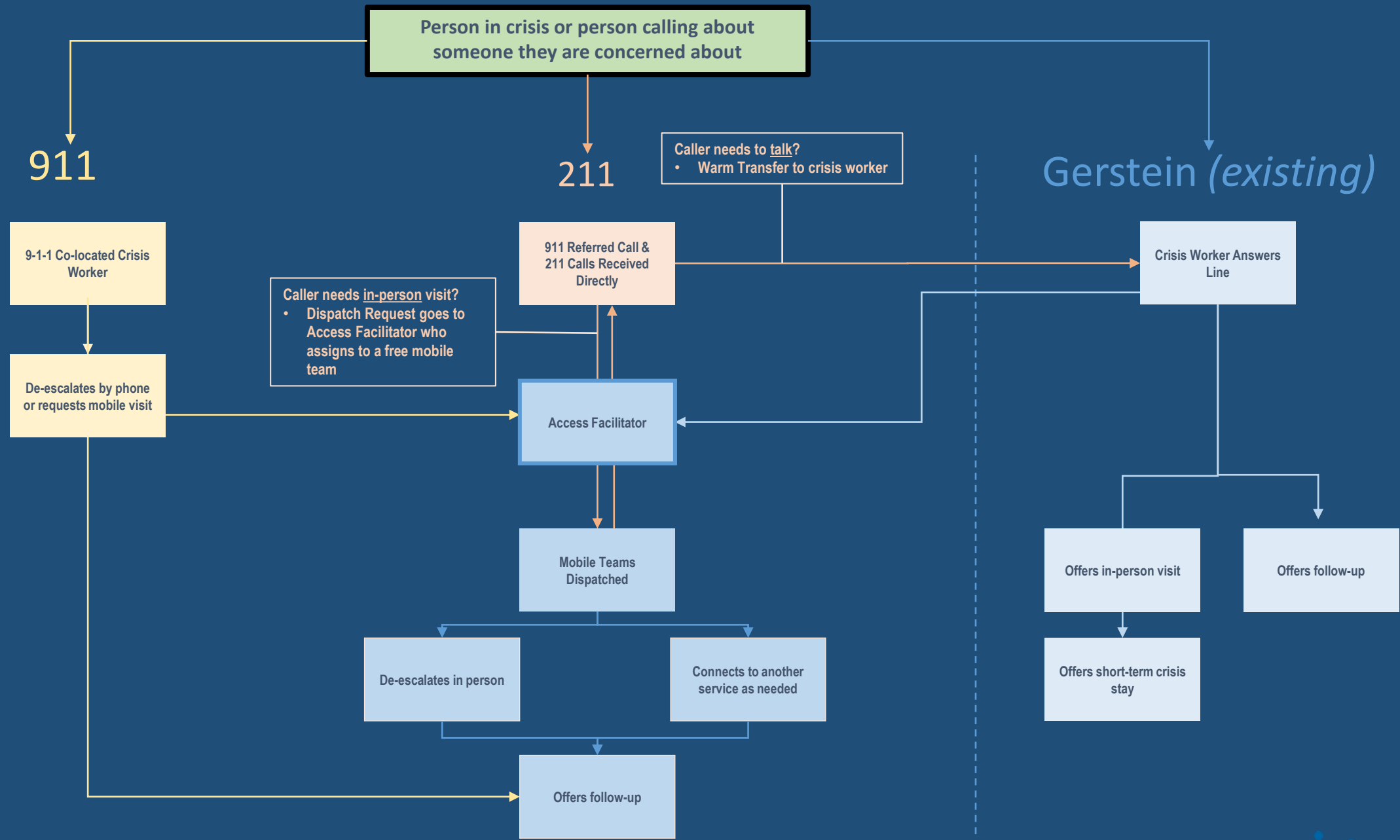
ACCESS Point

Short Term Psychotherapy

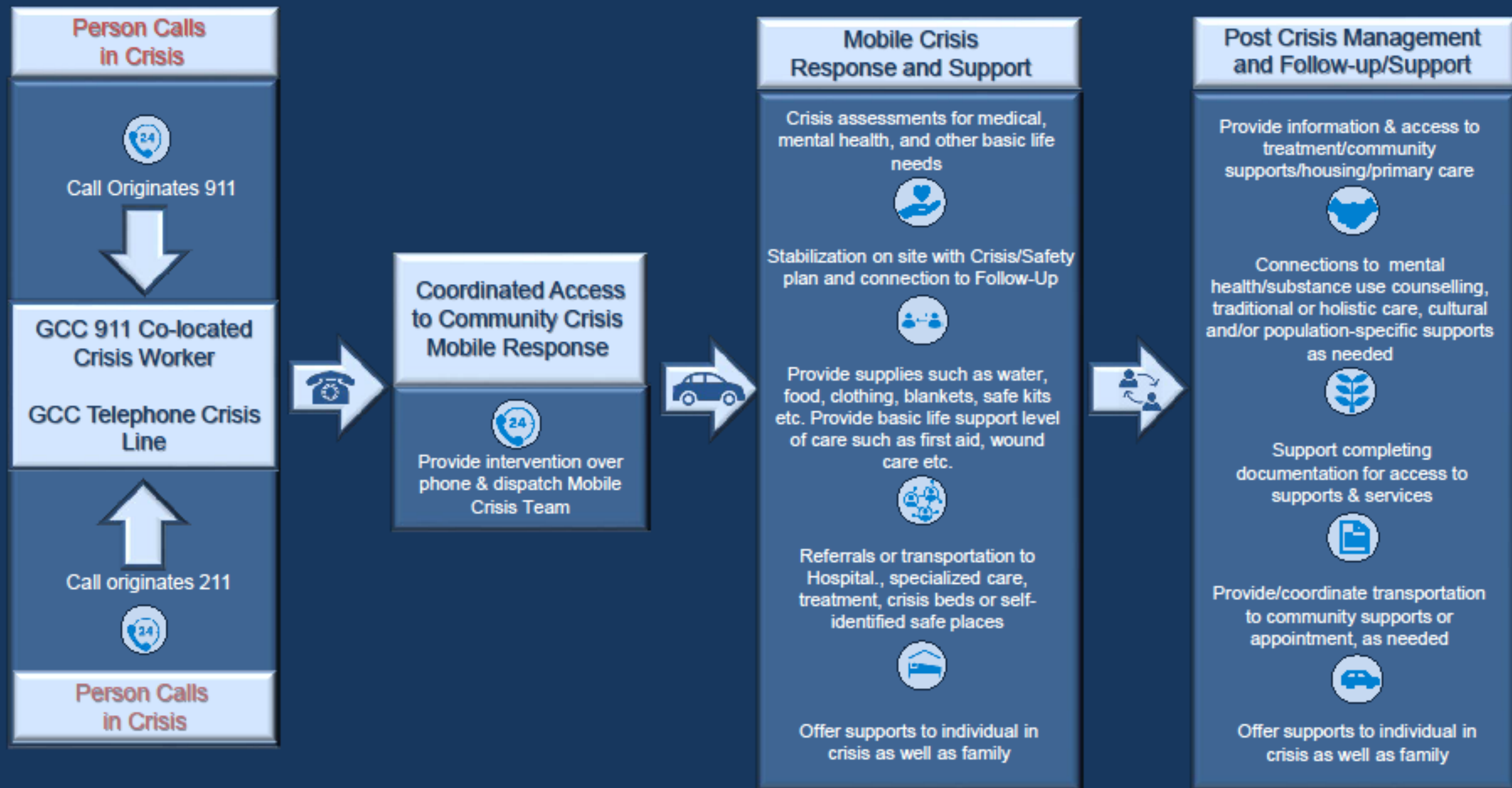
Family Services Toronto, Woodgreen Services

Harm Reduction Services

Diverse voices and approaches in clinical supervision



Community Crisis Response Process



D51 Neighbourhood Boundaries

