

Mobile Crisis Response Teams : A Framework for Ontario

March 8, 2023



Mobile Crisis Response Teams Framework & Toolkit

Presenters:

Candace Vena, Director of Justice Policy

Erin Paquette, Policy Analyst, Justice Lead

Lisa Longworth, Mental Health Lead / Program Analyst, Ontario Provincial Police

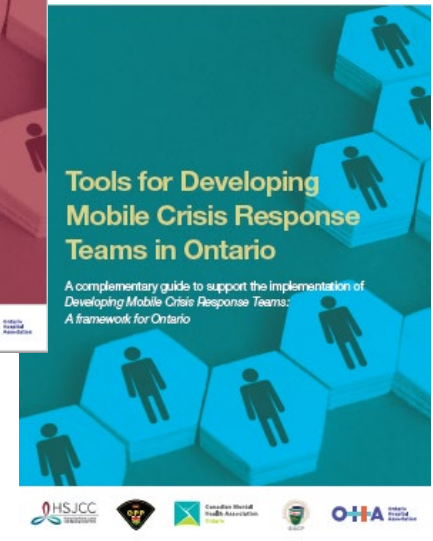
Chantal Dupuis, Mental Health Lead/ Program Analyst, Ontario Provincial Police

About today's webinar:

- The webinar will begin at 12:00pm and conclude at 1:00pm.
- We will have a Q&A period and general discussion at the **end** of our webinar. Please feel free to type your questions into the chat or raise your hand.
- This webinar will be recorded. The link for the recording will be uploaded to hsjcc.on.ca in the coming days.

Agenda

1. Background
2. Purpose
3. Framework & Toolkit Highlights
4. Next Steps
5. General Discussion and Q&As



Background

- Work on the Mobile Crisis Response Teams provincial project began in 2019.
- Project led by a provincial working group and chaired by the Canadian Mental Health Association, Ontario, and the Ontario Provincial Police.
- Partnership supported by the Provincial Human Services and Justice Coordinating Committee (P-HSJCC), Ministry of the Solicitor General and Ministry of Health.
- Endorsed by the Ontario Association of Chiefs of Police and the Ontario Police Association.
- Project scope: MCRTs where police are called to respond to crisis and are obligated to attend.

Provincial Working Group

Working Group

- Centre for Addiction and Mental Health
- CMHA Ontario
- Ontario Provincial Police
- CMHA Peel Dufferin
- ConnexOntario
- London Police Service
- Ministry of Health
- Ministry of the Solicitor General
- Provincial HSJCC
- Toronto East Health Network
- Toronto Police Service
- York Regional Police Service

Advisory Committee

- Akwesane Health Services
- Akwesane Mohawk Police Service
- CMHA Kenora
- CMHA Waterloo Wellington
- Cornwall Hospital
- Cornwall Police Service
- Ministry of Health
- Ministry of the Solicitor General
- Ontario Provincial Police
- Ottawa Police Service
- Provincial HSJCC
- St. Joseph's Hospital Hamilton
- The Ottawa Hospital

Consultations

Consultations

Addictions and Mental Health Ontario
Association of Black Law Enforcers
CMHA branches: Elgin-Middlesex, Grey Bruce, Haliburton
Kawartha Pine Ridge, Kenora, Lambton Kent, Muskoka
Parry Sound, Niagara, Peel Dufferin, Thunder Bay
Centre or Innovation in Peer Support
Children's Mental Health Ontario
Community Living Dryden-Sioux Lookout
Community Networks of Specialized Care
Council of Consumer / Survivor and Family Initiatives
Dr. Kaitlyn McLachlan, Assistant Professor, Department of
Psychology, University of Guelph
Empowerment Council
Fred Victor
Gerstein Crisis Centre
Greater Toronto Area Policing and Mental Health Working
Group

Hong Fook Mental Health Association
Information and Privacy Commissioner of Ontario
Internal Mobile Services Association
Lanark Community Programs – Autism Services
Ministry of Children, Community and Social Services
Ministry of Health
Ministry of the Solicitor General
Nishnawbe-Aski Nation Legal Services
North Bay & District Multicultural Centre
Ontario Association of Chiefs of Police
Peer Works
Ottawa Community Immigration Services Organization
Sound Times Support Services
South Asian Legal Clinic of Ontario
Sunbeam Community and Developmental Services –
Waterloo Region
Taibu Community Health Centre

Environmental Scan

Environmental Scan

The environmental scan included in the Framework was completed in August 2020.

Results

62 teams were identified through the survey.

Method

Completed through a survey.

Next steps

Working on an updated environmental scan to be shared at a future policy forum.

Purpose

Goals:

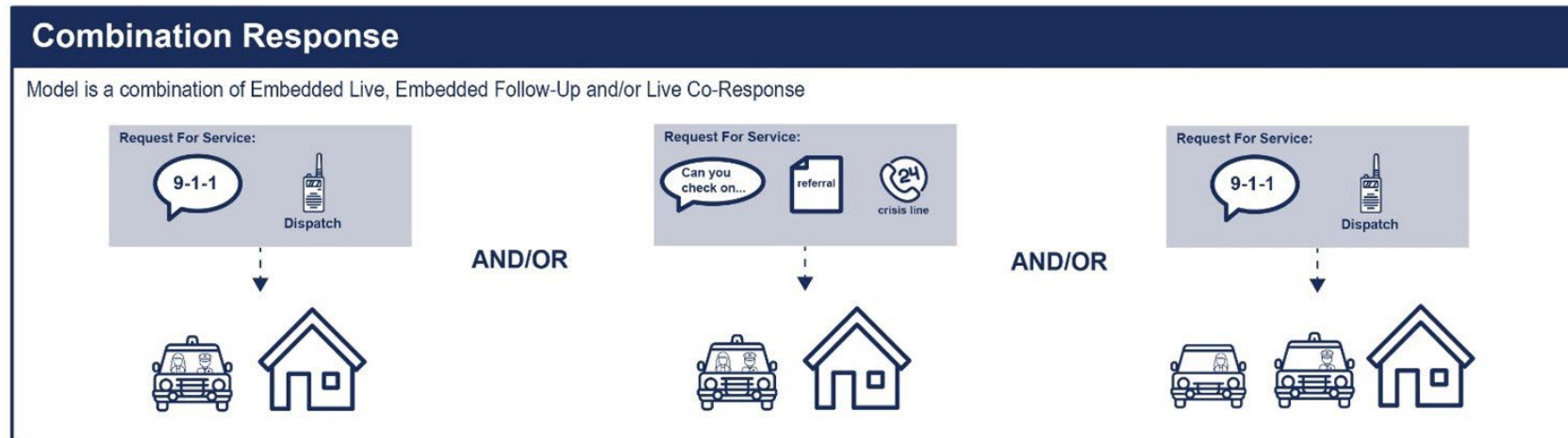
- Identify what models are already being developed and teams that are already in place
- Identify promising practices in crisis response
- Make recommendations on how to evaluate, develop and collect data on MCRTs
- Provide a roadmap for police, community health partners, and community programs to collaborate and use common approaches for program development, quality improvement and evaluation.

Purpose

The Framework & Toolkit **do not**:

- Prescribe a specific model or suggest that all teams should be the same.
- Suggest that existing teams need to change their program or the model that they currently have.

Types of MCRT Models



Framework Highlights

Universal considerations in MCRT program development:

Establishing the need for mobile crisis response teams	Scope of program (across the lifespan)
Collaboration and partnerships	Human resources
Considerations for First Nations policing	Recruitment and background checks
Governance	Security and risk management
Geography	Funding
Co-locating	Culture and joint training

Framework Highlights

Training and orientation

- Joint training and ongoing training
- Anti-Black racism and anti-Indigenous training
- Community resources delivered by local service providers
- Training provided by clients, family members or organizations who represent people with lived experience is highly encouraged

Privacy and information sharing

- Protecting client confidentiality
- Sharing relevant information when necessary to protect the safety of both partners, the client and the public

Framework Highlights

Roles and responsibilities

- Each partner at the scene
- Professional boundaries
- Mental health supports for each partner

Data collection

- Consistent data collection across Ontario
- Six core components:
 - Number of live calls attended
 1. Number of follow-up/wellness calls
 2. Number of connections and/or referrals made
 3. Number of diversions from hospital emergency departments
 4. Number of apprehensions under the *Mental Health Act*
 5. Percentage of apprehensions placed on a Form 1

Framework Highlights

Evaluation

- Client experience
- Quality improvement



Strathroy Caradoc Police Service, Middlesex OPP, CMHA Thames Valley Addictions and Mental Health Mobile Crisis Response Team, 2021



Hawkesbury OPP – Hawkesbury and District General Hospital MCRT, 2021

Framework Highlights

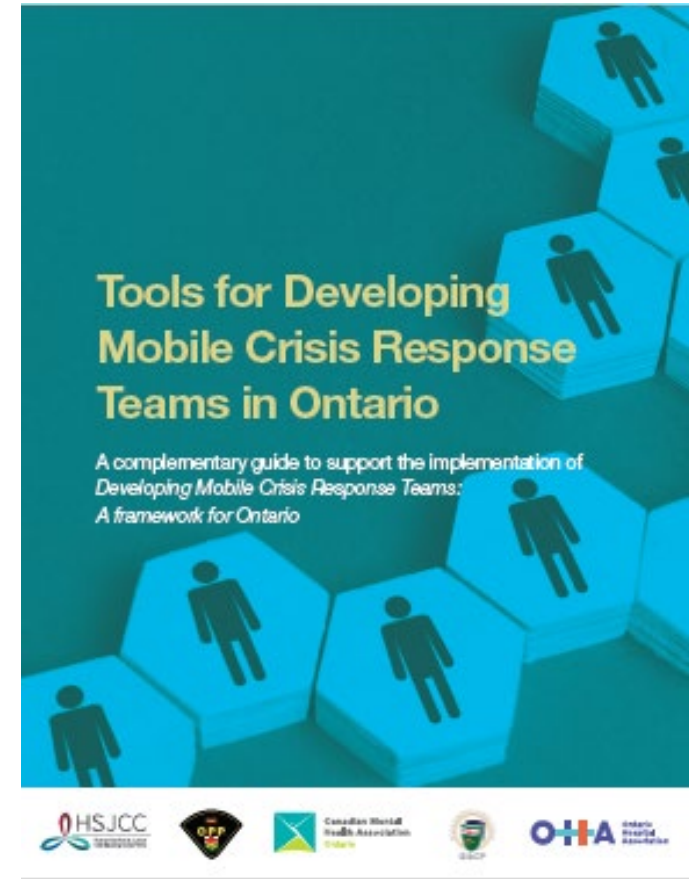
Community resources

- Community (non-police) models
- Community Safety and Well-Being Planning
- Situation Tables
- Crisis centers
- Crisis lines
- Safe bed programs
- Follow-up support
 - Peer support programs
 - Case management
 - Caregiver support and victim services

Toolkit Highlights

Toolkit templates

- Memorandum of understanding
- Steering committee terms of reference
- Funding proposal
- Budget template
- Data collection spreadsheet
- Job descriptions
- Links to training resources
- Checklists for each partner on scene
- Police-hospital transition protocols
- Media and communications



Next Steps

1. Updated environmental scan of both police led and non-police led crisis response models
2. Future P-HSJCC Crisis Response Forum to be held in 2023
3. Ongoing knowledge exchange opportunities and dissemination of Framework & Toolkit



United Chiefs & Councils of Manitoulin (UCCM) Anishnaabe Police, Manitoulin OPP and Health Sciences North MCRT, 2021

Q&As

1. Where would you like to see further developments in the area of crisis response?
2. What would you like to see included for discussion at a future policy forum?

Thank you!

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