

# Toronto Community Crisis Service

CMHA Toronto



Canadian Mental  
Health Association  
Toronto



Toronto  
Community  
Crisis Service

# Revolutionizing Crisis Response for a Safer Community

- **The police reform initiative of the City of Toronto**
- **Developed a crisis response model led by the community (non-police response to people experiencing crisis)**
- **Urging for a new approach to crisis response that reduces the harm faced by Black, Indigenous, Racialized, 2SLGBTQ+ individuals and those dealing with mental health and substance use challenges.**



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# Principles of Care



# Toronto Community Crisis Service



24/7 service



"No wrong door" approach that leverages multiple intake channels



Voluntary, consent-based



Mobile crisis teams



Serves clients 16+



Post-crisis follow-up, case management and service navigation



Trauma-informed care and harm reduction



Culturally relevant services and referral network

# Responding to Community Needs: Types of Calls for Service

- **Wellbeing checks**
- **Thoughts of suicide / self-harm**
- **Person in crisis**
- **Follow up from Police**
- **Follow up from Community Crisis Team**
- **Distressing/disorderly behaviour**
- **Disputes**



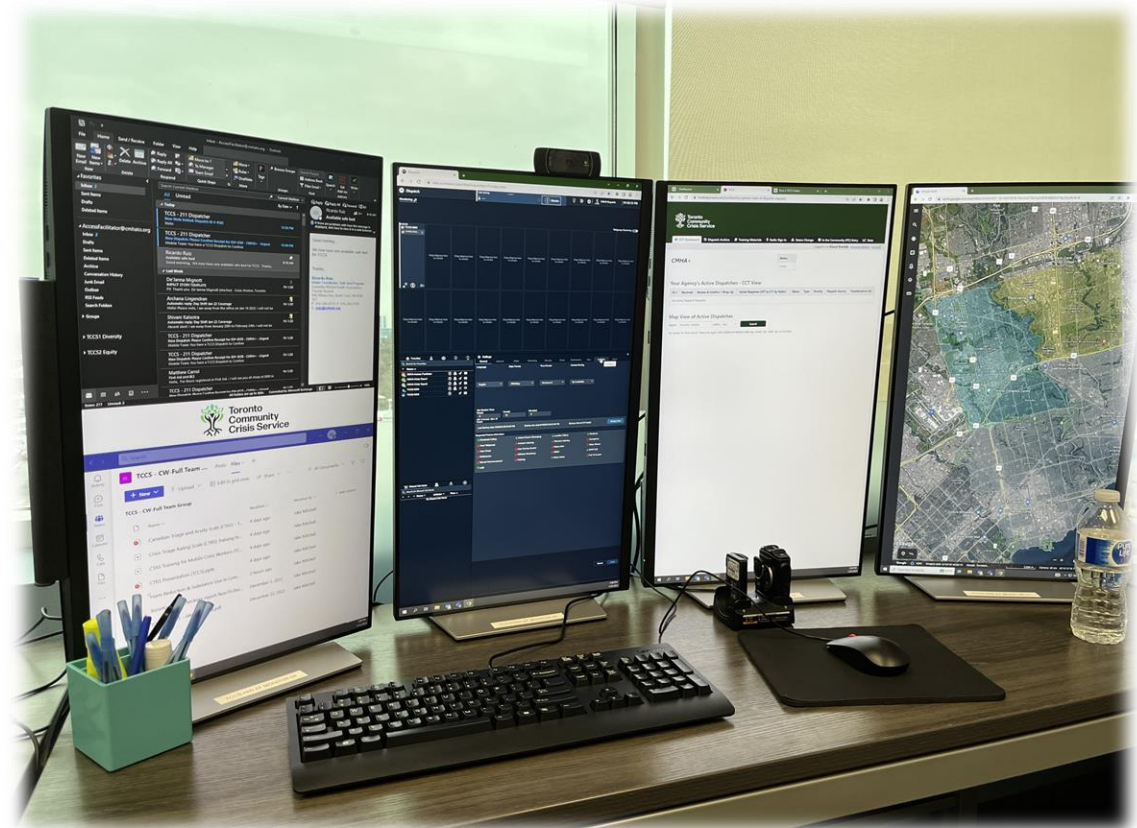
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# TCCS: Behind the Scene

- **Crisis worker working from our offices monitoring the operations and calls**
- **Calls service users in crisis to assess and to safety plan with the caller until the team arrives.**
- **Provide behind the scene support for the crew on-scene to navigate shelter beds, supports, referrals etc.**



# TCCS: On Scene










# Confidentiality

- **TCCS crews abide by the Personal Health Information Protection Act (PHIPA)**
- **Personal health information disclosed by service users to TCCS crews remains confidential except in certain situations.**
- **TCCS may require a private space to engage the service user.**





# The Anatomy of Crisis Workers' Skillset

-  **Community mental health, addiction and harm reduction skillset**
-  **Experience to adapting interventions to a diverse client group using a non-judgemental and anti-oppressive lens.**
-  **Public health skills, crisis intervention, case management, de-escalation of crisis, counselling and trauma informed expertise**
-  **Cultural specific skills and interventions that are meaningful and supportive to diverse cultures, faiths and languages.**
-  **Suicide risk assessments, crisis prevention strategies, crisis interventions and overall safety interventions and planning**
-  **Large team of lived experience of mental health, addiction, trauma, immigration, etc.**
-  **Trained in interventions/emergency skills in the event of escalating crisis or emergency**



# Program Data

## March 31 – September 20, 2022



**2,489**

total calls received  
for service

**2,092**

number of times mobile  
teams were dispatched

### Top three sources of dispatch

**63%**  
from 911

**23%**  
from 211

**13%**  
directly from the  
community partner



### Average TCCS call duration

**9 minutes and 6 seconds**

Call duration includes the average total wait time before a TCCS call is answered by a 211 Service Navigator and the average total interaction time with caller.



### Call diversion

**78%**

of calls transferred from  
911 were handled by TCCS  
with no police involvement

**8%**

of total calls attended  
resulted in a visit to a  
hospital emergency room



Police attendance was  
requested on **2.5%** of calls



Ambulance attendance was  
requested on **1.7%** of calls



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# Case Management: Follow Up Services

- **Short term Case Management**
- **Addiction Supports**
- **Youth Supports**
- **Rapid Addiction Medicine**
- **Mental Health Therapy**
- **Homeless Supports**
- **Many more services & supports**



**Toronto Community Crisis Service-North West**  
is in collaboration with:



# Lessons Learned

- **Sufficient technology**
- **Secured referral pathways**
- **Resources within the crisis work (vehicle, engagement tools, supplies)**
- **Vehicle (usable for all seasons, lease vs own)**

# Thank You!

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