

Toronto Community Crisis Service (TCCS)

THE SUPPORT YOU NEED, WHEN YOU NEED IT THE MOST



"They sat with me in the car for 30 minutes and talked me down and I felt much better. They gave me space to respect my privacy... if I need them to stay longer, they offered to stay."

"WE'RE HERE TO SUPPORT YOU"

CRISIS TEAM SENT

MEDIAN TIME TO ARRIVE ON SCENE 25 MINUTES

RESOURCES & INFORMATION SHARING 31%

REFERRALS TO OTHER SERVICES 11%

PRACTICAL SUPPORTS 4%

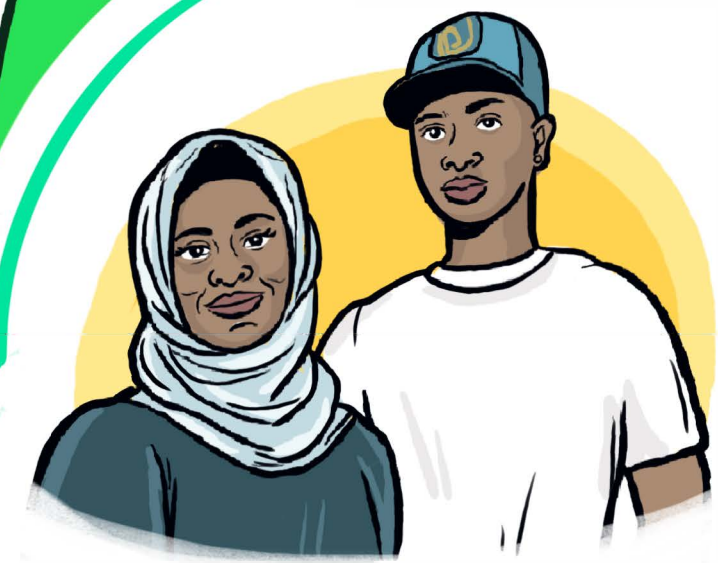
ADVOCACY FOR SERVICE USER DURING CRISIS VISIT 37%

VOLUNTARY TRANSPORTATION TO THE HOSPITAL 3%

HARM REDUCTION SUPPLIES 10%

BLANKETS & SLEEPING BAGS 12%

CLOTHING 46%



"TCCS talked to me and they talked to my son... I am still used to people saying..."We're gonna do X, Y, and Z" and then nothing really happens... but they went above and beyond."



"They helped me understand that I'm worthy and they wanted to see me go forward. They uplifted me and made me feel like I'm worthy."

MEET WITH SERVICE USER

300 CULTURALLY RELEVANT SUPPORTS WERE PROVIDED

INDIGENOUS SPECIFIC SUPPORTS

AFROCENTRIC & WEST-INDIAN & CARIBBEAN-CENTRIC SUPPORTS

2407 REFERRALS ON-SITE AND DURING FOLLOW-UP VISIT

CONNECTING TO APPROPRIATE SUPPORTS

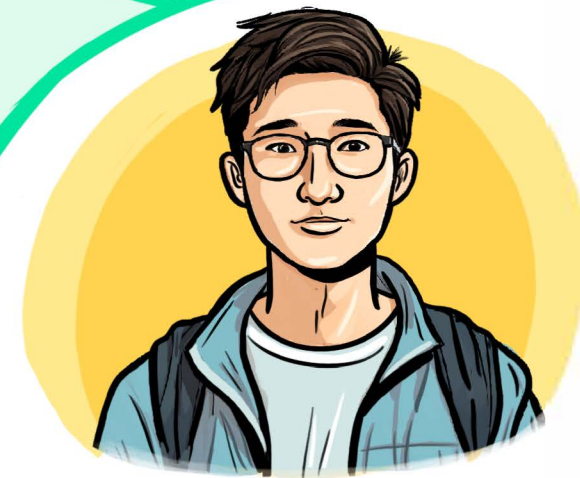
SERVICE USER EXPERIENCE

"I changed my views on well-being and community safety" 90%

"I felt heard, and that I had a say in the type of supports I received!" 95%

"I'm very SATISFIED with the service I received from the TCCS Team." 95%

"I felt safe even when I was emotionally vulnerable." 95%



"I don't know what else to say, other than that they were the best things that ever walked into my life when they did."



TOP REFERRALS MADE BY TCCS TEAMS

- Shelter beds - 35%
- Crisis stabilization - 20%
- Crisis beds - 16%
- Emergency Paramedic Services - 11%
- Culturally relevant supports - 10%

