

ALTERNATIVE COMMUNITY SAFETY RESPONSE MODEL

RESULTS FOR SURVEY #1



The City of Toronto asked for feedback on alternative options to police response for crisis calls. Thank you for your feedback! The survey will inform the development of a crisis response model that is collaborative, innovative, and Toronto-centric.

5221 PEOPLE RESPONDED. Here's what you told us:

Top five priority situations to use a community-based crisis response service

1. Mental health crisis
2. Substance use related crisis
3. Neighbour and family disputes
4. Requests for escort to safety
5. General requests for referral to mental health or substance use services

Preferred ways to contact this service

- Contact the service directly
- Through other channels (i.e. 211, 311)
- 911



Top services you'd like an alternative community-based response service to provide

1. Harm-reduction supports, supplies and counselling
2. Safe and supportive space for immediate recovery for up to 24 hours
3. Referrals to other services like housing, counselling, employment
4. Referrals to other levels of care, such as hospitals and specialists
5. Transportation home, to a safe place or referral appointment

EXPECTATIONS OF A COMMUNITY-BASED CRISIS RESPONSE SERVICE PROVIDER:

Service response workers

- Wear a uniform different from a police uniform
- Wear other identifiers like lanyards, ID cards or vests
- Have clinical mental health, substance use and other related experience
- To be able to communicate in their language of choice
- Be from their community
- Have personal experience with mental health issues and/or substance use

Information collection, use and sharing

- Information remain confidential and only shared within the service
- If consent is given it can be shared with other providers
- Expect to give feedback about the service and for feedback to be shared publicly

Accountability

- Clearly identify what users can expect from the service
- Clear and simple way to make a complaint about the service
- External group with lived experiences to provide oversight

Why some might not access mental health/substance use supports

- Cost of the service
- Lack of knowledge of the availability of the service
- Long wait lists
- Knowledge of how to reach the service
- Difficulty locating information about the service

