

ACCESSING MENTAL HEALTH AND CRISIS SUPPORT SERVICES

RESULTS FOR SURVEY #2



The City of Toronto asked for feedback on accessing mental health supports when in a crisis. Thank you for your feedback! This survey helped inform the development of a [Community Crisis Support Service Pilot](#) starting in 2022.

1163 PEOPLE RESPONDED. Here's what you told us:

ACCESSING THE SERVICE

Top five ways you'd get help for your self or friend in crisis

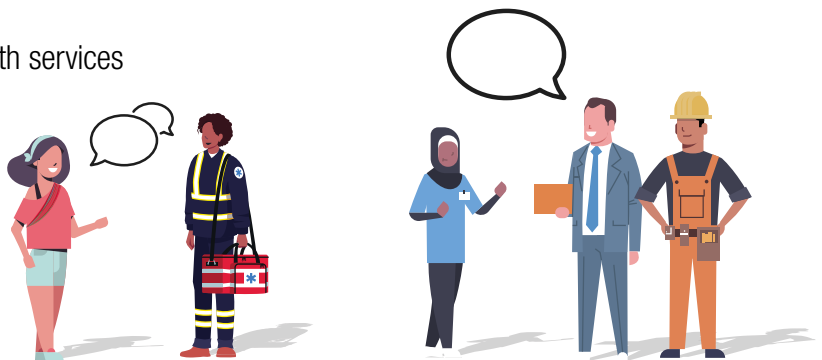
1. Contact a mental health or distress line
2. Call 911 for an ambulance
3. Contact a hospital (e.g. CAMH)
4. Find resources online
5. Contact family doctor or general practitioner

Top five ways you'd get help for a member of the public in crisis

1. Call 911 and ask for an ambulance
2. Contact a mental health or distress line
3. Call 911 and ask for the police
4. Contact a community agency that provides mental health services
5. Contact a hospital (e.g. CAMH)

Preferred ways to receive crisis counselling

1. In-person at a physical location
2. Video chat
3. Voice call (audio only)
4. Online
5. Webchat



FEELING SAFE IN A CRISIS

52% say police presence makes them feel unsafe in general

59% say police presence makes them feel unsafe if dealing with a crisis.

63% say police presence would make them feel unsafe if friends or family were in crisis.

60% say police presence would make them feel unsafe if a member of the public was in crisis

ACCESSING SUPPORTIVE SERVICES

Top sources for information on City services

1. Toronto.ca (the City's website)
2. Search engines
3. Word of mouth
4. Social media
5. 311 Toronto

Top barriers to accessing City services and programs

1. Lack of knowledge that program was available
2. Difficulty locating information about the service
3. Long waitlists
4. Lack of knowledge of how to reach the service
5. Cost of program/service

COMMUNITY INVESTMENT

Top areas for future investment to prevent people from falling into crisis

1. Housing and rent support programs
2. Counselling services and supports
3. Food security programs
4. Cultural or identity specific mental health programs
5. Age-specific mental health programs

