

## **EXECUTIVE SUMMARY**

### **Community Crisis Support Service: Indigenous-led Pilot**

The Indigenous-led pilot is set to launch in Q1 2022 and will provide an alternative to the presence of police at mental and behavioural health calls and wellness checks in the pilot catchment area. Torontonians located in the pilot area will be able to request the new service by calling 911 and 211. The Indigenous-led pilot teams will be dispatched through 211 and provide crisis support services that will integrate cultural safety protocols and holistic care options. Mobile multidisciplinary teams of crisis workers will be available 24 hours a day, 7 days a week and will be trained in areas such as mental health and crisis management, de-escalation, advanced first aid, overdose response, situational awareness, etc.

The pilot will offer multi-disciplinary services, such as primary health care, referrals to specialized services, housing advocacy, follow-up support, and cultural and western approach options to case management as needed.

The pilot will serve diverse Indigenous and non-Indigenous communities in Toronto. The Indigenous-led Community Crisis Support Service pilot will operate alongside the three other City of Toronto Community Crisis Support Service (CCSS) pilots being implemented as per the direction of Toronto City Council. The pilot's design was informed by community consultations conducted in the fall of 2020 and was further developed through collaboration with community members and subject matter experts from the Indigenous Circle. The resulting guiding principles and teachings should inform the design of the proposed Indigenous-led Community Crisis Support Service pilot.

### **Guiding Principles and Teachings**

- Incorporate a trauma-informed approach that takes into account cultural safety protocols in all aspects of the service as well as access to sacred medicines and ceremony.
- Honour both Indigenous and non-Indigenous ways of knowing in service provision to provide services in a safe, respectful and inclusive manner.
- Apply the Seven Grandfather Teachings (Honesty, Humility, Respect, Courage, Wisdom, Love and Truth) to all aspects of service delivery.
- Ground the service in non-judgmental acceptance of choice; prioritizing humility, informed consent and strength-based approaches.
- Offer a holistic approach reflective of intergenerational past, present and future traumas supports and awareness,
- Enable multiple coordinated pathways for clients to access crisis and support services,
- Guarantee accountability to service users' voices and outcomes by establishing clear pathways for complaints, issues and data transparency.
- Recognize diversities within the community, and provide service offerings that demonstrate an understanding of this (e.g. LGBTQ2S+, youth, blended families, etc.)

## What are the REOI components?

There are eight documents related to the submission that can all be found online on the Policing Reforms website: <https://www.toronto.ca/community-people/get-involved/community/policing-reform/>

- **Part 1 – Overview of Work**
  - Provides general information, background, and a detailed scope of work for the services requested.
- **Part 2 – Submission Instructions and Evaluation**
  - Provides detailed instructions for structuring the application as well as information on how the applications are scored and evaluated.
- **Budget Form**
  - Excel document that should be filled and submitted alongside a written proposal.
- **Appendix A: Submission Form**
  - Fillable form required to be completed and signed as part of the submission.
- **Appendix B: Summary of Engagement with Indigenous Communities**
  - Provided for reference, this document summarizes the feedback received from roundtable conversations with members of Indigenous communities about the Community Crisis Support Service design.
- **Appendix C: Report on Alternatives to Crisis Response**
  - Provided for reference, this document was written by members of the Indigenous Advisory Panel for the Reach Out Response Network (RORN) / 4 Directions Advisory.
- **Appendix D: Community Crisis Support Service Pilot Areas**
  - Provided for reference, this document summarizes the geographic catchment areas of the other Community Crisis Support Service pilots and provides additional information on Toronto Police Service call volumes and divisional boundaries.
- **Appendix E: Agreement Terms and Conditions**
  - Provided for reference, this document lays out the terms and conditions of the agreement that would follow upon notification of the award.

## How do I submit an application?

The mandatory submission requirements include the following:

1. **Submission Form (Appendix A), completed and signed**
2. **Written Proposal, completed**
  - A. **Letter of Introduction**
  - B. **Executive Summary**
  - C. **Organizational Profile**
  - D. **Relevant Experience and Qualifications**
  - E. **Proposed Staff Team and Resources**
  - F. **Proposed Program Delivery Model**
3. **Budget Form, completed**

Please submit the completed REOI application and required documents attached in **one email** using your organization's business email to [policingreform@toronto.ca](mailto:policingreform@toronto.ca). In accordance with public health measures, applications and required documents are only accepted by email at this time.