



Thomas Carrique

Commissioner Le Commissaire

File #: OPP-7900

MEMORANDUM TO: Richard Stubbings
Assistant Deputy Minister
Public Safety Division and Public Safety Training Division
Ministry of the Solicitor General

FROM: Thomas Carrique
Commissioner
Ontario Provincial Police

SUBJECT: Crisis Call Diversion: A Guide for Development and
Implementation in Police Communications Centres

DATE: June 24, 2021

RE: Crisis Call Diversion: A Guide for Development and Implementation in Police Communications Centres

As we know, police are too often the default emergency response for mental health issues, but are not always the best suited to address this health matter. Police working in collaboration with mental health and addiction experts provides for improved community safety and well-being outcomes for individuals experiencing crisis where police are called upon to respond.

The Crisis Call Diversion (CCD) program embeds a mental health crisis worker into a Communications Centre. Crisis Call Diversion responds to calls involving individuals who may be experiencing a crisis and who consent to speak to a crisis worker. The CCD program has been assisting individuals who call in with a variety of acute crisis situations including, but not limited to, mental health or substance abuse issues, relationship conflicts, and family concerns.

The program leverages the partnership between a communications operator and a professional mental health crisis worker to provide phone-based support to callers. The crisis worker provides support interventions, assists in connecting individuals to community services, educates and assists in helping people understand pathways to care when in crisis, and assists to reduce future police interaction.



Crisis Call Diversion: A Guide for Development and Implementation in Police Communications Centres

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The attached implementation guide provides a roadmap for undertaking the development and implementation of a CCD program. While each police service and their respective health partner may differ, this may act as a guide for establishing core components and common approaches for similar practices in Ontario to divert non-emergent crisis calls involving mental health, away from unnecessary police interactions.

The Ontario Provincial Police would like to express gratitude to all members of the CCD Working Group for their commitment and hard work in developing and implementing a pilot project, as well as the supplementary development and implementation guide.

Attachments:

- Crisis Call Diversion: A Guide for Development and Implementation in Police Communications Centres

For further information or French versions of materials please contact:

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Yours truly,



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