

STRATEGIC COMMUNICATIONS | FREQUENTLY ASKED QUESTIONS



What is Community Mobile Crisis Response?

A person-centered, trauma-informed, value and equity-based approach to crisis response for those experiencing a non-emergency behavioural or mental health crisis, difficult psychosocial factors, substance use disorders and/or domestic situations where there is no threat to safety or need for police response.

Who are the community partners involved in Community Mobile Crisis Response?

Calgary 911, the Distress Centre (211), Alberta Health Services, The Alex and Alpha House.

What roles do The City, Calgary Police Services and the community partners play in crisis response?

The City of Calgary and the Calgary Police Service (CPS) have collaborated on the Community Safety Investment Framework (CSIF) to connect with local partners and identify ways to improve support for Calgarians in crisis due to mental health or addiction. Through the Community Safety Investment Framework (CSIF), the City and CPS have allocated approximately \$2.5 million for the pilot. Of this, CPS has reallocated \$1.25 million in its pledge to City Council to redirect calls away from the frontline. Local partners are helping to bridge the gap between person-centred, trauma-informed response to addiction and mental health issues in situations where there is no threat to safety and a traditional police response.

What does a Mobile Crisis Response Team look like?

Each Mobile Crisis Response Team consists of two support workers that are trained and experienced in distress due to mental health and addiction. During the first three to six months of the program, Calgary Police Service will assign sworn members to help the teams. The level of support will be guided by the community partner.

How long is the pilot?

This is a 12-month pilot.

What other programs support Crisis Response in Calgary?

We are partnered with the Alpha House on the Downtown Outreach Addiction Partnership (DOAP) program that actively works to divert socially complex, high needs individuals struggling with addiction issues from law-enforcement responses and unnecessary health care use by bringing them to appropriate services so that presenting issues can be addressed.

STRATEGIC COMMUNICATIONS | FREQUENTLY ASKED QUESTIONS



Who dispatches the Mobile Crisis Response Teams?

If a call for a person in crisis comes to 911, it is then passed over to the Distress Centre (211). They will then determine the appropriate response based on the information provided in the call. Distress Centre (211) call-takers are professionals that are cross-trained in crisis de-escalation, safety planning for suicide and self-harm situations, as well as in providing and directing citizens to community-based resources. They are an extra set of hands on our 911 floor who can help ensure Calgarians get the appropriate care.

Where is this pilot taking place?

District 4 in east Calgary has been chosen as the area to pilot Community Mobile Crisis Response after reviewing Calls for Service (CFS) data from Calgary Police Service, call data from the Distress Centre (211) and considering The Alex's ability to support around their existing operational area.

Calls for Service (CFS) data from Calgary Police Service and Distress Centre (211) show that while District 4 does not have the highest call volume in the city, it does have average to high volumes of mental health calls. District 4 is a smaller area which makes for easier transportation for Community Mobile Crisis Response teams and quicker response times.