

# Transforming Calgary's Crisis Response System

Through the **Community Safety Investment Framework**, The City of Calgary and the Calgary Police Service funded a research report to assess the current crisis response system and make recommendations to propose changes that can be made to strengthen the system, address gaps and improve quality of care. **PolicyWise for Children & Families** and the **Centre for Suicide Prevention** provided the report and recommendations, which will be used to guide planning and implementation toward a more equitable and effective crisis response system.

## SYSTEM IMPROVEMENTS



A **person in crisis** is in need of urgent support due to mental or emotional distress, conflict, or a threat to their safety.



**Crisis response** is the immediate resources required by the individual experiencing a crisis, their families, friends, and support networks.



### Accountable Entity

Establish an accountable entity to **oversee and monitor the crisis response system**. This entity is dedicated to: coordinating services, establishing partnerships, overseeing system navigation, and collaborating on funding decisions.



### Community-driven System Responsiveness

The crisis response system is **community-driven**. Ongoing community engagement informs the development, design, and implementation of crisis response.



system structure



client interventions



guidelines + protocols

### Values-based System

The **core values** identified by Calgary service providers guide the design and operation of every aspect of the crisis response system.

## OPERATIONAL IMPROVEMENTS



### Accessibility

Ensure the system provides diverse, **barrier-free service** options rooted in community needs.



### Peer Support

Create a mechanism to incorporate lived experience through **peer support** into the crisis response system.



### Cultural Representation

Ensure **cultural representation** of Calgary's population in crisis response.



### Trauma-Informed Care

Trauma-informed care and **client-centered** care is woven into all levels of strategy, practice, and policy in the crisis response system.



### Training

Crisis response training is ongoing and requires both theory and practice with **immersive and applied approaches**.



### Transportation

Transportation-related solutions and strategies are explored to address **safe and reliable care** of individuals in crisis.



### Client Information Sharing

Increased understanding of **information sharing** protocols is attained to facilitate better coordination and care of individuals in crisis.



## There's more work to do

This report is guiding the creation of an equitable and effective **crisis response system** in Calgary, one that provides lifesaving mental health care. These recommendations and related implementation considerations are a starting point to guide the transformation of Calgary's crisis response system. For more information about the Community Safety Investment Framework, please refer to the CSIF website here: [Community Safety Investment Framework \(calgary.ca\)](http://calgary.ca).

## Data Sources

The findings in this report were informed by eight data components:

1. Reviewing the literature (rapid review of the literature)
2. Interviewing jurisdictional exemplars
3. Interviewing Calgary Service Providers
4. Meeting with the Steering Committee
5. Engaging Strategic Advisors
6. Consulting with the Community
7. Surveying People who have Lived Experience of the crisis response system
8. Collecting administrative data