

What is the Community Mobile Crisis Response Pilot Project?

The Community Mobile Crisis Response pilot project will provide support to persons in crisis¹ by dispatching a team of two support workers. This team will include any two of:

- a person who is educated in crisis response and de-escalation (i.e., social worker);
- a peer support worker or person with lived experience; and/or
- a support worker with medical or health training.

The Calgary Police Service will offer support and will have dedicated plainclothes police officers assigned to provide direct assistance to the Mobile Response Teams for the first three months of the pilot project.

To date, the Calgary Police Service have been the only response for a person in crisis that includes dispatch to the person's location. Police partnerships that include services for mental health and addiction include the partnership the Calgary Police Service has with Alberta Health Services to deliver crisis response through the "Police and Crisis Team" (PACT). PACT is a secondary responder in the current crisis system with the goal of responding to situations involving individuals experiencing a mental health, addictions, or psycho-social crisis.² PACT can arrange urgent psychiatry assessments and referrals by issuing Apprehension Orders such as a Form 10 (Mental Health Apprehension) or Form 23 (Community Treatment Order Apprehension Order). Though PACT attends some calls for service, much of their activity is based on consultation and referral through Alberta Health Services.

The research and engagement conducted to date have identified the need for a crisis response option that does not involve police as a first responder. The Community Mobile Crisis Response pilot project addresses that need by enhancing the current system with an alternative response model.

The pilot project will be voluntary, confidential, and free of charge to persons in crisis, as demonstrated in other municipalities who have established best practice models for crisis response work.³⁴⁵⁶

The calls for service will be dispatched through Distress Centre Calgary / 211. The pilot project will be operational up to 7 days per week and up to 24 hours per day. The Mobile Response Teams will be deployed to provide service to Calgarians in crisis where they are located, whether this is in their home or elsewhere, and will be focused on one or two of the Calgary Police Service Districts.

¹ A "person in crisis" is defined as a person in need of urgent support due to mental or emotional distress, conflict or a threat to their safety.

² [Police and Crisis Team | Alberta Health Services](#)

³ [CAHOOTS - White Bird Clinic](#)

⁴ [Crisis Now - Transforming Crisis Services](#)

⁵ [Toronto Community Crisis Service – City of Toronto](#)

⁶ [North Shore Peer Assisted Care Team \(PACT\) \(cmha.bc.ca\)](#)

Why is the Community Mobile Crisis Response pilot project needed?

- The Community Mobile Crisis Response pilot project has been developed in response to the identified need to improve support for Calgarians experiencing crises related to mental health and addiction concerns.⁷
- The goal of the Community Mobile Crisis Response pilot project is to reduce and eventually eliminate the need for a police response in circumstances where civilian teams can provide the first point of contact for persons in crisis.
- By allowing the community to initiate the Community Mobile Crisis Response, this will reduce unnecessary engagement with law enforcement agencies and will provide persons in crisis with a response rooted in community needs while also reducing the demands on front-line police services.

What are some of the outcomes we hope to achieve with the Community Mobile Crisis Response pilot project?

- Improved access for Calgarians to services through coordinated points of access (i.e., by being dispatched directly through Distress Centre Calgary / 211).
- Increased availability of 24/7 non-emergency support and outreach services, which will reduce the wait times for persons in crises to receive the services they need, reduce the involvement of law enforcement and other emergency services, and reduce emergency room visits.
- Improved integrated case management that connects persons in crisis to appropriate resources that will stabilize the crisis and provide continuity of care in a culturally competent way, especially for Black, Indigenous, racialized, and other equity-seeking groups.
- The Community Mobile Crisis Response pilot project will create a mechanism to incorporate lived experience through peer support into the crisis response system. The peer support workers will establish rapport, share experiences, and strengthen engagement with the individual experiencing crisis, which will result in an increased quality of life and improved service satisfaction by the person in crisis.
- Increased capacity of support networks for persons in crisis, ensuring persons in crisis have a voice and sense of belonging within the crisis response system.
- As a result of the crisis response service, persons who experienced crisis feel safe, comfortable, and able to seek the support they need and want, when and where they need it.
- Have ability to provide crisis response that meets the needs of the diverse identities including culture, language, age, gender, ability, comorbidities, and sexual orientations.

⁷ Transforming Calgary's Crisis Response System Final Report, p. 12.