

HAMILTON POLICE SERVICES BOARD

- INFORMATION -

DATE: June 11, 2020
REPORT TO: Chair and Members
Hamilton Police Services Board
FROM: Eric Girt
Chief of Police
SUBJECT: *Crisis Response Branch – 2019 Year-End Report*
PSB 20-038

BACKGROUND:

The Hamilton Police Service, in collaboration with St. Joseph's Healthcare, piloted and developed programs to create a coordinated strategy to assist vulnerable individuals and persons experiencing a mental health crisis. Meaningful, effective partnerships have allowed the Police Service and our partners to effectively assist individuals with mental health concerns in a timely manner.

The Crisis Response Branch combines Police Officers, Paramedics and Mental Health workers responding to 911 first responses and secondary responses to persons experiencing a mental health crisis in the City of Hamilton. The program has proven to dramatically decrease the number of persons being brought to hospital emergency departments by police officers and provides persons in crisis the right response at the right time. Implementation of these programs has led to reduced wait times in hospital emergency departments, substantially lower apprehension rates, more consistent care for clients, and less reliance on the judicial system. These deliverables result in financial savings and time efficiencies for both the police service and the health care facilities.

The attached report will highlight the three (3) combined teams which make up the Crisis Response Unit and their associated outcomes and successes.

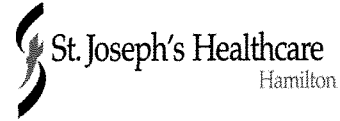


Eric Girt
Chief of Police

EG/W. Mason

Attachment: *Crisis Response Branch Annual Report - 2019*

cc: Ryan Diodati, Deputy Chief – Support
Will Mason, Superintendent – Community Mobilization Division



Hamilton Police Service

Crisis Response Branch Community Mobilization Division 2019 Annual Report

**Submitted by
A/Sergeant Pete Wiesner**

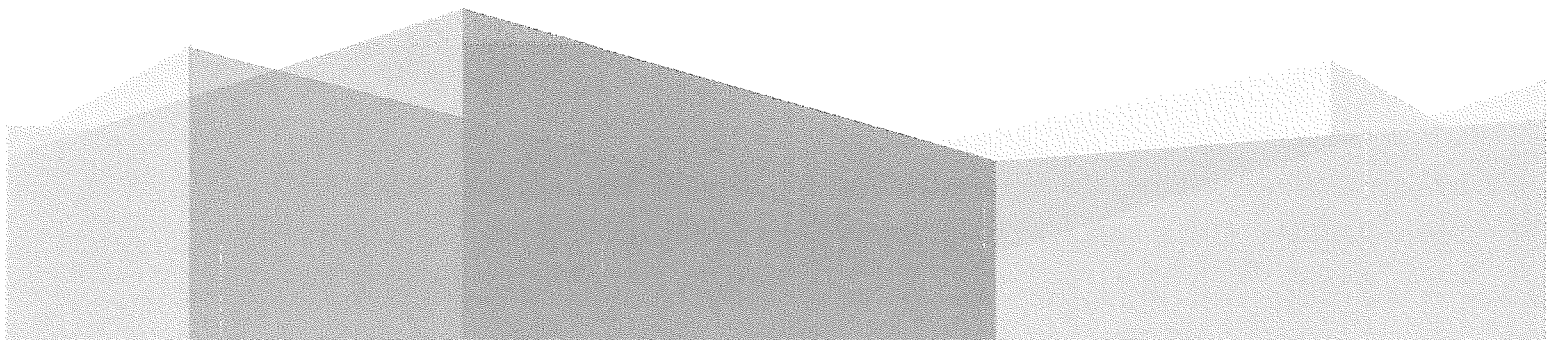


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Executive Summary

The Hamilton Police Service in collaboration with St. Joseph's Hamilton Healthcare has piloted and developed programs to assist vulnerable individuals, and persons experiencing a mental health crisis. Meaningful partnerships have allowed the Police Service and our community partners to effectively assist individuals with mental health concerns in a timely manner.

In April 2015, on a pilot basis, the Hamilton Police Service created the Crisis Response Branch (CRB) by combining the following three programs.

- Crisis Outreach and Support Team (COAST)
- Mobile Crisis Rapid Response Team (MCRRT)
- Social Navigator Program (SNP)

The Crisis Response Branch reports to the Superintendent of the Community Mobilization Division. The unit allows the Hamilton Police Service and its community partners to identify and respond to complex mental health issues, and deliver the highest quality of service under one unified command.

The Crisis Response Branch combines Police Officers, Paramedics and Mental Health Workers. The unit responds to persons experiencing immediate and secondary mental health crisis' in the City of Hamilton. The program has dramatically decreased the number of persons being brought to Hospital Emergency Departments and increased the number of individuals referred to social agencies. These programs have resulted in reduced wait times in Hospital Emergency Departments, substantially lower apprehension rates, more consistent care for clients, and less reliance on the Judicial System. These deliverables result in financial savings to both the Police Service and Health Care Facilities.

The creation of the MCRRT/ COAST/ SNP as a coordinated unit is unique. The positive program outcomes have led to numerous inquiries from other Police Services, with many Services adopting the Hamilton Police Service model as a best practice.

This report will highlight the three combined teams which make up the Crisis Response Branch and their associated outcomes and successes.

