

Mental Health and Substance Use Health Crisis Response Training Resource Guide

Introduction

This guide provides a comprehensive training framework designed for organizations delivering mental health and substance use health crisis response. The framework outlines various training topics to equip staff with the skills and competencies needed to support diverse communities effectively. This resource guide is designed to be a flexible framework, enabling organizations to use it to meet their unique needs while ensuring staff are well-prepared to deliver effective mental health and substance use crisis response services.



Ottawa Guiding Council for Mental Health and Addictions

Training Framework Overview

Foundational Principles

- Cultural Safety
- Harm Reduction Approaches
- Trauma-Informed Approaches
- Staff Wellbeing and Resilience

Lived Experience

Incorporate perspectives from individuals with diverse lived experience in accessing and receiving mental health and substance supports and services as well as parents and other caregivers who support family members in crisis.

Systemic Context

- Pharmacology and the Toxic Drug Supply

Core Competencies

Focus Areas:

- Anti-Racism and Anti-Colonial Practice
- Anti-Black Racism
- Anti-Asian Racism
- Islamophobia
- Mental Health Stigma
- Substance Use Stigma
- Supporting Undocumented Communities
- Newcomer Mental Health
- Youth and Family Support
- Supporting Older Adults
- Indigenous Cultural Safety
- Working with Black Communities
- Working with People Experiencing Homelessness
- Understanding Neurodiversity and Brain Injuries
- Gender and Sexual Diversity

Core Skills

Crisis Intervention & De-escalation

These topics include practical skills for managing crisis situations:

- Crisis Intervention Techniques
- Understanding and Managing Aggressive Behaviours (UMAB)
- Suicide Intervention Strategies
- Effective Communication Skills
- Safety Planning

Privacy & Legal Considerations

Ensure compliance with relevant legislation and documentation standards:

- Overview of the Mental Health Act
- Personal Health Information Protection Act (PHIPA)

Technical Skills Development

Prepare staff with essential technical knowledge:

- Standard Operating Procedures
- First Aid/CPR & Naloxone Administration

Scenario-Based Training

Hands-on mock scenario training is critical for crisis response readiness.

Ongoing Professional Development

- Training topics are adaptable to organizational requirements and communities served.
- Continuous learning opportunities that are integrated into ongoing professional development and performance management.
- Evergreen training to identify and add training that relates to the specific needs of the organization.