



# Transforming Mental Health and Substance Use Crisis Response in Ottawa

A Secretariat was established in 2022 to conduct consultations and gather input to be used to develop a 24/7 crisis response strategy for implementation in Ottawa.



Number of people who participated in interviews, focus groups, surveys (1,197)

## KEY RECOMMENDATIONS INCLUDE:

- **Centre racial equity** in mental health and substance use crisis response.
- **Centre equity for specific communities** in mental health and substance use crisis response (e.g., street-involved people, rural populations).
- **Increase collaboration, communication and coordination** across Ottawa's mental health and substance use crisis response system.
- **Increase funding** to support and expand the services that community organizations are already providing.
- **Address structural stigma** in first responder organizations and healthcare institutions.

## What we heard

**Mental health and substance use crises are unique.**

**People access a wide range of supports and services.**

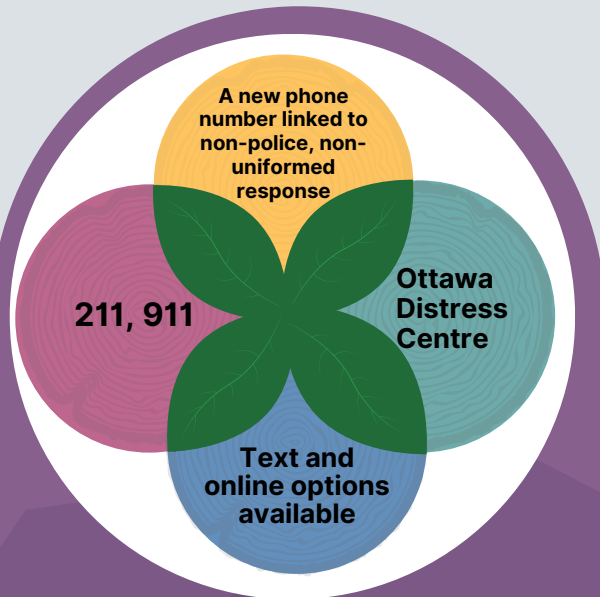
**People's experiences when accessing supports and services:**



## 1. "NO WRONG DOOR" APPROACH

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For mental health and substance use crises, Ottawa residents will be able to access a range of response services of their choosing that feel safe and meet their individual needs.



The complete Report and Strategy for *Transforming Mental Health and Substance Use Crisis Response in Ottawa* can be found at:  
[www.ottawagcmha.ca/report](http://www.ottawagcmha.ca/report)

## PROPOSED PILOT PROJECT



## 2. MULTIDISCIPLINARY CRISIS RESPONSE (MCR)

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- Composed of mental health professionals and peer support specialists
- Available 24/7
- Representative of diverse communities
- Community organizations to deliver service
- Includes post-crisis follow-up

## 3. EXPANSION OF PEER SUPPORT IN EXISTING CRISIS RESPONSE SERVICES

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- Requires partnership with existing peer support programs
- Capacity-building and resources



## 4. APPROACH

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- Anti-racist
- Trauma-informed
- Culturally appropriate