

Survey for Ottawa Residents

Introduction

Ottawa's Guiding Council on Mental Health and Addictions Secretariat is conducting a survey about Ottawa's mental health and substance use crisis system and how it can be enhanced. We will develop a strategy for an alternative, non-police response to mental health and substance use crises. The 15 minute survey for service providers was launched on November 14th, 2022 and will be open until **December 5th, 2022**.

To recognize your contributions to this survey, we invite you to enter into a draw for a \$50 gift card. Your personal information will not be linked to your survey responses.

We want to sincerely thank you for participating in this survey.

The current mental health and substance use crisis responses has been shown to impact different communities, and in some cases negatively. We are looking to hear from a diverse and wide range of voices that support these communities. We encourage you to have your say to make positive change.

Confidentiality: Participation in this survey is strictly optional. Individual responses will only be seen by members of the Secretariat of the Guiding Council. Survey responses will be analyzed and summarized such that no one participant will be identifiable. You can request to withdraw your responses and to obtain a copy of your responses by emailing us at GuidingCouncil@cesoc.ca.

If you experience any difficulties filling out the survey, or you would prefer to complete the survey over the phone, please reach out to us at GuidingCouncil@cesoc.ca. You can also reach us by phoning Jessica at 613-304-8330.

Introduction & Consent

1) I understand the purpose of this survey and agree to participate*

Yes

No

Demographic Information

2) From the options below, which do you identify with? Select all that apply.*

I have used mental health and/or substance use crisis response services

I know someone that has used mental health and/or substance use crisis response services

I have not accessed and do not know anyone who has accessed mental health and/or substance use crisis response services

I am a resident of the City of Ottawa

Other - Write In: _____

3) What ethnicity/race best describes you? Select all that apply.

Note: We are collecting ethnicity/race-based data to better understand how people in specific identity groups experience crisis response services in Ottawa and what changes would benefit these groups most.

Black

East Asian

Indigenous (First Nation, Inuit, Métis)

Latin American

Southeast Asian

South Asian

Middle Eastern

White

Multiple ethnicities/races

Another ethnicity/race not listed - Write In:

Prefer not to answer

4) What is your immigration status in Canada?

Note: We are collecting immigration status to better understand how people in specific identity groups experience crisis response services in Ottawa and what changes would benefit these groups most.

Recent immigrant (lived in Canada since 2017)

Refugee

Student

Temporary resident

Permanent resident

Canadian citizen

Other - Write In: _____

Prefer not to answer

5) What is your gender?

Note: We are collecting gender to better understand how people in specific identity groups experience crisis response services in Ottawa and what changes would benefit these individuals most.

- Woman
- Man
- Non-binary
- Two-spirit
- Another gender not listed - Write In: _____
- Prefer not to answer

6) Do you identify as LGBTQ2S+?

Note: We are collecting information on Lesbian, Gay, Bisexual, Transgender, Queer/Questioning, Two-Spirit + (LGBTQ2S+) identities to better understand how people with specific identities experience crisis response services in Ottawa and what changes would benefit these individuals most.

- Yes
- No
- Prefer not to answer

7) What is your age? Select from the options below.

Note: We are collecting age to better understand how people in specific age categories experience crisis response services in Ottawa and what changes would benefit these groups most.

- Under 18
- 18 to 24
- 25 to 40
- 41 to 55
- 56 to 75
- 76 to 93
- 94 or older
- Prefer not to answer

8) What are the first 3 digits of your postal code (e.g., K1C)?

Note: Postal codes will be used to map out neighbourhoods that participants belong to in Ottawa. We are collecting geographic data to better understand how people in specific neighbourhoods experience crisis response services in Ottawa and what changes would benefit people in these neighbourhoods most.

Experiences with Crisis Response Services

9) When you or someone you know is experiencing a mental health/substance use crisis, who do you call? Select all that apply.*

- 911 for Police
- 911 for Ambulance
- 211 or 311
- Mental health crisis line (e.g., Distress Centre)
- Family doctor
- Psychiatrist / counsellor
- Social/case worker
- Friend/neighbour
- Family member
- I don't know
- Other - Write In
- Prefer not to answer

10) If you choose not to access 24/7 mental health and substance use crisis services, please tell us why.

11) How safe do you feel accessing mental health and substance use crisis response services when it is provided by:

	Very unsafe	Somewhat unsafe	Unsure	Somewhat safe	Very safe	Not applicable
Police	()	()	()	()	()	()
Paramedics	()	()	()	()	()	()
Hospital emergency department staff	()	()	()	()	()	()
Paramedics + mental health team	()	()	()	()	()	()
Police + mental health team	()	()	()	()	()	()
Mental health crisis line	()	()	()	()	()	()
Family doctor	()	()	()	()	()	()
Psychiatrist/counsellor	()	()	()	()	()	()

12) How satisfied are you with mental health and substance use crisis response services when it is provided by:

	Very unsatisfied	Somewhat unsatisfied	Unsure	Somewhat satisfied	Very satisfied	Not applicable
Police	()	()	()	()	()	()

Paramedics	<input type="checkbox"/>					
Hospital emergency department staff	<input type="checkbox"/>					
Paramedics + mental health team	<input type="checkbox"/>					
Police + mental health team	<input type="checkbox"/>					
Mental health crisis line	<input type="checkbox"/>					
Family doctor	<input type="checkbox"/>					
Psychiatrist/counsellor	<input type="checkbox"/>					

13) Have you experienced racism when accessing mental health/substance use crisis response services?

- Yes
- No
- Not applicable
- Prefer not to answer

14) If yes, please list the crisis response services involved.

15) Have you experienced any of the following forms of discrimination when accessing crisis response services? Select all that apply.

- Ableism
- Ageism
- Anti-Semitism
- Discrimination based on mental health or addictions diagnosis
- Fat phobia
- Homophobia
- Islamophobia
- Sexism
- Transphobia
- Not applicable
- Other - Write In: _____

16) If you experienced any form of discrimination, please list the crisis response services involved.

Ideal Crisis Response

17) In a new model, if you or a family/friend were having a mental health/substance use crisis, what services would you want to access? Select all that apply.

- Licensed mental health professionals (e.g., psychiatrist, nurse, social workers)
- Family doctor
- Trained community crisis support workers in existing community based services
- Trained peer support workers
- Police

Paramedics

Mental health specialist + police

Mental health specialist + paramedics

Other - Write In: _____

18) In a new model, which of the following would be your preferred point of contact to reach a mental health/substance use crisis response service:

A new centralized phone line to the mental health or substance use service you need

Existing 911, which connects you to the service you need

Other existing contact lines (e.g., 211, 311, Distress Centre, helplines), which connect you to the service you need

All of the above

Other - Write In: _____

19) For you, or for your loved ones, what matters most when getting help for a mental health or substance use crisis?

20) Is there anything else you would like to add about your experiences with or potential improvements to mental health and substance use crisis response services in Ottawa?

Thank You!

SURVEY FOR SERVICE PROVIDERS

Introduction

Ottawa's Guiding Council on Mental Health and Addictions Secretariat is conducting a survey about Ottawa's mental health and substance use crisis system and how it can be enhanced. We will develop a strategy for an alternative, non-police response to mental health and substance use crises. The 15 minute survey for service providers was launched on November 14th, 2022 and will be open until **December 5th, 2022**.

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1. I understand the purpose of this survey and agree to participate*:

- A. Yes
- B. No

2. What is your role in your organization?

- Staff
- Manager/Director
- Executive
- Volunteer
- Other:
- Prefer not to answer

3. Please tell us which geographic regions in Ottawa you provide services to, using the first three digits of the postal code (e.g., K1K and K2P)

4. Do you **directly** respond to mental health/substance use crises (select all that apply)? *By direct, we mean you are part of the immediate response to a mental health or substance use crisis (e.g., peer support, paramedic, police, nurse, social worker).*

- Yes
- No

5. Do you **indirectly** respond to mental health/substance use crises (select all that apply)? *By indirect, we mean you assist individuals in crisis to access mental health/substance use crisis response services (e.g., manager of a frontline team, counsellor, community engagement specialist, human resources staff).*
- Yes
 - No

The following set of questions ask about your experiences as a service provider of current mental health and substance use crisis response services. The following questions ask you to consider your experiences with responding to or assisting individuals experiencing mental health/substance use crises.

6. From your experience, what is unique about responding to a mental health crisis, compared to other crises?

7. What are the challenges you face when responding to or assisting an individual experiencing a mental health and substance use crisis?

8. What is working well in terms of current practices for responding to a mental health/substance use crisis?

The following questions ask you to consider what a new model for crisis response services could look like in Ottawa. Please keep in mind that we will be developing a strategy for an alternative, non-police response to mental health and substance use crises.

9. In a new model, if you were helping an individual experiencing a mental health/substance use crisis, what services would you want them to access? Select all that apply.
- Licensed mental health professionals (e.g., psychiatrist, nurse, social workers)
 - Family doctor
 - Trained community crisis support workers in existing community based services
 - Trained peer support workers
 - Police
 - Paramedics
 - Mental health specialist + police
 - Mental health specialist + paramedics
 - Other (please specify):

10. In a new model, which of the following would be your preferred point of contact to reach a mental health/substance use crisis response service

- A new centralized phone line to the mental health or substance use service you need
- Existing 911, which connects you to the service you need
- Other existing contact lines (e.g., 211, 311, Distress Centre, helplines), which connect you to the service you need
- All of the above
- Other (please specify):

11. If you could name one thing that is critical to Ottawa’s future mental health and substance use crisis response services, what would it be?

12. Is there anything else you would like to tell us about Ottawa’s future mental health and substance use crisis response system?

Thank you for taking the time to share your thoughts with us. To enter your name for the gift card draw please visit: <https://survey.alchemer-ca.com/s3/50154914/Gift-Card-Draw-Service-Providers> To receive updates on Ottawa’s Guiding Council for Mental Health and Addictions, please visit <https://www.ottawagcmha.ca> .