

COMMUNITY CONSULTATION DISCUSSION GUIDE

Purpose: Ottawa’s Guiding Council on Mental Health and Addictions Secretariat is working to identify specific options and recommendations that respond to the needs of the community for an effective 24/7 mental health and substance use crisis response. We are seeking authentic community engagement and consultation with diverse and systemically excluded voices who are most often negatively impacted by the existing crisis response system.

How the consultations will be used: A summarized version of the responses gathered in consultations will be used to inform Ottawa’s Mental Health and Addictions Strategy.

Confidentiality: The choice to participate and share your stories is completely up to you. All information shared will be kept private and only seen by members of the Secretariat of the Guiding Council. Any notes taken will be stored within a password protected cloud-based storage account and physical copies of notes will be shredded after being digitized. You can request to withdraw or keep a copy of any information you provide at any time.

Discussion Questions

1. If you or a person close to you experienced a mental health or substance use crisis, who would you call? *By mental health/substance use crisis we mean: “an individual is in a crisis where mental health or substance use is at the core”*

2. What is your experience with the services that you or the person close to you received during the mental health or substance use crisis? Examples of services include: 911,311,211, Ottawa Police Services, Other Police services (OPP, RCMP), EMS (Paramedics), Hospital emergency rooms, Crisis lines, Mobile crisis teams.

