

## DISCUSSION GUIDE FOR FRONTLINE WORKERS

Thank you for participating in our frontline worker consultation today! We look forward to speaking with all of you.

**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

### Questions

1. As a frontline worker, what is unique about responding to a mental health crisis, compared to other crises?
2. What are some challenges you face responding to individuals in mental health or substance use crises?
  - a. Try to think of what is challenging for you as a frontline staff as well as challenges for your clients.
3. What is working well in terms of the current practices for responding to mental health/substance use crises?
  - a. Try to think of what supports are helpful for you as a frontline staff as well as for your clients.
4. As the Guiding Council Secretariat, we are responsible for proposing options for an alternative, non-police response to mental health and substance use crises. Given that, what ideas do you have for an alternative response to mental health/substance use crisis services?
  - Who should respond to mental health/substance use crises, if not police?
  - What is a better way for people to access crisis response services?
  - What should change about the supports provided to people in crisis?
5. If you could name one thing that is critical to Ottawa's future crisis response services, what would it be?