

2. Community Safety and Well-Being Mental Well-Being Priority Progress Update: Safer Alternatives for Mental Health and Substance Use Crises Response

Mise à jour sur les progrès de la priorité Bien-être mental, Sécurité et bien-être dans les collectivités : Solutions de rechange plus sécuritaires pour l'intervention en cas de crises de santé mentale et de consommation de substances

Committee Recommendations

That Council:

1. Approve the strategies and actions to implement the first phase of the safer alternative response program for mental health and substance use crises, as described in this report, including :
 - a. A non-911 number to establish an alternative call intake, triage and dispatch system for mental health and substance use crisis related calls; and
 - b. A community-based civilian-led multi-disciplinary mobile crisis response that is a 24/7 trauma-informed and culturally appropriate crisis response service.
2. Direct the General Manager, Community and Social Services to undertake the necessary work to set-up the required project governance, infrastructure, and resources to develop and implement the first phase of the safer alternative response program by Q3 2024.
3. Approve the one time funding of \$2.465M be funded from the Tax Stabilization Reserve Fund for the first phase of the safer alternative response program.
4. Request that the Ottawa Police Services Board seek grant funding through other levels of government to support the strategies and actions described in this report to establish a safer alternate response program.

Recommandation du comité

Que le Conseil :

- 1. Approuve les stratégies et les actions pour la mise en oeuvre de la première phase du programme d'intervention de solutions de recharge plus sécuritaires pour les crises de santé mentale et de consommation de substances, comme il est décrit dans le présent rapport, y compris :**
 - a. un numéro autre que le 9-1-1 pour établir un système d'appel, de triage et de répartition de recharge pour les appels liés aux crises de santé mentale et de consommation de substances;**
 - b. une intervention mobile communautaire et multidisciplinaire en cas de crise menée par des civils qui est un service d'intervention en cas de crise fondé sur les traumatismes, accessible 24 heures sur 24, 7 jours sur 7 et adapté sur le plan culturel.**
- 2. Demande à la directrice générale des Services sociaux et communautaires de commencer à entreprendre les travaux nécessaires pour établir la gouvernance, l'infrastructure et les ressources nécessaires au projet afin de procéder à l'élaboration et à la mise en oeuvre de la première phase du programme d'intervention de solutions de recharge plus sécuritaires d'ici au T3 de 2024.**
- 3. Approuve un financement unique de 2,465 M\$ provenant du fonds de réserve pour la stabilisation des taxes pour la première phase du programme d'intervention de solutions de recharge plus sécuritaires.**
- 4. Demande à la Commission de services policiers d'Ottawa de chercher à obtenir des fonds de subventions auprès d'autres ordres de gouvernement afin d'appuyer les stratégies et les mesures décrites dans le présent rapport visant à créer un programme d'intervention de solutions de recharge plus sécuritaires.**

FOR THE INFORMATION OF COUNCIL

The committee also approved the following DIRECTION to staff:

Direction to Staff (Councillor A. Troster)

That staff be directed to expedite and prioritize the launch of the Alternate Response Pilot, and report back by memo to the Community Services Committee with a firm work plan, including a scheduled updates to Committee, and any required financial requirements in order to launch as soon as operationally feasible.

POUR L'INFORMATION DU CONSEIL MUNICIPAL

Le comité a également approuvé la DIRECTIVE au personnel suivante :

Directive au personnel (Conseillère A. Troster)

Qu'il soit demandé au personnel d'accélérer le lancement du projet pilote d'intervention de rechange et de lui accorder la priorité, et de présenter au Comité des services communautaires une note de service avec un plan de travail solide comprenant un calendrier des mises à jour au Comité et toute exigence financière afin d'effectuer le lancement le plus tôt possible.

Documentation/Documentation

1. Extract of the draft Minutes, Community Services Committee, June 27, 2023
Extrait de l'ébauche du procès-verbal, Comité des services communautaires, le 27 juin 2023
2. General Manager's Report, Community and Social Services, dated June 16, 2023 (ACS2023-CSS-GEN-010)
Rapport de la Directrice générale, Services sociaux et communautaires daté le 16 juin 2023 (ACS2023-CSS-GEN-010)

Extract of Draft Minutes 4
Community Services Committee
June 27, 2023

**Extrait de l'ébauche
du procès-verbal 4**
Comité des services communautaires
Le 27 juin 2023

Community Safety and Well-Being Mental Well-Being Priority Progress Update: Safer Alternatives for Mental Health and Substance Use Crises Response

File No. ACS2023-CSS-GEN-010 – City-wide

The following City staff as well as representatives of Ottawa's Guiding Council for Mental Health and Addictions, presented an overview of the report recommendations and answered questions from the Committee:

- Community and Social Services Department: Clara Freire, General Manager, Community and Social Services, Sarah Taylor, Director, Community Safety, Well-being, Policy and Analytics,
- Ottawa's Guiding Council for Mental Health and Addictions: Sahada Alobo and Liz Wigfull, Secretariat Co-Directors, Michelle James, Co-Chair, and Joan Riggs, Facilitator

Committee received the following submissions, and a copy of each is filed with the Office of the City Clerk:

- Sylvie Bigras (Lowertown Community Association) email dated June 26
- Karen Wright (Civic Hospital Neighbourhood Association) letter dated June 26

Robin Browne and Kaitlin Griggs spoke before the Committee on this item.

Following discussions, the Committee gave the direction below and considered the report recommendations as follows:

Direction to Staff (Councillor A. Troster)

That staff be directed to expedite and prioritize the launch of the Alternate Response Pilot, and report back by memo to the Community Services Committee with a firm work plan, including a scheduled updates to Committee, and any required financial requirements in order to launch as soon as operationally feasible.

Report recommendations

That the Community Services Committee recommend that Council:

- 1. Approve the strategies and actions to implement the first phase of the safer alternative response program for mental health and substance use crises, as described in this report, including :**
 - a. A non-911 number to establish an alternative call intake, triage and dispatch system for mental health and substance use crisis related calls; and**
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- 2. Direct the General Manager, Community and Social Services to undertake the necessary work to set-up the required project governance, infrastructure, and resources to develop and implement the first phase of the safer alternative response program by Q3 2024.**
- 3. Approve the one time funding of \$2.465M be funded from the Tax Stabilization Reserve Fund for the first phase of the safer alternative response program.**
- 4. Request that the Ottawa Police Services Board seek grant funding through other levels of government to support the strategies and actions described in this report to establish a safer alternate response program.**

Carried