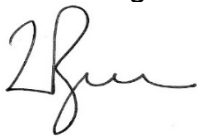




# HAMILTON POLICE SERVICE

## INFORMATION REPORT

<b>TO:</b>	Chair and Members Hamilton Police Services Board
<b>BOARD MEETING DATE:</b>	Friday, May 21, 2021
<b>SUBJECT:</b>	Year End Report - Crisis Response Branch 2020
<b>REPORT NUMBER:</b>	21-048
<b>SUBMITTED BY:</b>	Frank Bergen – Chief of Police
<b>SIGNATURE:</b>	

### EXECUTIVE SUMMARY

- The attached Appendix “A” – Year-end Report – Crisis Response Branch 2020 provides an outline of the Crisis Response Branch in 2020;
- The report demonstrates the ongoing commitment of the Hamilton Police Service (HPS) to work in partnership with our community to provide quality service to persons in crisis and those who are marginalized;
- This report provides a review of the overall approach to serving persons in crisis, marginalized persons as well as vulnerable members of the community for 2020.

### INFORMATION

The Hamilton Police Service in collaboration with St. Joseph’s Hamilton Healthcare has piloted and developed programs to assist vulnerable individuals, and persons experiencing a mental health crisis. Meaningful partnerships have allowed the Police Service and our community partners to effectively assist individuals with mental health concerns in a timely manner.

In April 2015, on a pilot basis, Hamilton Police Service created the Crisis Response Branch (CRB) by combining the following three programs.

- Crisis Outreach and Support Team (COAST)
- Mobile Crisis Rapid Response Team (MCRRT)
- Social Navigator Program (SNP)

---

**Vision:** To be a trusted partner in delivering public safety.

**Mission:** To serve and protect in partnership with our communities.

**Our Values:** Compassionate, Dedicated, Inclusive, Integrity, Innovative, Professional, Teamwork

The Crisis Response Branch reports to the Superintendent of the Community Mobilization Division. The unit allows the Hamilton Police Service and its community partners to identify and respond to complex mental health issues, and deliver the highest quality of service under one unified command.

The Crisis Response Branch combines Police Officers, Paramedics and Mental Health Workers. The unit responds to persons experiencing immediate and secondary mental health crisis' in the City of Hamilton.

The program has dramatically decreased the number of persons being brought to Hospital Emergency Departments and increased the number of individuals referred to more appropriate social agencies.

These programs have resulted in reduced wait times in Hospital Emergency Departments, substantially lower apprehension rates, more consistent care for clients, and less reliance on the judicial system.

The creation of the MCRRT/ COAST/ SNP as a coordinated unit is unique. The positive program outcomes have led to numerous inquiries from other Police Services, with many Services adopting the Hamilton Police Service model as a best practice.

## **APPENDICES AND SCHEDULES ATTACHED**

Appendix "A" - Crisis Response Branch Year End Report 2020

FB/W.Mason

cc: Ryan Diodati, Deputy Chief – Support  
Will Mason, Superintendent – Community Mobilization Division  
Michelle Wiley, Acting Inspector – Community Mobilization Division

---

**Vision:** To be a trusted partner in delivering public safety.

**Mission:** To serve and protect in partnership with our communities.

**Our Values:** Compassionate, Dedicated, Inclusive, Integrity, Innovative, Professional, Teamwork