



## Halton Crisis Plan Protocol – Frequently Asked Questions

- **How can the crisis plan protocol help organizations and individuals?**

It can help in an organization's overall crisis planning for individuals accessing services. The document allows individuals to educate the police on what their crises look like and how they would like to be treated when they are in crisis as well as the current supports to which they have access (for example, who the Police can call). This initiative will help create a more comprehensive and community response to individuals who are experiencing crisis and promote advocacy for individuals when they may not be able to advocate for themselves.

- **Is this approach used elsewhere?**

Yes, it has been used in many communities in North America. A few notable mentions are Memphis, Tennessee, the Brant community, Waterloo and Lanark County. All of these regions have implemented a shared community crisis protocol. In all cases, this has allowed for more integrated crisis planning and a better response to individuals who are experiencing crisis. It has also allowed for the linking of services and service providers and has opened the door for many future partnerships for similar initiatives.

- **Does this initiative replace COAST?**

No, the initiative does not replace COAST, but it does complement the work that COAST is doing. More officers will have access to helpful information so they can help a person manage a crisis more effectively.

- **When will the crisis plans be accessed?**

The plans will be accessed when the Police are called and the subject of the call is an individual experiencing a mental health crisis.

- **Can COAST access the crisis plan information?**

Yes, COAST will have access to the information through CMHA and through the police officer on the COAST team.



Canadian Mental  
Health Association  
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*Mental health for all*

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- **In order for officers to access the information, does it have to be a 911 call?**

No. Police are often called on the non-emergency number or are called by other emergency services when a person is in crisis. Police will have access to the crisis plan when a person is in crisis regardless of how police are called to assist.

- **Where will the crisis plans be stored?**

The plans will be stored on a separate database at Police headquarters. They will only be accessed by Communications staff if an individual is in crisis.

- **What is the process for having a crisis plan removed from the system?**

An individual's support worker would contact the Police to request that the plan be removed.

- **What if an individual withdraws consent face-to-face with a police officer? Would the individual have to withdraw consent through his/her support worker as well?**

The officer would communicate that consent was withdrawn to the manager of the crisis plan data base and the crisis plan would be removed.

- **What happens to crisis information at court?**

Police can be asked about any information to do with an incident at court. They may be requested to divulge information from their notes which relates to the crisis plan if it is relevant to the case.

- **What if someone asks the Police (through Freedom Of Information) for a record which contains crisis plan information?**

The Police service has very strict rules pertaining to information. If someone should make such a request, the Police service would contact the agency through which the crisis plan was submitted so that the individual may be contacted to consent to the information being released.

