



Ontario Provincial Police

## Standard Operating Procedures

### *Mobile Crisis Response Teams*

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## Purpose

The purpose of the Standard Operating Procedure (SOP) is to guide OPP members in the safe and effective practices related to Mobile Crisis Response Teams (MCRT).

## Overview

A **Mobile Crisis Response Team (MCRT)** refers to an integrated/joint crisis response team where police and their health partners respond together to support persons in crisis, where police are called to assist. Refer to [Developing Mobile Crisis Response Teams: A Framework and Toolkit for Ontario](#).

While the services of MCRT are delivered jointly to support persons in crisis, this model specifically responds to police calls. Upholding the law and preserving public safety is always the priority when responding to any OPP call for service, and therefore police will determine when to engage MCRT.

MCRT services may include, but are not limited to, proactive community engagement, response to live calls and/or follow up support based on referral.

While naming conventions within the OPP may differ, OPP MCRT SOPs apply to any team that meets the above definition and has an established Memorandum of Understanding for the delivery of integrated/joint mobile crisis response services.

## Definitions & Acronyms

**Person in Crisis (PIC)** – a person experiences the onset of an emotional disturbance or situation distress (which may be cumulative) involving a sudden breakdown of an individual's ability to cope; both mental and addictions may be factors in a person's experience of crisis [Ontario Crisis Response Service Standards for Mental Health Services and Supports](#)

**MCRT crisis worker** – the mental health professional assigned to work with the OPP on the MCRT team; whenever possible these individuals will be a registered health professional from a discipline related to mental health and addictions such as, but not limited to, nurse, social worker, social service worker, elder/healer, registered practical nurse, child and youth counsellor, or addiction counsellor

**Crisis Call Diversion (CCD)** – like MCRT, the Crisis Call Diversion program embeds a crisis worker at the OPP Provincial Communication Center (PCC) to work alongside call takers and dispatchers to assist in diverting calls from front line police interactions on non-emergent calls for service

**OPP MCRTs can be qualified within the OPP by using one or more of the following definitions:**

**Co-response:** MCRT crisis worker travels to call in their own vehicle

## MOBILE CRISIS RESPONSE TEAM STANDARD OPERATING PROCEDURE

**Dedicated:** a dedicated uniform member is the primary member responding with the MCRT crisis worker

**Embedded:** MCRT crisis worker is located at the detachment for the duration of their shift

**Follow up:** MCRT team (crisis worker and uniform member) receives referrals from front-line uniform members for review, prioritization, and follow up (phone, in-person, or other method as appropriate)

**Live ride-along:** MCRT crisis worker rides with uniform member in police vehicle

### Audience & Recommended Approval Levels

<u>Audience</u>	<u>Approval Level</u>
<input checked="" type="checkbox"/> All OPP Employees	Commissioner
<input type="checkbox"/> Uniform Members Only	Provincial Command
<input type="checkbox"/> Civilian Members Only	Provincial Command
<input type="checkbox"/> Click here to enter name of specific Audience	Region/Bureau Command

### Responsibilities

Community Safety Services is responsible for the following:

- reviewing and if required, updating this SOP on an annual basis
- ensuring MCRT stakeholders are consulted prior to any changes made
- maintaining an archive of previous versions and revision approvals

### Reference Documents

1. [OPP Connections - Mobile Crisis Response Teams \(MCRT\) \(gov.on.ca\)](#)
2. [Developing Mobile Crisis Response Teams: A Framework and Toolkit for Ontario](#)
3. [Police Orders 2.20 Mental Health Occurrence: Response to Persons in Crisis](#)
4. [Mental Health Occurrence: Response to Person in Crisis SOP](#)
5. [Mental Health Occurrence: Response to Person in Crisis Field Guide](#)

### Administration and Management

Per the required MCRT Memorandum of Understanding, MOU, the administration of MCRT is managed jointly by the OPP and the respective health partner(s).

#### Detachment Commander

- Detachment Commanders will work with their municipal and/or First Nations police partners (where applicable) as well as health partners to update existing MCRT Memorandum of Understanding every 2 years
- Consultation and engagement with CSS Mental Health Leads is required to ensure corporate record keeping, standardized practices for effective evaluation, and quality assurance

- Regular meetings between the leadership members listed in the MOU should occur at a minimum, on an annual basis
- Regardless of the type of model, the Detachment Commander will assign the role of a Mental Health Liaison Constable within the detachment cluster to support effective day to day operations

### Detachment Manager

- Consultation and engagement with CSS Mental Health and Community Well-Being Leads is required to ensure corporate record keeping, standardized practices for effective evaluation, and quality assurance
- In detachments where a dedicated MCRT uniform member is utilized, the Operations/Support Manger should post the required Expression of Interest

### Detachment Sergeants

- Should provide oversight to ensure front-line members are effectively utilizing MCRT, and adhering to the [Police Orders 2.20 Mental Health Occurrence: Response to Persons in Crisis](#)

### Mental Health Liaison (Constable)

- Each detachment is required to identify a Constable in the role of detachment Mental Health Liaison (MHL) and that MHL, should refer to the Role Based Addendum.
- Depending on the type of MCRT, the detachment may identify a dedicated MCRT officer to work along the crisis worker
- It is at the Detachment Commander's discretion as to whether the MHL constable will be dedicated to MCRT officer.
- These roles shall be posted in an Expression of Interest which should be developed by the Detachment, and referencing the Role Based Addendum
- Plain clothes designation for other roles (e.g., Crisis Negotiators, Street Crime) does *not* apply to MCRT functions
- It is recommended that the term for these positions rotate on a 2-year term with one optional renewal (up to maximum of 4 years) as determined by the detachment based on operational needs, capacity to develop officers, and succession planning.



2023-05-10 FINAL  
RBA (MHL) (MCRT).pdf

### Crisis workers:

- The administration and management of MCRT crisis workers, who may come from a variety of disciplines (i.e., nurse, social worker, social service worker, registered psychotherapist, etc.) is the responsibility of the health partner agency
- The MCRT crisis worker(s) perform duties listed in their job description only and always remain, employees of their respective employer

## Security Clearance

- All MCRT crisis workers, regardless of the MCRT model, must have an OPP Level 4 security clearance prior to commencing work in a detachment, regardless of their home address
- It is the role of the OPP detachment to assist in the facilitation of the OPP Level 4 security clearance which may take up to approximately 4 weeks to complete
- An Oath of Office, Secrecy and Allegiance must be sworn to by all MCRT crisis workers and approved by Detachment Operations or Support Manager (S/Sgt.) or Detachment Commander.
- A Crown Waiver will be completed by the MCRT crisis worker prior to commencing MCRT related duties
- [OPP Security Clearance Request](#)
- [LE221 Security Screening Check](#)

## Orientation and Training

### Orientation

It is expected that MCRT crisis workers will be provided orientation per their employer's MCRT policy and procedures (health partner agency). All MCRT crisis workers must be provided a local orientation at the detachment level, which covers the topics outlined in the [MCRT Orientation Checklist](#), including but not limited to:

- Introduction to the Ontario Provincial Police
- Understanding police language/phonetic alphabet
- Orientation to a police vehicle, including emergency components
- Orientation to the police facility, including the locations within that are not available for the MCRT crisis worker to access
- Provision of a locked cabinet if required by the crisis worker for professional items, such as a laptop or confidential documents
- Provision of a locker space or similar locked space for personal items where available
- Detachment geography that will be covered by MCRT
- Introduction to members of the detachment (personal, in briefings, memo, information board, etc.)
- General understanding of the use of force model

**It is the responsibility of the OPP detachment and the MCRT health partner to keep records of all MCRT staff orientation and training.**

### Training

It is understood that MCRT crisis workers will come to OPP detachments with clinical skills, expertise and their own internal health agency training related to the clinical aspects of MCRT service delivery.

OPP MCRT introduction and orientation training must be provided to all MCRT crisis workers. The MCRT training session should also include but is not limited to any dedicated MCRT uniform member(s), operational support sergeant, second in charge (2IC), Mental Health

Liaisons, Community Mobilization Uniform members, and/or Community Service Uniform members.

For Mental Health Liaisons, regardless of their level of engagement on MCRT, the OPP Crisis Response Training course (formerly Crisis Intervention Training, CIT) is recommended and can be accessed through the Provincial Police Academy (PPA).

For officers in a two (2) to four (4) year term as the formal dedicated MCRT officer, the Crisis Negotiator course is recommended and can be accessed through the Provincial Police Academy (PPA).

### Workplace Safety

#### **Body armour**

MCRT crisis workers working on OPP MCRT teams will be required to wear soft body armour, while attending MCRT live, co-response and follow up calls.

#### **Type of body armour**

Internal or external body armour may be determined by the health partners preference, however, MCRT must be clearly identified.

Detachments shall contact OPP QM to access the current approved vendor for body armour. The vendor contact shall be shared with the MCRT health partner to assist them with procuring body armour.

MCRT health partners are responsible for the purchase of personal protective equipment for their employees, which includes soft body armour, and therefore the vendor will directly invoice the MCRT health partner for the purchase.

#### **Identifiers/billboards**

The OPP will provide each MCRT the required identifier/billboard (Crisis Worker and MCRT).

Any additional MCRT identifiers/billboard required can be sourced through Quarter Master Stores at [opp.qms@opp.ca](mailto:opp.qms@opp.ca)

Should the MCRT health partner require any variation, all additional sourcing and costs shall be incurred by the MCRT health partner.

#### **Police vehicle**

OPP uniform members working on MCRT teams may use marked or unmarked police vehicles, however the vehicle must have a detainee partition.

Special requests for dedicated MCRT vehicles should be directed to the detachment or section Area Fleet Representative (AFR). The contact information for Fleet Services AFRs are located on the intranet at the following link: [OPP Connections - Fleet Services Contacts \(gov.on.ca\)](#).

#### **Recorded patrol technologies**

Footage captured with the In-Car Camera System (ICC) and Body Worn Camera (BWC) systems may be used as evidence disclosed to the Ministry of the Attorney General during investigations.

OPP uniform members working as part of MCRT should ensure where practicable, that MCRT crisis workers are notified when the cameras are recording.

If a crisis worker expresses concern for their safety, due to the circumstances surrounding a particular incident in which their images were captured on video, the Detachment Commander will notify the Manager of Digital Evidence & Recorded Patrol to discuss the concern and potential redaction.

**Note:** Consideration of redaction will only be done in extenuating circumstances and will require a consultation with the Crown.

### **Closest to call/type of call**

It is understood that, at times, MCRT may be closest to the call. Regardless of the type of MCRT model, when an MCRT crisis worker attends any scene, responding uniform members(s) must deem the presenting situation be safe prior to engaging the MCRT crisis worker, and whenever possible and practicable this first response should not be MCRT.

MCRT is not appropriate to attend event types where risk to the MCRT crisis worker's safety is high and the event type falls outside their clinical scope. OPP Officers shall follow [Police Orders 6.16.4 OPP VEHICLES](#) (Ride Along), specifically, **Responding to Emergency When Passenger Occupies OPP Vehicle/Ride-Along Emergency.**

If the MCRT crisis worker is riding in a police vehicle with a uniform member who is closest to the call, and that call is not appropriate for the MCRT crisis worker to attend, the MCRT crisis worker will be directed to remain in the police vehicle.

### **MCRT crisis workers attending alone**

Regardless of the type of MCRT response, the MCRT crisis worker shall not be left alone at the scene of a live call for service.

In follow up response where uniform members send a referral to MCRT, the MCRT assigned uniform member (may be dedicated), and MCRT crisis worker will prioritize referrals and determine the appropriate joint response.

Following an initial crisis involving police, MCRT may refer an individual to their own health agency or an alternate community organization for future services. It is expected that these health agencies or community organizations will apply their own internal policies and procedures for community outreach and follow up visits which does not involve police.

### **Extenuating circumstances**

Considerations for special circumstances should be included in joint Occupational Health and Safety practices as set out by the MCRT partners (e.g., natural disaster, pandemic).



## Uniform Member Attire

OPP uniform members working on MCRT teams shall wear their issued operational work uniform per Police Orders [6.11: PROTOCOL & DRESS](#) and have full use of force available.

## MCRT Use of Police Communications and Technology

### Computers

MCRT crisis workers will not have access to utilize OPP computers.

### In-car tablets

MCRT crisis workers will not have access to utilize OPP in-car tablets.

### Niche/RMS

MCRT crisis workers will not document or access/view Niche RMS at any time.

### Radios

OPP radios shall be issued to MCRT crisis workers only under exigent circumstances; when cellphone coverage is not consistently available in the detachment area in which the MCRT is working. When the need for a portable radio for MCRT use is identified by the detachment leadership, the following process shall be followed:

- The Detachment Commander will complete the [MCRT Radio Request Form](#) and indicate the reason for the request (no cellphone coverage), and forward the form to CTSB.



MCRT Radio  
Request Form.pdf

- The CSS designate will review the form and determine whether the request abides by the policy
- Once approved, the CSS designate will contact the Service Desk to create a ticket
- The OPP Radio Unit receives the ticket
- The Asset Management Analyst will ensure the radio is aliased to MCRT, entered on CAM and on CADDDBM and shipped to the Detachment
- Radio assets will be managed by CTSB and the Detachment Commander

### Shipping OPP Radio Equipment

Prior to shipping a portable radio, the Detachment Commander shall ensure the radio shipping process set out in the [LMRN Advanced Deployment SOP](#) is followed.

### Training

MCRT crisis workers must have completed the OPP's radio training prior to being issued an OPP portable radio.

It is the responsibility of the Detachment Commander or designate to coordinate and ensure the OPP's radio training has been completed by the MCRT crisis worker.

### Radio Equipment Safety/Storage

An on-duty MCRT crisis worker, while performing their duties, shall always retain possession of the portable. When not in use, the portable radio shall be securely stored at an OPP facility.

### **Lost/Missing/Stolen Radios**

In the event radio equipment has been discovered by the MCRT crisis worker to be lost, missing, or stolen, it is imperative that it be reported immediately. The MCRT crisis worker shall immediately report the incident to the detachment supervisor. The detachment supervisor shall ensure the lost/missing/stolen radio process set out in the [LMRN Advanced Deployment SOP](#) is followed.

### **Radio Repair**

Upon issuing a portable radio to an MCRT crisis worker, the OPP Platoon Sgt. or 2IC shall instruct the MCRT crisis worker to report any issue or damage to the platoon Sgt. or 2IC. The detachment supervisor shall ensure the portable repair process set out in the [LMRN Advanced Deployment SOP](#) is followed.

### **Emergency Activation**

Except in the case of an emergency, radio silence shall be maintained during a transmission of a serious nature.

### **Accidental Emergency Activation**

In the event of an accidental emergency activation, the MCRT crisis worker shall:

- have their status verified by an officer who shall call the PCC by radio or phone and confirm the MCRT crisis worker's well-being

### **Internet Access**

Detachments may obtain secure unfiltered wireless internet access for MCRT crisis workers by contacting the Help Desk Guest WIFI Access eForms & Templates to request a guest account at: [OPP Service Desk](#). For additional guidance, please see the Acceptable Use Policy updated Feb 2023.



Acceptable-Use-of-IT-Policy-Feb-2023-1

- Guest access does not allow connections to internal OPP networks.
- Guest access must be renewed after a maximum of one year.
- It is the responsibility of the detachment to renew the guest account annually or as needed.
- Guest Wi-Fi accounts must not be shared amongst MCRT crisis workers.
- MCRT crisis workers account holders must not share or disclose their password to any other MCRT crisis worker.
- If an MCRT crisis worker leaves before the expiration of their account, their guest Wi-Fi account must be cancelled no later than four hours after the end of their last shift.

## **Engaging MCRT**

### **Live Calls**

When a mental health related call for service is received in the PCC, MCRT may be engaged in the following ways:

- A dispatcher may ask the responding uniform member if MCRT services are required. In this instance, MCRT may be contacted via mobile phone or by uniform member radio.
- The supervisor/platoon Sgt. or 2IC or responding uniform member may request MCRT assistance at any time during a live call, either by mobile phone directly or through the PCC.
- Where co-response models exist and MCRT crisis workers respond in their own vehicle to a live call, the supervisor/platoon Sgt., or 2IC, or responding uniform member will contact the crisis worker by mobile phone or police radio (for qualifying detachments) to provide information, location, and instruction on where to meet responding uniform member(s).

### **MCRT Referral Pathway**

- During hours when MCRT is not available, uniform members shall complete an MCRT referral through Niche RMS task to the MCRT assigned Unit.
- Standard tasking procedure will be followed. Where there is not an open task assigned to the uniform member, they will create a new 'Follow up Task' to assign to the report.
- MCRT referrals will be reviewed by the MCRT assigned member and the MCRT crisis worker on the next MCRT shift.
- The Brief Mental Health Screener (BMHS©) is the preferred form to be used as a referral pathway to the MCRT/MCRT crisis worker, regardless of the type of MCRT model.

### **Logging on with PCC**

- **Live/ride along/ co-response models**
  - Dedicated, live ride along and co-response models will log on with the PCC at the start of every shift.
- **Follow up models**
  - Follow up models will log on with the PCC at the start of every shift.
- **Follow up referrals**
  - Where the MCRT crisis worker receives and provides follow up services after the initial call for service, the crisis workers' internal workplace safety SOP criteria shall apply and notifications should occur within their own health agency.

### **En route to a live call**

A [Crisis Call Diversion](#) (CCD) crisis worker may become engaged with the caller at the PCC level. While every effort will be made to divert from police interaction, if police response is necessary, including MCRT, the dispatcher will relay any pertinent information in real time. The CCD crisis worker may remain on the line to continue de-escalation and support until MCRT, and the uniform member/s arrives on scene.

In live ride along models, while en route to the scene, information relevant to the safety of all involved may be relayed between the MCRT crisis worker and uniform member. This information relay must consider related privacy and information sharing legislation and provincial guidance provided in the following document (pp 27-36)

## Key Privacy Considerations for Mobile Crisis Response Teams

The MCRT will seek relevant collateral information to assist upon arrival e.g., prolific caller, ConnectProtect (Medic Alert), history of substance use, etc.

### **Arrival at the scene**

Upon arrival at the scene, MCRT dedicated officers and uniform members shall follow:

- [Police Orders 2.20 Mental Health Occurrence: Response to Persons in Crisis](#)
- [Mental Health Occurrence: Response to Person in Crisis SOP](#)
- [Mental Health Occurrence: Response to Person in Crisis Field Guide](#)

## **Special Considerations**

### **Critical Incident Command and Crisis Negotiation**

In certain situations where the level of risk on scene escalates to be determined as a critical incident, a Critical Incident Commander will be assigned, and Crisis Negotiators or other units may become involved.

In such circumstances, where MCRT may already be on scene, the MCRT crisis worker will be directed to disengage from any direct, inner perimeter crisis negotiations which require specialized training and use of force.

The Crisis Negotiator or Critical Incident Commander will take responsibility for any future decisions and actions to be taken by police.

### **Special Investigations Unit**

When a decision has been made to invoke the Special Investigations Unit on any event where an MCRT crisis worker has been engaged, the SIU investigators may determine to contact the MCRT crisis worker to ask questions.

There is no legal obligation for the MCRT crisis worker to answer questions as they are guided by the *Police Services Act* or the *Special Investigations Unit Act*. The MCRT crisis worker should contact their Clinical Manager and follow their health agency policies and procedures for employee interactions or involvement in ongoing investigations (e.g., critical incident, child protection, etc.) to determine their level of engagement and interaction with SIU.

### **Collaborative Information**

MCRT crisis workers who have had previous interactions with an individual may be able to provide collateral information within the parameters of their legislative guidelines for information sharing. This may assist the Crisis Negotiator to build rapport with an individual and assist in awareness of triggers and can be provided from on offsite location via mobile device as available.

### **Member support**

It is natural for OPP members to establish a rapport and trusted professional relationships with the MCRT crisis workers. Given the experience and clinical expertise of the MCRT crisis

workers, there may be occasions when OPP members approach the MCRT crisis worker for support.

It is important for OPP members and the MCRT crisis worker to balance brief collegial support and professional boundaries, with a focus on encouraging members to access OPP internal wellness resources. It is not the responsibility of MCRT crisis workers to provide clinical services or counselling to OPP members.

MCRT related training and resources, should provide information for MCRT crisis workers to be aware of internal OPP Healthy Workplace Team resources and support referrals to these services or other community resources to support the OPP member longer term.

### **Critical events/incidents**

If an MCRT crisis worker is exposed to a critical incident, the MCRT dedicated officer, or Platoon Sgt./2IC shall notify the detachment Manager to advise. The detachment Manager shall notify the MCRT health partner manager to relay the information.

Involvement in a critical incident debrief should only involve the MCRT crisis worker:

- If the MCRT crisis worker was directly involved in the incident; and
- The MCRT crisis worker's direct (health partner) manager/supervisor of the MCRT health partner agency has been notified and approves their involvement; and
- At the discretion of the Detachment Commander and the Healthy Workplace Team member assigned to provide the OPP debrief.

## **Documentation**

### **Brief Mental Health Screener (BMHS©)**

The interRAI BMHS© is a standardized form for documenting and communicating information pertaining to the mental health status of individuals. Uniform members, including MCRT assigned members, shall adhere to [Police Orders 2.20 Mental Health Occurrence: Response to Persons in Crisis](#)

### **Niche Records Management System (RMS)**

OPP uniform members document information in the Niche RMS. MCRT crisis workers shall not document or access/view Niche RMS at any time.

MCRT crisis workers document information in an electronic health records management system, typically a Management Information System (MIS) or Electronic Health Record (EHR) which may have varying names (e.g., CRMS, iCarol, EMHware).

OPP members shall not document *at any* time in the MCRT partner agency MIS/EHR.

## **Data Collection, Reporting and Evaluation**

## MCRT Data Reporting – OPP members

While some MCRTs may choose to collect more extensive data, for example, data provided by their MCRT health partner, all OPP MCRTs should collect the following de-identified and aggregate OPP data:

- number of referrals from uniform members to MCRT
- number of MCRT face-to-face encounters (live calls)
- number of MCRT unique encounters (follow up)
- number of MCRT referrals to community resources
- number of MCRT encounters resolved on scene
- number of diversions from hospital
- number of diversions from criminal charges
- number of Section 17 apprehensions (involving MCRT)
- percentage of individuals placed on Form 1 (MCRT involved)

To maximize consistency, performance indicator definitions are outlined below.

### Model Type

Live ride along and follow-up models: crisis worker rides in police vehicle

Follow up models only: MCRT attends after the initial call for service

Co-response models: crisis worker attends in their own vehicle and meets officer on scene

### Data Sharing

Clinical data collection is determined by the MCRT health partner. Per the partnership agreement, de-identified and aggregate data can be shared between the OPP and MCRT health partner as part of the evaluation process.

Third party requests for data sharing are further addressed in the Memorandum of Understanding between the OPP detachment and their MCRT health partner and should be referred to as needed if a third-party request is received.

Additional guidance on collaborative data collection is provided in the Mobile Crisis Response Teams Framework and Toolkit for Ontario.

[Developing Mobile Crisis Response Teams: A Framework and Toolkit for Ontario](#)

### Linking MCRT Units in Niche RMS

Each MCRT is assigned as a Unit (\*\*\*\*MCRT where the \* is equivalent to the detachment duty location) in Niche RMS to allow the responding team to be linked to the current officers' tab of the occurrence. All detachments will utilize the available assigned MCRT Unit name in Niche RMS for tracking MCRT involvements on any occurrence in which they are engaged.

All detachments will utilize the available MCRT Saved Search (EX\_151) in Niche RMS to allow for extraction of additional data on occurrences involving MCRT.

### Data Reporting- MCRT Tracking Form

## MOBILE CRISIS RESPONSE TEAM STANDARD OPERATING PROCEDURE

One MCRT Tracking Form (accessed in Niche RMS) must be completed by an OPP member for each occurrence where the MCRT was engaged, by the end of each shift.

Additional information can be entered into the Narrative Tab at the top of the report window. This would be the recommended practice to capture any additional data or information about the interaction alleviating the need to add a supplementary report on the occurrence. Supplementary reports are disclosable when pushed through SCOPE as part of the case file assembly.

The corresponding MCRT tracking form definitions are as follows:

Performance Indicators	Definition
# of live face to face encounters	Live mental health-related calls attended by MCRT
# of unique follow up encounters conducted	Initial encounters that occur during the follow up visit
# of pro-active activities: (drop down list)	Activities performed outside of regular MCRT response to mental health-related calls (e.g., committee participation)
# of live mental health-related calls attended by MCRT that led to apprehensions under the MHA	MHA S. 17 apprehensions where MCRT accompanied individual to hospital
# of encounters resolved on scene	Encounters where no additional actions required
# of individuals taken to hospital and later placed on Form 1, where MCRT was involved	Individuals apprehended under Section 17 of the MHA, and subsequently admitted to hospital on Form 1 due to MCRT involvement
# of hospital diversions where MCRT was involved	Individuals diverted from attending hospital due to MCRT involvement
# of referrals to a pre-charge diversion program (formal or informal)	Individual is referred to a restorative justice program via MCRT where there were grounds for criminal charges