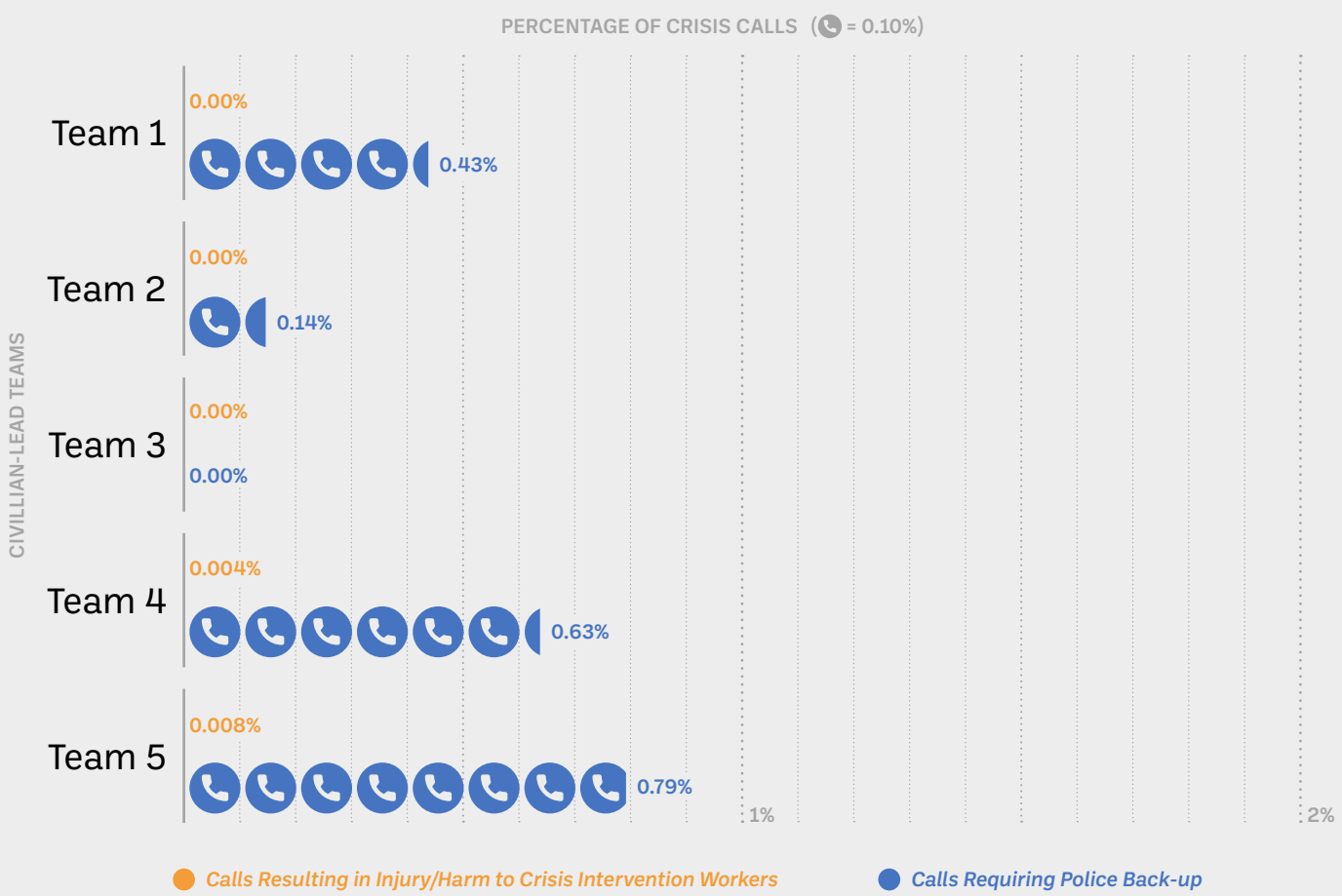
CIVILIAN-LED MOBILE CRISIS INTERVENTION TEAMS & FRONTLINE STAFF SAFETY

Close to 0% of crisis calls received by civilian-led mobile crisis intervention teams result in injury or harm to frontline workers.[1]

Reach Out Response Network



Police back-up is requested for **less than 1%** of crisis calls by civilian-led mobile crisis intervention teams.[1]

1 in 25,958 calls result in **minor injuries** (e.g., staff injured a finger, client spit on staff).[1] **No deaths or major injuries** to frontline workers, clients, or third parties have been reported.[1]

Individuals with a mental illness are more likely to be **victims** rather than perpetrators of violence.[2]

Notes:

1. Data are from existing civilian-led mobile crisis intervention teams in the USA and have been collected as part of a review of international civilian-led mobile crisis intervention teams by the Reach Out Response Network.

2. CMHA Durham. (2020). The Myth of Violence and Mental Illness. https://cmhadurham.ca/finding-help/the-myth-of-violence-and-mental-illness/

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84% of 911 calls related to mental health crisis do not involve the presence of any type of weapon.[3]

89% of 911 calls related to mental health crisis do not involve any harmful behaviour towards others.[3]

Toronto Police Services (TPS) Crisis Call Statistics:

- Receive approximately 30,000 mental health crisis calls per year
- Approximately 10,000 are related to suicide

	Pooled Data for Pictograph	Pooled Data for Pictograph (data expressed per 1000 calls)
Number of Crisis Calls	33,374	1000
Minor Injuries	1.2857	0.039
Major Injuries	0	0
Police Backup	197	5.90

Notes:

3. Shore, K., & Lavoie, J. A. (2019). Exploring Mental Health-Related Calls for Police Service: A Canadian Study of Police Officers as 'Frontline Mental Health Workers'. Policing: A Journal of Policy and Practice, 13(2), 157-171. https://doi.org/10.1093/police/pay017