

June 28, 2017

To: Members
Board of Police Commissioners

Re: 2016 Police and Crisis Team (PACT) – A partnership between the Regina Police Service and the Regina Qu'Appelle Health Region's Mental Health Services

RECOMMENDATION

That this report be received and filed.

CONCLUSION

A one year analysis of the impact of the PACT Team has been completed. The results indicate the impact of the PACT Team has been positive. The PACT Team responds to persons in crisis due to mental health concerns. During the first full year of operation, the PACT Team evaluated 980 case files. Of these files, the Team successfully intervened and assessed 334 people who required a crisis intervention. The Team has successfully linked many clients with appropriate resources within the community, and through this process, the PACT Team, along with community partners have been able to achieve more positive outcomes for people experiencing mental health crises. In September of 2017, the PACT Team will be expanded by an additional team to help alleviate pressures on the RPS front-line and RQHR when dealing with people in crisis and produce better outcomes for the citizens of Regina.

BACKGROUND

In March of 2015, the Regina Qu'Appelle Health Region (RQHR) and the Regina Police Service (RPS) formed the Police and Crisis Team (PACT) partnership. The PACT Team has been fully operational in our community since September 2015. The PACT team currently consists of a full-time mental health professional and a police officer.

The overarching goal of the PACT Team is to enhance public safety and care to persons with mental illness and / or addiction. The Team uses a treatment-based philosophy in conjunction with an enforcement based response to increase the effectiveness of both the RPS and RQHR in responding to those experiencing a mental health related crisis. The Team aims to streamline access to mental health and addiction services, along with other community resources, by connecting vulnerable persons to existing services in the community, and providing consultation and / or coordination with community resources and medical facilities.

- 83% of all interventions result in successfully linking clients with appropriate resources within the community;

- 10% of clients who received intervention from the Team were already connected to services;
- 7% declined services; and
- 13 % were RPS diverted arrest
(January 1, 2016 and December 31, 2016)

The PACT Team also works to reduce both Emergency Department visits and repeat calls for service by assessing individuals in crisis and connecting them to the appropriate health care and / or social service when possible.

- Between January 1, 2016, and December 31, 2016, the PACT Team successfully diverted 55 clients from the Emergency Department.
(January 1, 2016 and December 31, 2016)

DISCUSSION

The PACT Team was fully operational for 1 year from January 1, 2016 - December 31, 2016.

During the first full year of operation, the Team evaluated 980 case files.

The Team is a part of the larger Mental Health and Addiction Services Community Outreach and Support Team (COAST) which includes access to dedicated psychiatry time in the community and access to other formal MHAS services as required (i.e., individual therapy, group treatment, long-term case management and detoxification).

The Team assists RPS and RQHR with efficiencies by connecting RPS school resource officers (SRO's) with Child and Youth Services for direct intervention with youth who are in crisis during school hours.

In addition to stabilizing vulnerable people in the community, the Team provides training and presentations to police, health and community audiences in order to improve awareness and interactions between police officers and people with mental illness.

The Team currently responds to potential clients identified through RPS dispatch five (5) days per week, Monday to Friday, nine hours per day. RQHR's contribution to the Team is funded by the Ministry of Health as an immediate priority under the Emergency Department Waits and Patient Flow Initiative.

Front-line members attended to a total of 54,398 calls for service in the city in 2016.

- The total time spent on those calls was 44,484 hours.
- The average time per call was 0.82 of an hour.

The impact that mental health calls for service has on our front-line officers is difficult to measure, but we were able to take a test sample of calls where it was evident that mental health was the issue. Of the calls we sampled;

- 1,175 calls for service where mental health was an issue, were attended by our front-line members

- A total of 3,319.22 hours were spent at these calls
- The average time per call was 3.1 hours
- RPS members spent 7.5 % of their time on 2.2% of the total calls for service where mental health was an issue

The PACT Team is dedicated to improving efficiencies for our community, as well as police and health, while continuing to provide education to community partners about this important initiative. This initiative is consistently aligned to community priorities and organizational objectives.

RECOMMENDATION IMPLICATIONS

Financial Implications

The financial costs associated to this initiative will be paid from within the 2017 Regina Police Service budget.

Environmental Implications

None with respect to this report.

Strategic Implications

Expansion of this program with an additional PACT Team would help alleviate pressure for the front-line members and RQHR when dealing with people in mental health crisis. The PACT Team will expand to two teams in September of 2017 which allows for expansion of the PACT service to 12 hour shifts, seven (7) days a week. Moving to a seven day a week schedule for the PACT Team will result in improved accessibility for the citizens of Regina.

Other Implications

None with respect to this report.

COMMUNICATIONS

None with respect to this report.

Respectfully submitted,



[for] Evan J. Bray,
Chief of Police



The Police and Crisis Team (PACT) is a partnership between the Regina Police Service and the Regina Qu'Appelle Health Region. [Download the information brochure here](#)

Contact Information:

Call PACT: 306-777-8604

If your call is urgent and assistance is required immediately call 911.

If PACT is unavailable and this is a police matter that is not urgent, please call the Regina Police Service Communication Center at 306-777-6500 and they can redirect your call.

Online: reginapolice.ca/PACT

What is a Crisis Situation?

The PACT team considers the following situations as forms of mental health crisis:

- Depression and/or thoughts of self-harm
- Severe anxiety/panic
- Mania/Acute Psychosis
- Post-Traumatic Stress
- Dementia/Delirium
- Other psychiatric conditions
- Severe addictions, increasing risk of harm to self or others

How can we help?

- A Regina Police Service officer is paired with a Regina Qu'Appelle Health Region Registered Social Worker to attend and diffuse crisis situations.
- They provide information and assist in accessing community services and resources.
- They explain how to obtain a mental health warrant (a process used in order to have a mentally ill person taken for a mental health assessment in cases where the person is unwilling to voluntarily attend).
- They explain how to obtain a Youth Detoxification Warrant (used for youth experiencing substance abuse issues).
- They can assist in understanding the mental health system.

Our Mandate:

Help to create a better outcome for individuals and families struggling with mental illness.

- Connect individuals and match them to services within the health region instead of the criminal justice system
- Strengthen relationships with community members and partners
- Prevent repeat calls for service by providing immediate support and connection to services
- Provide short term follow-up to individuals experiencing a crisis
- Enhancing education of front line officers on mental illness and related assessment skills
- Enhancing collaboration, consultation/coordination with community agencies

Our Services:

PACT will respond to situations requiring immediate attention. We provide consultation to patrol members and offer immediate support and connection to services. When necessary and appropriate, the team may assist and attend to an emergency room for people in crisis. The emphasis is on stabilizing the situation in the community whenever possible.

Positive Mental Health:

Positive mental health helps us enjoy life and cope with the normal stressors of life. It involves our emotional, social, physical and spiritual well-being. When our level of positive mental health is high we are thriving – developing our potential, building strong and positive relationships, and learning.

Connect

- with family, friends, neighbours, others;

Be Active

- exercise (walk, run, cycle, dance, etc.);

Rest & Relaxation

- get enough rest and take the time to relax;

Eat Well

- balanced amounts of nutritious food;

Take Notice

- of your surroundings and your inner self;

Keep Learning

- try something new or rediscover an old interest;

Give

- do something nice for someone, volunteer, provide and accept support.

If you or a family member are experiencing a mental health crisis that is immediate call 9-1-1.

[Community Resources for Mental Health & Wellness](#)

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Police and Crisis Team (PACT)

The Saskatoon Police Service acknowledges the need for enhanced involvement with community groups and agencies to better assist people suffering from mental illness and substance abuse. There is growing pressure on our front-line resources as we attempt to respond adequately to an increasing number of people who require support. In many cases, the police are the first contact with people experiencing crisis.

To assist people experiencing mental health problems or crisis, the Saskatoon Police Service has partnered with the Saskatoon Crisis

Intervention Service and the Saskatoon Health Region's Mental Health and Addiction Services, to create the Police and Crisis Team (PACT). The PACT units pair a police officer with a mental health professional to help direct individuals with mental health issues to appropriate services. They serve individuals who are experiencing mental illness and/ or addiction issues and provide real-time response to real-time crisis. The team shares resources and information, thereby improving public and personal safety through collaborative and effective crisis intervention.

Additional benefits of the partnership include a reduced number of arrests for disturbances due to a psychosocial crisis, a decrease in the volume and length of avoidable mental health emergency-room visits, stabilization of PACT recipients in the community, and successful crisis resolution by triaging services to appropriate caregivers. Finally, follow-ups are often conducted to ensure the client is no longer experiencing a mental health crisis.



Exhibit: National Inquiry into Missing and Murdered Indigenous Women and Girls

Location/Phase: Part 2 Regina

Witness: Clive Weighill

Submitted by: Ashley Smith

Add'l info: P02R02P0301

Date: JUN 27 2018

Initials

I/D

Entered

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65