

## Guelph and Area Ontario Health Team

Figure I – IMPACT  
(Integrated Mobile Police and Crisis Team)

In Guelph the IMPACT (integrated mobile police and crisis team) program is a partnership between CMHA WW and Guelph Police Services. CMHAWW has 4 of their clinical crisis staff embedded in the Guelph police detachment. All referrals to this program are police generated (usually via the 911 system) and involve a highly escalated mental health and / or addictions incident in the community which police and clinical crisis staff respond to together. Police work to stabilize the situation, and the clinical staff assess and de-escalate the individual in distress. The goal of this program is to provide comprehensive and person centred assessment and support at the right time, in the right place, and to divert that person from needing to go to the hospital. The clinical staff provide short term support to the individual and / or family in the days and weeks that follow, and ensure they are connected to ongoing services as required to address underlying issues and prevent further crisis. The outcomes of this program have been overwhelmingly positive. There is a 75 to 80% diversion rate from hospital for people seen in the IMPACT program. There has been an incredible rapport and relationship developed with Guelph Police, and a significant amount of time is spent supporting police (formally and informally) with compassion fatigue, secondary trauma and other First Responder realities. We have been all over the province sharing the model of this program - it's very unusual to have clinical staff directly embedded with police. The Guelph IMPACT team won the Guelph Chamber of Commerce Award for Innovation in June of this year.

