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# Mental Health Overview

Community Safety & Well-Being Services

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Peel Police Service Board  
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# Mental Health in Peel: A Growing Demand

Mental health-related calls have increased significantly over the past 15–20 years. Police remain the most frequent first responders, creating pressure on frontline resources and highlighting the need for a structured, specialized response.

**3,481**  
MCRRT calls attended  
(2025)

**↑ 36%**  
Growth in calls  
2021–2025

**MCRRT Calls Attended — 2021 to 2025**



# Our Approach: Three Pillars of Mental Health Response

PRP's mental health strategy is built on three interconnected pillars that together form a comprehensive, community-centred response model.

**1**

**Training**

**2**

**Response**

**3**

**Process Improvement**

PILLAR 1

# Training

Building capacity across the emergency response system

# Pillar 1: Training

## Communicator Mental Health Awareness Course

3-day course with experts from multiple mental health disciplines

Goal: every communicator trained by next year

York Regional Police attending with intent to adopt the model

## Officer Mental Health Advancement

Training extended to paramedics, fire, by-law, and city security

Ensures all responders understand PRP's role in shared priority calls

Builds system-wide coordination and accountability

*Multi-agency coordination across all emergency response disciplines*

PILLAR 2

# Response

MCRRT Hybrid Model: Expanding specialized crisis response

# Pillar 2: Response – MCRRT Hybrid Model

## What Changed

- Optimized resource allocation
- More units available across all division
- Improved Efficiency among team

## What It Enables

- Better outcomes for persons in crisis
- Faster, more appropriate response
- Culturally appropriate response capability

## Community Partners

### CMHA

Canadian Mental Health Association – core clinical partner

### PCHS

Punjabi Community Health Services

### ROOTS

Newest partner

PILLAR 3

# Process Improvement

Transfer of Accountability & Project Lantern

# Pillar 3: Project Lantern



Grace  
Toronto Grace Health Centre



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## PROJECT LANTERN

GPS-based program for persons living with dementia at risk of wandering

Proactive approach — registered members receive faster, targeted response

Reduces time to locate and safely return individuals to care

Reduces risk of harm to vulnerable community members

*York Regional Police has integrated Project Lantern into their service. Barrie Police Service is looking to integrate.*

# Pillar 3: Transfer of Accountability – Results

Average officer wait time per apprehension at Trillium partner hospitals (Jan–Apr, 2024–2026)

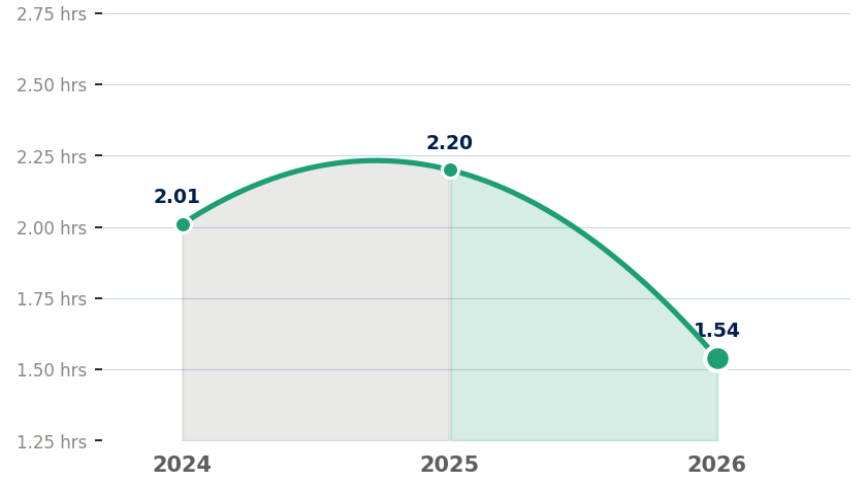
MGH reduction  
↓ **23%**  
2.01 → 1.54 hrs

CVH reduction  
↓ **12%**  
2.24 → 1.97 hrs

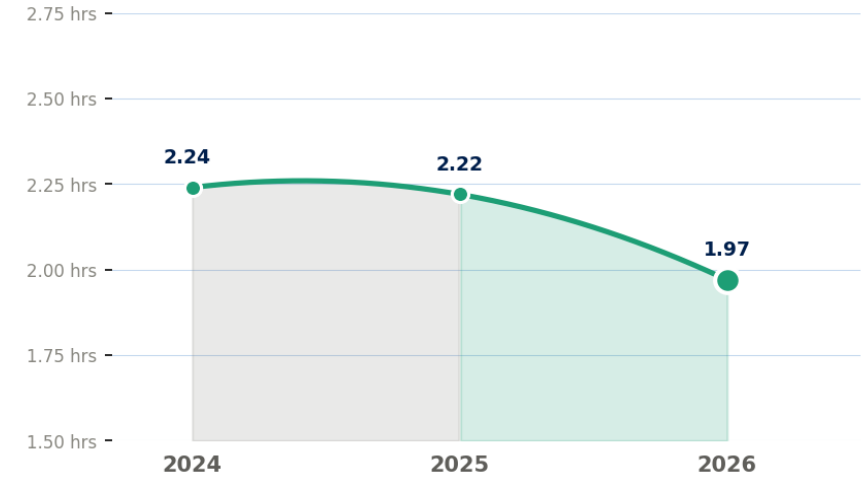
Combined reduction  
↓ **17%**  
avg across both sites

Volume increase  
↑ **35%**  
more apprehensions 2026

MGH / Trillium — avg wait time (hrs)



CVH / Credit Valley — avg wait time (hrs)



# Why This Matters

## Reduced Risk

A structured response reduces the risk of harm to persons in crisis and to officers.

## Better Outcomes

Specialized, culturally responsive teams improve outcomes for vulnerable persons.

## System Capacity

Training and ToA free up frontline resources, increasing overall service capacity.

## Stronger Accountability

Clear policy, defined partnerships, and data-driven deployment build public trust.