GOAL
To provide timely, flexible and appropriate crisis response service to individuals, their families or caregivers, experiencing a psycho-social or situational crisis.

PURPOSE
To intervene early and provide urgent supports to stabilize the person or situation and to avoid the need for more intensive intervention.

VALUES
- Person Centered, individualized approach to service.
- Home-based crisis support.
- Provide access to a continuum of services and supports.
- Inclusive and responsive to all individuals with an intellectual disability experiencing a mental health crisis.
- Flexible, portable services based on level of need of the individual and family.
- Builds on existing services and working partnerships to strengthen community capacity.

CONTACT INFORMATION

DURHAM
Heather Jay
Community Mental Health Worker/Crisis Response
Tel: 1-905-683-9124
Email: hjay@dmhs.ca

HKPR
Sandra Scott
Crisis Response Coordinator
Tel: 1-705-927-2433
Email: sscott@peterborough.cmha.on.ca

SIMCOE
Joe Lang
Crisis Response Coordinator
Tel: 1-705-733-3227 Ext. 334
Email: jlang@catulpa.on.ca

YORK
Susan Van Elswyk
Crisis Response Coordinator
Tel: 1-905-888-6455 Ext. 271
Email: svanelswyk@yssn.ca
“Crisis is defined as, the onset of an emotional disturbance or situational distress, (which may be cumulative), involving a sudden breakdown of an individual’s ability to cope.

The individual’s state of crisis or distress is not likely to change / improve and may worsen without immediate intervention.”

**WHAT IS A CRISIS?**

**WHAT SERVICES ARE PROVIDED?**

Crisis Response, Crisis Response Intervention and Intensive Case Management

**WHAT IS CRISIS RESPONSE?**

Crisis response is an active process that aims to provide relief from the immediate problem/crisis symptoms, as perceived by the individual or the individual’s family, as well as to prevent the condition from worsening.

**WHAT IS CRISIS RESPONSE INTERVENTION?**

- Crisis response is an active process that aims to provide relief from the immediate problem/crisis symptoms, as perceived by the individual or the individual’s family, as well as to prevent the condition from worsening.
- Crisis intervention is timely, flexible, and accessible 24/7.
- Crisis intervention is time-limited.
- Prevention is the best form of crisis intervention and can be used at any time to prevent further escalation of the crisis.

**WHAT IS INTENSIVE CASE MANAGEMENT?**

Intensive Case Management is to provide a point of access for individuals with a developmental disability and mental health problem and/or challenging behaviours who are in conflict with, or at risk of being in conflict with the criminal justice system, to access community based developmental/mental health services to minimize their involvement with the criminal justice system as well as to work in partnership with the court support workers and discharge planners.

**WHAT IS THE ELIGIBILITY?**

- 16 years of age or older
- Must have a developmental disability and mental health problem, and/or challenging behaviour
- Involved with, or at risk of involvement with the criminal justice system
- Live in the Central East Region (Durham, HKPR, Simcoe, and York)

**WHAT IS THE REFERRAL PROCESS?**

Referrals can be made by the individual, or their family, caregiver or from service providers who have obtained consent.