

May 21, 2025

Item 7.1
Board of Police Commissioners
May 21, 2025

HALIFAX

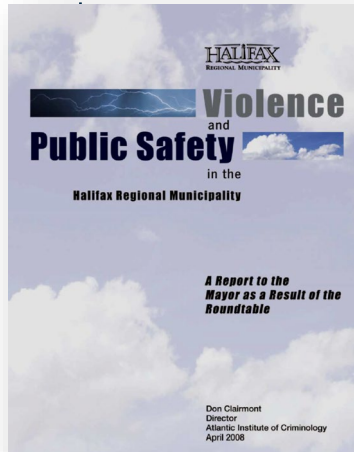
PUBLIC SAFETY STRATEGY Annual Update Year II

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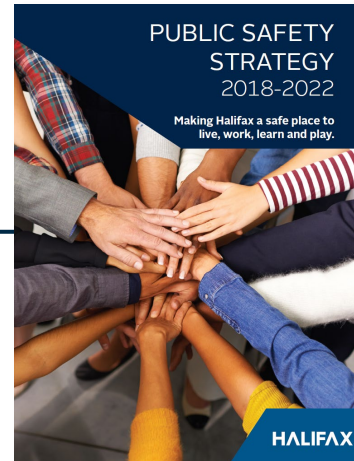


Key milestones

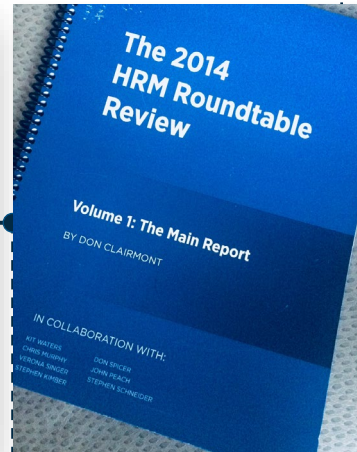
2008 Mayor's Roundtable
on Violence in the HRM



2018 Inaugural Public
Safety Strategy



2014 RoundTable
Review



2023 Renewed Public
Safety Strategy



Strengthening the Ecosystem



- Upstream approaches are the most effective and least costly way to create safer communities
- Need to strengthen ecosystem to reduce risks of criminalizing social and health issues
- Police are only one component of creating safer communities
- Communities must be at the centre when creating conditions for safety and wellbeing

Strategic Action Areas



COMMUNITY-LED PUBLIC SAFETY LEADERSHIP

Continue to work closely with community groups and municipal business units to support and champion public safety initiatives.



BROADER SPECTRUM OF RESPONSES TO SOCIAL ISSUES AND HARMS

Establish a continuum of responders and responses to social harms, to ensure the most appropriate responder and reduce pressures on emergency services.



A CENTRE OF RESPONSIBILITY FOR COMMUNITY SAFETY

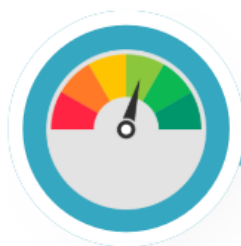
Establish an appropriate structure to advance public safety initiatives, which has the capacity and authority to lead initiatives and convene partner organizations and experts.

How we are monitoring and measuring impact



Outcomes

The change we aim to make over time



Activity

Activity tracking under each action/program informed by a Theory of Change or Logic Model



Program level measures

Outputs from activities that advance outcomes; Program-specific evaluations / needs assessments



Population level measures

Indicators on broader social change; Monitoring trends to adapt to changing contexts

Public Safety Strategy Implementation Status



BROADER SPECTRUM OF RESPONSES TO SOCIAL ISSUES AND HARMS

Establish a continuum of responders and responses to social harms, to ensure the most appropriate responder and reduce pressures on emergency services.

Stabilization Centre – service provider secured; location TBD

Mobile outreach and transportation service- AIM team operational

Youth outreach and crisis and response services POSSE (Alderney landing and bridge terminal), MYST team with HRM Youth Division; Youth Response table; Justice Navigator with ANSJI

Drug Policy working group- Nova Scotia Criminal Justice Association partner

Community Crisis Diversion Service- under development



**BROADER SPECTRUM
OF RESPONSES
TO SOCIAL ISSUES
AND HARMS**

MANDATE:

**To provide immediate,
24/7 in person support
and intervention to
individuals in distress,
aiming to stabilize the
situation and connect
them with appropriate
resources**

COMMUNITY CRISIS DIVERSION SERVICE MODEL

A dedicated phone line to access the service (NS 211)

NS 211 Call Navigators will receive calls and provide intake and dispatch services as well as records management

A contracted service provider (TBD) will operate the Community Crisis Diversion Teams and once dispatched will provide:

- Crisis de-escalation
- Safety planning including transportation to a safe place
- Basic needs (harm reduction approach)
- Client advocacy
- Connecting/referrals to services to meet persons immediate needs

Note: the service will not respond to situations where threats of violence or use of weapons are present or likely to occur.

SKILLS AND TRAINING

HALIFAX

Non-medical model with staff trained respond to a variety of non-emergency crises

Required trainings include

- Trauma-Informed Non-Violent Crisis Intervention Training
- Mental Health First Aid
- ASIST and Safe Talk
- Training to respond to women and gender diverse people's crisis experiences
- Cultural competency trainings

INTIMATE PARTNER VIOLENCE & GENDER- BASED VIOLENCE

Developing policies, practices and procedures that equip staff (both intake and response) to recognize IPV and GBV and understand how they can support service users with gender responsive, culturally responsive and trauma-informed approaches.

Ensuring connection and integration with local service providers who offer specialized IPV and GBV support and resources.

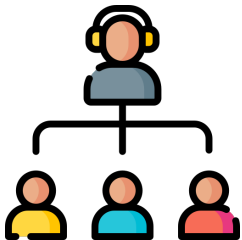
Research and engagement suggest that the crisis response service can contribute to supporting people experiencing IPV and GBV as part of a broader ecosystem of responses.

Community Crisis Diversion Team Integration with IES/Police

There are four main scenarios for IES /Police integration with the Community Crisis Diversion Team:



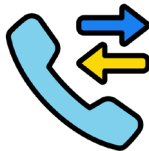
Officers responding to a call / Officers on Patrol



Calls directly to IES, transferred to 211



Referrals from IPV-related police services



Calls from 211 transferred to IES



Toronto



Ottawa

to October 31, 2024

Call Diversion

92.05%



of crisis interactions were handled by ANCHOR Crisis Response Teams with no police involvement.

All Crisis Interactions

3.53% Ambulance attendance was requested

7.95% Police attendance was requested

2.83% A visit to the hospital emergency occurred



Toronto



2,489

total calls received
for service

2,092

number of times mobile
teams were dispatched

Top three sources of dispatch

63%

from 911

23%

from 211

13%

directly from the
community partner



Average TCCS call duration

9 minutes and 6 seconds

Call duration includes the average total wait time before a TCCS call is answered by a 211 Service Navigator and the average total interaction time with caller.

Ottawa

High-level summary of ANCHOR program data from August 15



1,310

Total calls received
successfully by ANCHOR

626

Number of times calls were dispatched
to ANCHOR Crisis Response Teams

Calls
by Intake
Source

84.27%

2-1-1

Community Navigation of
Eastern Ontario/211 Eastern
Ontario (CNEO/211)

9.92%

9-1-1

Ottawa Police
Service (OPS)

2.60%

Other Sources
(e.g. ANCHOR
partners)

3.21%

Unknown

Average Call Wait Time
1 minute + 12 seconds



Average Call Duration
5 minutes + 18 seconds

"Call Wait Time" is how long the contact spent in the queue before conversing with an agent while "Call Duration" is the amount of time the contact spent conversing with an agent

HALIFAX

Looking Ahead to Year III



Applied Suicide
Intervention Skills
Training



Community Mobilization Teams



Prevention of Hate and
Violent Extremism Community
Workshop



- Launch of the **Community Crisis Diversion Service**
- Strengthening local capacity for the **prevention of hate and violent extremism**
- Host city for the **Canadian Centre for Safer Communities National Conference** Nov 4-6
- Launching new trainings and scaling up pilots: **Mental Health First Aid, Bystander Intervention, Applied Suicide Intervention**
- Kick off research and engagements for a **Public Safety Strategy Renewal**