**CIVILIAN-LED MOBILE CRISIS INTERVENTION TEAMS & FRONTLINE STAFF SAFETY**

**Close to 0%** of crisis calls received by civilian-led mobile crisis intervention teams result in injury or harm to frontline workers.¹

1 in 25,958 calls result in **minor injuries** (e.g., staff injured a finger, client spit on staff).² **No deaths or major injuries** to frontline workers, clients, or third parties have been reported.¹

Individuals with a mental illness are more likely to be **victims** rather than perpetrators of violence.²

Notes:

1. Data are from existing civilian-led mobile crisis intervention teams in the USA and have been collected as part of a review of international civilian-led mobile crisis intervention teams by the Reach Out Response Network.


Police back-up is requested for **less than 1%** of crisis calls by civilian-led mobile crisis intervention teams.¹
84% of 911 calls related to mental health crisis do not involve the presence of any type of weapon.  

89% of 911 calls related to mental health crisis do not involve any harmful behaviour towards others.  

### Toronto Police Services (TPS) Crisis Call Statistics:

- Receive approximately 30,000 mental health crisis calls per year
- Approximately 10,000 are related to suicide

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<thead>
<tr>
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<th>Pooled Data for Pictograph</th>
<th>Pooled Data for Pictograph (data expressed per 1000 calls)</th>
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</thead>
<tbody>
<tr>
<td><strong>Number of Crisis Calls</strong></td>
<td>33,374</td>
<td>1000</td>
</tr>
<tr>
<td><strong>Minor Injuries</strong></td>
<td>1.2857</td>
<td>0.039</td>
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<tr>
<td><strong>Major Injuries</strong></td>
<td>0</td>
<td>0</td>
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<tr>
<td><strong>Police Backup</strong></td>
<td>197</td>
<td>5.90</td>
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</tbody>
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Notes: