



crisis response centre

Where people come first

*A Centre of Excellence that
delivers a full range of
mental health crisis
response services for Winnipeg
adults in an environment
that promotes recovery.*



As many as 10,000 people requiring assistance with a mental health crisis present to Emergency departments in Winnipeg each year. In addition, the Winnipeg Health Region's Mental Health Mobile Crisis Service has approximately 10,000 calls/contacts per year. One in 4 Manitobans experience mental health issues in their lifetime.

Many people experiencing a mental health crisis are not able to access mental health services in a timely manner. **We want to change that.**

Winnipeg's Mental Health Crisis Response Centre (CRC) is an exciting and innovative addition to the mental health service system and offers a unique combination of walk-in, outreach and scheduled crisis services for Winnipeg adults within an environment that promotes healing and recovery.

**24 HOURS A DAY
7 DAYS A WEEK**

Located at 817 Bannatyne at the
corner of Bannatyne & Tecumseh



KEY COMPONENTS

- Integrated mental health assessment
- Crisis intervention and mental health crisis treatment
- Linkage to key resources for follow up





crisis response centre

Where people come first

Our Purpose

The Mental Health Crisis Response Centre (CRC) in Winnipeg is creating a central point of access for adults experiencing a mental health crisis, accessible 24 hours a day, seven days a week within an atmosphere that promotes healing and recovery. This Centre of Excellence in crisis resolution ensures expert short term clinical treatment and support services are available through walk-in services, mobile services and scheduled

appointment services, combined with planned linkage and referral to appropriate services and supports.

Collaborative teams of professionals are committed to work in partnership with individuals, families and other support systems as they work through their mental health crisis. Our purpose is to deal with acute distress and instability that individuals experience in a crisis and assist with strategies that focus on purposeful crisis resolution, promotion of resiliency, and restoration of coping.

- *Client focused* • *Recovery oriented*
 - *Respect for diversity and cultural differences*

Or We Can Come to You

Our Mobile Crisis Service is available 24/7 to provide on-site assistance with a mental health crisis. Our team can respond to individuals and/or families and service providers to assist with individuals experiencing a mental health crisis. Over-the-phone assistance with our mental health experts can also help put people back on track. The team can also meet with individuals in crisis at a location within Winnipeg that is comfortable for them, either in their home or a safe location.

For Mobile Crisis Service
CALL 204-940-1781

You Can Come To Us

The CRC is open 24/7 for adults experiencing a mental health crisis. Upon arrival our staff of mental health experts will help those in distress to resolve their crisis. The CRC is specifically designed to help individuals experiencing:

- Personal distress and the risk of potential harm associated with an immediate crisis, including suicidal behaviour
- Signs and symptoms of a condition requiring urgent mental health assessment and treatment
- Intense emotional trauma where assessment, crisis intervention and linkage to other services can occur
- An immediate risk after hours when the ongoing mental health service provider is not available

Some individuals, however will continue to require an emergency room to manage their mental health crisis when they are:

- Issued a warrant under the Mental Health Act
- Transported by ambulance
- In need of urgent physical medical care



Mental Health Programs Programmes de santé mentale

Winnipeg Regional Health Authority Office régional de la santé de Winnipeg

Caring for Health À l'écoute de notre santé