

The Alternate Neighborhood Crisis Response (ANCHOR) is a non-emergency, community based Mental Health and Substance Use (MHSU) crisis response service available in the Centretown area of Ottawa. It is a mobile crisis service that approaches mental health and substance use crises using a trauma-informed, culturally relevant, compassionate perspective.

High-level summary of ANCHOR program data from August 15, 2024 to August 15, 2025

Total Calls



4,464

Total calls received
successfully by ANCHOR

1,874

Number of times calls were dispatched
to ANCHOR Crisis Response Workers

Calls by
intake source

92.70%

2-1-1

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

7.30%

9-1-1

Ottawa Police
Service (OPS)

Call Insights

Average Call Wait Time
1 minute + 8 seconds



Average Call Duration
4 minutes + 42 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.

Call Diversion

92.47%



of calls dispatched to ANCHOR Crisis
Response Workers were handled
with no police involvement.

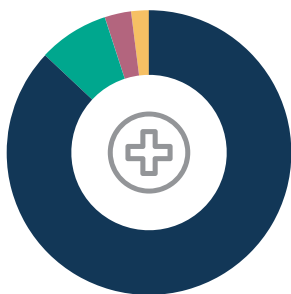
All Crisis Interactions

7.48% Police attendance was
requested.

3.80% Paramedic attendance
was requested.

3.16% A visit to the hospital
emergency unit occurred.

On Scene Interaction



ANCHOR Dispatches

- **87.10%** Support was provided.
- **8.83%** Client declined services.
- **2.92%** Client no longer needed support.
- **1.15%** Calls rerouted to 9-1-1.



11 minutes

Median time from
dispatch to arrival.

20 minutes

Median time from
arrival to completion.

Outreach

Additionally, while driving in the community, ANCHOR Crisis Response Workers engaged with and provided support to **436** people experiencing a crisis



Referrals

52.40% calls were addressed by
the CNEO/211 Community Navigators
on the phone.

1,632 referrals by CNEO/211
Community Navigators for additional
supports and resources.

459 in-person encounters resulted
in connections to ongoing post-crisis
care and wraparound supports.