Agenda – Council – September 24, 2026

Report – Executive Policy Committee – September 15, 2026

Item No. 18 Winnipeg Community Crisis Response (WCCR) Model

EXECUTIVE POLICY COMMITTEE RECOMMENDATION:

On September 15, 2026, the Executive Policy Committee submitted the following to Council:

1. That the City of Winnipeg:

    A. Adopt the Winnipeg Community Crisis Response (WCCR) Model outlined in the attachment, as the future direction for crisis response reform in Winnipeg and support the development of a fourth crisis response pathway for the diversion of appropriate 911 calls to community-based crisis response services.

    B. Establish a municipal-provincial partnership framework and that the Province of Manitoba be requested to participate in discussions with the City of Winnipeg and key system partners with the following goals:

        i. Establish a shared commitment to the WCCR Model and a collaborative framework to support implementation, governance, funding, accountability, and long-term sustainability; and

        ii. That the partnership support a coordinated whole-of-government and whole-of-community approach to implementation, recognizing that sustainable crisis response reform cannot be achieved by any single organization, sector, or order of government acting alone.

2. That the Proper Officers of the City be authorized to do all things necessary to implement the intent of the foregoing.

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DECISION MAKING HISTORY:

EXECUTIVE POLICY COMMITTEE RECOMMENDATION:

On September 15, 2026, the Executive Policy Committee passed the following motion:

WHEREAS Winnipeg continues to face rising emergency 911 calls across the city involving mental health crises, many of which are attended by police, firefighters and/or paramedics despite not involving threats to safety or requiring medical intervention;

AND WHEREAS this misalignment increases strain on the City of Winnipeg's emergency services, diverts police from criminal matters, and can result in individuals receiving care that is retraumatizing or not suited to their needs;

AND WHEREAS evidence from other jurisdictions shows that community-led, non-police crisis responses reduce pressures on emergency systems while improving outcomes;

AND WHEREAS in light of the above, Mayor Gillingham has proposed the development of a fourth 911 service focused on mental health crisis, across the city, to be known as the Winnipeg Community Crisis Response Service (WCCRS);

AND WHEREAS Dr. Maria Cotroneo of Pensa Consulting Inc., who has a specialized skillset and experience related to the interplay of mental health, wellness, and legal and social systems within Manitoba, was hired in late 2025 to study and provide recommendations on a Winnipeg community crisis response service;

AND WHEREAS Dr. Cotroneo has completed her report "Winnipeg Community Crisis Response (WCCR) Model", attached, with recommendations to implement the fourth response;

AND WHEREAS project-specific analysis conducted by Dr. Controneo identified over 10,000 annual crisis-related calls or dispatched events, either by the Winnipeg Police Service or Winnipeg Fire Paramedic Service, that may be better suited to a community-based alternative response pathway;

THEREFORE BE IT RESOLVED that the City of Winnipeg:

1. Adopt the Winnipeg Community Crisis Response (WCCR) Model outlined in the attachment, as the future direction for crisis response reform in Winnipeg and support the development of a fourth crisis response pathway for the diversion of appropriate 911 calls to community-based crisis response services.

Report – Executive Policy Committee – September 15, 2026

DECISION MAKING HISTORY (continued):

EXECUTIVE POLICY COMMITTEE RECOMMENDATION (continued):

2. Establish a municipal-provincial partnership framework and that the Province of Manitoba be requested to participate in discussions with the City of Winnipeg and key system partners with the following goals:

    A. Establish a shared commitment to the WCCR Model and a collaborative framework to support implementation, governance, funding, accountability, and long-term sustainability; and

    B. That the partnership support a coordinated whole-of-government and whole-of-community approach to implementation, recognizing that sustainable crisis response reform cannot be achieved by any single organization, sector, or order of government acting alone.

3. That the Proper Officers of the City be authorized to do all things necessary to implement the intent of the foregoing.

and submitted the matter to Council.