

DIVERSION OUTREACH TEAM

The Diversion Outreach Team (DOT) offers a mobile diversion response to vulnerable individuals who may be facing homelessness, mental health concerns, or addictions. Calls are triaged according to community priorities and needs, and are not responded to on a first-come first-serve basis. Services cannot be booked in advance and an estimated time of arrival will not be given as they may be bumped when other calls come in.

TRIAGE SCALE

- PRIORITY 1 - DIVERTING CALLS FROM LPS/EMS
- PRIORITY 2 - CALLS FROM SERVICE PROVIDERS & BUSINESSES
- PRIORITY 3 - CALLS FROM INDIVIDUALS

HOURS :

MONDAY TO FRIDAY:
7:00 AM TO 10:00 PM

SATURDAY AND SUNDAY:
7:00 AM TO 7:00 PM

CLOSED FOR
STAT HOLIDAYS

When Calling DOT

DOT may request:

- Name of caller and a call back number
- Name of individual(s) being referred
- Destination
- Reason for transportation
- Consent to enter

* DOT will use this information to triage calls based on the level of need and other calls

Sites with Security or a Service Provider

Upon arrival, DOT will:

- Call the callback number
- Meet the member of staff and the individual requiring service at the door for a warm handoff
- Obtain verbal consent for service from the individual
- Proceed with the transportation

Businesses and Restaurants

Upon arrival, DOT will:

- Call the callback number
- Enter the location and talk to the individual requiring services to assess if DOT will be able to assist
- Obtain verbal consent from the individual for service
- Proceed with the transportation

Important Note:

- DOT will not enter washrooms or confined locations to engage with individuals.
- DOT must obtain verbal consent for service from individuals. If, after interacting with them, the individual refuses service, is unable to verbally respond, or is displaying aggressive behavior, referrals will be made to the appropriate emergency service.
- DOT is a hands-off service. Beyond providing minimal assistance to individuals being escorted to the van, staff are unable to lift, carry or restrain individuals.
- If an Individual is in medical distress, displaying criminal behavior, or aggressive behavior call 911 as DOT is not a medical or enforcement response team.