



Text File

Introduced: 1/23/2023

Bill No: 2023-1160, **Version:** 1

Committee: Committee on Public Safety and Wellness

Status: Passed Finally

Resolution authorizing the Department of Public Safety and the Office of Community Health and Safety to develop a Crisis Support Program for frontline retail and food service workers in the City of Pittsburgh.

WHEREAS, we have a housing/homelessness crisis in Pittsburgh.

WHEREAS, retail and food service workers are on the frontline of the crisis, as those who engage with people on the street who are experiencing acute crises of mental health, overdose, and more,

WHEREAS, these workers do not currently have the resources they need to deal with these situations,

Be it resolved by the Council of the City of Pittsburgh as follows:

SECTION 1. PURPOSE

- A. The Office of Community Health and Safety is hereby authorized to develop a program to support frontline retail and food service workers that experience countless interactions with those experiencing crises including, but not limited to homelessness, addiction, and mental health episodes.
- B. Services provided in such a program will include the offering of regular training in:
 - a. De-escalation
 - b. Overdose response and Narcan administration
 - c. Homelessness response

SECTION 2. DEFINITIONS

- A. Frontline Workers- Employees of retail and food service businesses who interact and engage with the public as part of their everyday duties.
- B. Crisis Response- Advance planning and actions that are taken to address events such as mental health episodes, overdoses, and homelessness.
- C. Partner Organizations- Any organization contracted with the City to provide community health and safety services.
- D. Crisis Intervention- Methods used to offer immediate, short-term, help to individuals experiencing an event that produces emotional, physical, mental, and/or behavioral distress or problems.

SECTION 3. STRUCTURE

- A. Crisis Intervention Support

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- a. The Office of Community Health and Safety shall make public, resources that are offered by the Office and partner organizations to assist in crisis intervention.
- b. These resources shall be made publicly available and provided to employees of food service and retail businesses across the City.

B. Training

- a. The Office of Community Health and Safety and/or a partner organization shall offer public training sessions to frontline workers.
- b. These training sessions shall be held at accessible locations and advertised to frontline workers at retail and food service businesses across the City.