

# HELP MARY'S SON GET TO A SAFE PLACE TONIGHT

**SAFETY FOR ALL  
COMPASSION FOR ALL**

**WHEN YOU SEE  
SOMEONE  
IN DISTRESS**

**#JUSTCALL211+PRESS 3**



**CRISIS  
DIVERSION  
TEAM**



## SAFETY FOR ALL COMPASSION FOR ALL

24/7 Crisis Diversion is there to coordinate access to 24hr services for all Edmontonians experiencing non-emergency crisis.

In doing so, the program diverts non-emergency calls away from 911, reducing inappropriate use of police and emergency services. This also reduces the need for expensive medical, judicial and police intervention.

By getting folks to safety and out of crisis, individuals can better connect with the health and well-being resources equipped to address their needs.

It is important for all of us to extend our compassion to all Edmontonians across the city experiencing moments of crisis. Thank you to all those who continue to look out for those in need.

## JUST CALL 211 + PRESS 3 TO HELP THOSE IN NEED

- Calling 211 and pressing 3 provides triage and dispatch of Crisis Diversion teams.
- The more crisis details provided, the smoother and more successful the response will be.
- Helpful information includes full name, date of birth, physical description, location of where teams can find them, location of where they may need to go, any mobility/ health issues.
- Estimated wait times will be given by the 211 operator. Response times are often impacted by bad weather, call volume, the number of teams available and peak crisis times which are between 11am & 11pm in the Summer 11pm & 6am in the Winter.
- Priority is often given to individuals exposed to extreme weather.

## WHEN TO CALL 911



- A person has overdosed or is not breathing
- A person is violent or is threatening violence
- A person is exhibiting violent behaviour and is refusing to leave
- A large group situation where safety is uncertain
- A person is asleep in a snowbank for an extended period of time

## WHEN TO CALL 211



- A person is intoxicated or otherwise impaired
- A person is sleeping in a lobby, or unsafe space
- A person is dressed inappropriately for the weather
- A person feels unsafe, but no threat of violence is present
- A person is confused, disoriented, or is experiencing a mental health concern



**TO LEARN MORE VISIT [CRISIDIVERSIONEDMONTON.CA](https://crisisdiversionedmonton.ca)**