



CONNECTING THOSE IN CRISIS TO THE SUPPORTS THEY NEED

**SAFETY FOR ALL
COMPASSION FOR ALL**

**WHEN YOU SEE
SOMEONE
IN DISTRESS**

#JUSTCALL211+PRESS 3



**CRISIS
DIVERSION
TEAM**

CONNECTING THOSE IN CRISIS WITH THE SUPPORTS THEY NEED

- Calling 211 and pressing 3 provides triage and dispatch of Crisis Diversion teams to respond to non-emergency crisis events.
- 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 and any mobility/health issues.
- Estimated wait times will be given by the 211 operator.
- Priority is often given to individuals exposed to extreme weather.
- Teams seek to understand the needs of the client and ensures their safety.
- Warm hand offs connect clients to a safe space whether it be a shelter, hospital, private residence and other social services and supports.
- Services offered include transportation, basic needs like clothing, blankets, food and water, harm reduction supplies and relationship building.
- All staff are trained in first aid, mental health first aid, trauma-informed care, non-violent crisis intervention with the focus on de-escalation and not on holds or restraints.
- 24/7 Crisis Diversion is a partnership between Boyle Street Community Services, Canadian Mental Health Association, HOPE Mission and REACH Edmonton.
- Program stakeholders include Edmonton Police Services and EMS. We also work closely with Alberta Health Services and Peace Officers.

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)