



HELPING BUSINESSES SUPPORT THOSE IN CRISIS

**SAFETY FOR ALL
COMPASSION FOR ALL**

**WHEN YOU SEE
SOMEONE
IN DISTRESS**

#JUSTCALL211+PRESS 3



**CRISIS
DIVERSION
TEAM**

24/7 CRISIS DIVERSION SUPPORT ACROSS EDMONTON

- 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.
- Services offered include transportation, basic needs like clothing, blankets, food and water, harm reduction supplies and relationship building.
- If you are calling about an abandoned encampment on private or public spaces, we ask that you call 311 and connect with their Encampment Response Team.
- 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
- Crisis Diversion Teams have no authority to remove citizens from private or public spaces. It is voluntary for people experiencing crisis to engage with our teams.
- Crisis Diversion Teams are not law enforcement.

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 [CRISISDIVERSIONEDMONTON.CA](https://crisisdiversionedmonton.ca)