



**CRISIS  
DIVERSION  
TEAM**

See someone in distress?

**CALL 211+ PRESS 3**



# WHEN TO CALL...

## 211+3

A person is intoxicated or otherwise impaired

A person is sleeping in a lobby or unsafe space

A person is without proper attire for the weather

A person feels unsafe, but no threat of violence is present

A person is confused, disoriented, or may be experiencing mental health concerns

## 911

A person has overdosed or is not breathing

A person is violent or is threatening violence

There's a large group situation where safety is uncertain

A person is asleep in a snowbank for an extended period of time

## Safety for all. Compassion for all.

24/7 Crisis Diversion coordinates access to 24hr services for 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 are better able to connect with the well-being services that can effectively address their needs.

24/7 Crisis Diversion is a compassionate option for supporting Edmontonians across the city experiencing moments of crisis.

Thank you for doing your part to look out for those in need by calling 24/7 Crisis Diversion.

## Call 211, then press 3 to help.

- Calling 211 and pressing 3 provides triage and dispatch of Crisis Diversion Teams.
- The more details provided, the 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 or 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.
- Priority is often given to individuals exposed to extreme weather.



**REACH Edmonton**  
Council for Safe Communities

**BOYLEstreet**  
COMMUNITY SERVICES



**hope**  
MISSION



Canadian Mental  
Health Association  
Edmonton  
Mental health for all