



A coordinated, community response to help Edmontonians in non-emergency crisis



24/7 Crisis Diversion Teams help people experiencing non-emergency crisis get to a safer place, freeing up police, fire rescue, emergency medical services and peace officers to respond to more critical events.



It is Edmonton's first and only publicly available community-based response program for individuals experiencing vulnerability to get connected with needed in-the-moment supports - 24 hours a day, 365 days a year.



24/7 Crisis Diversion coordinates access to 24 hours services and is a compassionate alternative for expensive medical, judicial, and police intervention.



Program Goals:

- 1** To coordinate access to 24hr services for Edmontonians experiencing non-emergency crisis.
- 2** To divert non-emergency calls away from 911, reducing inappropriate use of police and other emergency services.
- 3** To connect individuals with the health and well-being resources equipped to address their needs and improve their safety.

How Teams Support:

Call assessments completed through 211+3 phoneline to identify need and determine dispatch of mobile teams.

Wellness checks completed by mobile teams to provide in-the-moment care, ensure safety and address immediate needs, including supportive conversation and relationship building.

Pro-active and general support provided, including addressing basic needs such as clothing, blankets, food and water, safety supplies.

Transportation, referral, and warm hand-offs connect clients to needed services, whether that be a shelter, hospital, private residence and other social services and supports.



CRISIS
DIVERSION
TEAM

PROGRAM IMPACT

*all data refers to 2025 data

59,670

Total program contacts

37,524

Unique calls for service received through 211+3 phonenumber

31,695

Accepted dispatches

2,563

Emergency service referrals

10,155

Warm hand offs provided to support service connection

94%

Service acceptance rate



Learn more by viewing our online interactive data maps - for best experience, please view using a laptop or desktop computer.

<https://impactdashboard.crisisdiversionedmonton.ca/>