

When to call 211 vs. 911



**CRISIS
DIVERSION
TEAM**

The 24/7 Crisis Diversion Team responds around the clock, seven days a week, 365 days a year to people in distress on the streets of Edmonton by helping people get to a safe place. The team works toward preventing unnecessary use of emergency services, freeing up police and medical responders to focus on emergency situations.

Examples of when to call 211	Examples of when to call 911
A person is intoxicated or otherwise impaired	A person has overdosed or is not breathing
A person is confused or experiencing a mental health concern	A person is violent or is threatening violence
A person is dressed inappropriately for the weather	A person is asleep in a snowbank
An individual is concerned for his/her own safety	A large group altercation that seems harmful to others
A person is sleeping in a stairwell, lobby or unsafe space	A person is exhibiting violent behaviour and is refusing to leave



Canadian Mental Health Association
Edmonton
Mental health for all



Emergency Medical Services