



24/7 Crisis Diversion February Summary

February 2026

Mobile Team
Accepted Dispatches – 2,653
Dispatch Contacts Made – 1,940
General Support Contacts – 1,526

% Change from February 2025	
Accepted Dispatch	-13%
Dispatch Contacts	-6%
General Contacts	-32%

Top 5 Incoming Referral Sources
211 – 2,559 (89%)
EMS – 106 (4%)
Outreach Contact – 87 (3%)
Client Self-Referral – 57 (2%)
Community Agency – 48 (2%)

211 + 3
Total Incoming Calls – 5,410
Total Calls Answered – 2,945
Total Unique Calls for Service – 3,050

% Change from February 2025	
Total Answered	+5%
Total Unique Calls	-12%

Top 5 Incoming Referral Sources
Self-Referrals – 939 (37%)
Community Agency – 452 (18%)
Private Citizens – 451 (18%)
Private Businesses – 214 (8%)
Hospital Staff – 92 (4%)

2026 Year to Date

Mobile Team
Accepted Dispatches – 5,631
Dispatch Contacts Made – 4,063
General Support Contacts – 3,006

Top 5 Incoming Referral Sources
211 – 5,143 (91%)
EMS – 215 (4%)
Outreach Contact – 174 (3%)
Community Agency – 127 (2%)
Client Self-Referral – 126 (2%)

211 + 3
Total Incoming Calls – 11,398
Total Calls Answered – 7,457
Total Unique Calls for Service – 6,560

Top 5 Incoming Referral Sources
Self-Referrals – 1,999 (35%)
Community Agency – 951 (23%)
Private Citizens – 943 (23%)
Private Businesses – 441 (11%)
Hospital Staff – 218 (5%)

Crisis Diversion has transitioned away from the previous multi-page monthly report. **Monthly program activity can now be explored through the interactive Crisis Diversion dashboard**, which provides a dynamic view of service demand, dispatch pathways, and the program’s reach across Edmonton.

The dashboard can be accessed here:

<https://ambitious-ocean-0b2fa2a10.2.azurestaticapps.net/>

As 211 call data is not yet integrated into the dashboard, key 211 statistics will continue to be summarized in this update, along with any notable updates or items from the month.

211 Summary

211 answered a total of 5,720 calls in the month of February. 53% of this call volume (2,954 calls) came through on the 211 press 3 phone line for the Crisis Diversion program.



The average wait time was 3 minutes and 38 seconds. The average call length was 7 minutes and 53 seconds.

Items of Note in February

Weather: In February 2026, Edmonton experienced prolonged periods of extreme winter conditions, including several days where temperatures dropped below -20. Consistent snow cover, icy conditions, and limited daylight created challenging outdoor conditions across the city. These factors increase risk for individuals spending extended periods outdoors and highlight the continued importance of mobile outreach and crisis response during winter months.

Opioid Poisonings: Crisis Diversion provided life-saving support during **20 opioid poisoning responses in February**. This remains consistent with response levels **last month (18)** and **February 2025 (23)**, highlighting the ongoing need for rapid, community-based crisis response.



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Program Narratives

CMHA – 211

At 10:51 a.m. on February 25, a man contacted 211 (press 3) via video relay. He explained that he was no longer eligible to remain at a shelter, had secured new accommodations beginning in two days, and was seeking a safe place to stay with his dog in the meantime. The Community Resource Specialist also learned that the caller was experiencing barriers navigating shelter services due to his deafness and the amount of personal belongings he was carrying. After discussing options, including accessing his storage unit, arranging care for his dog, and identifying available shelter spaces, the specialist consulted with a Boyle Street Crisis Diversion team. The team agreed to attend the caller's location to provide supportive transport to his storage unit and assist him in accessing transit back to shelter afterward.

Hope Mission

Over the course of the month, the Hope Mission 9 a.m.–9 p.m. Mobile Team responded to a call to assist a community member with transportation from a recreation centre to their residence after their phone had died and they were concerned about becoming disoriented on the way home.

While attending the call, the team learned the individual is living with brain cancer and experiences challenges with mobility and eyesight. Despite these difficulties, they attend the recreation centre regularly as part of their recovery routine and reach out for assistance when needed. The interaction served as a reminder of the resilience shown by many community members, with the individual's determination and optimism leaving a lasting impression on the team.

Boyle Street

At approximately 23:46 one evening in February, a Crisis Diversion Team observed a male community member lying face down on the sidewalk outside Brothers Convenience. During a wellness check, the team determined the individual was not breathing and required an opioid poisoning response. Staff immediately initiated a naloxone response and contacted 911, administering three doses of naloxone while awaiting EHS. EHS arrived at approximately 23:55, assumed care of the individual, and the Crisis Diversion Team cleared the scene.