

9-1-1 is only to be used in emergency situations

An emergency situation includes things such as life-threatening events or crimes in progress. The Emergency Communications Officer will determine if you require police, fire, or ambulance. Some examples of emergencies include:



Medical Distress

You are in medical distress and need help right away (chest pain, serious bleeding, or trouble breathing).



Crime in Progress

There is a crime in progress (someone is breaking into your house, or you see someone with a gun).



Active Fire

Your house, building, or other structure is on fire.



Car Accident with Serious Injury

A collision where there is a fatality or serious injury.

For collisions that are not emergencies visit a Collision Reporting Centre.

Make the Right Call 



Within the City of Edmonton

780-423-4567 or #377 | 2-1-1
Police Non-Emergencies | 24/7 Crisis Diversion

Within Alberta

3-1-1 Municipal Government Information
9-8-8 24/7 Suicide Crisis Helpline
8-1-1 Health Link

EDMONTON
POLICE
SERVICE



Make the Right Call  **9-1-1**

Call 9-1-1 in an emergency or if you see a crime in progress



911MakeTheRightCall.ca



911MakeTheRightCall.ca

If it's not an emergency, what number do you call?



What should you do if you or someone in your household calls 9-1-1 by mistake?

Within the City of Edmonton



3-7-7 or 780-423-4567

Police Non-Emergencies

For police non-emergencies in the City of Edmonton call the Edmonton Police Service non-emergency line at 780-423-4567 or #377 from your mobile phone. For emergencies outside the City of Edmonton call your local police agency.



2-1-1

24/7 Crisis Diversion Line

For help with addictions, homelessness, food insecurity, disability support, and other community programs, services, and resources. Call 2-1-1 or text INFO to 211.

Within Alberta



3-1-1

Municipal Government

Information and services such as: reporting parking complaints, encampments, litter, animal control, and other bylaw complaints.



9-8-8

24/7 Suicide Crisis Helpline



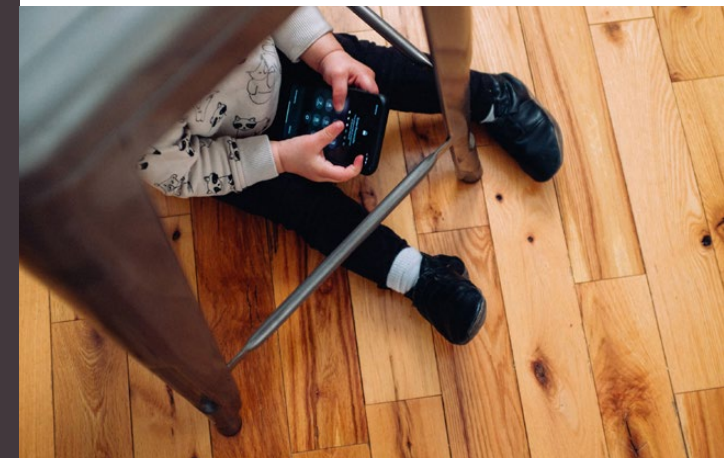
8-1-1

Health Link

If you need health advice or information, call Health Link 24/7 by dialing 8-1-1 within Alberta or visit MyHealth.Alberta.ca

Stay on the line and tell the Emergency Communications Officer you made a mistake.

If you hang up, we will have to call you back and this takes time away from other emergencies. If you do hang up, answer the call back right away as we need to ensure there isn't an emergency.



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Right Call 

For more information and resources, visit
911MakeTheRightCall.ca