



# Worried About Someone's Safety on the Street?

Call 911 for emergencies.  
Contact 311 for non-emergencies.

If you see someone experiencing a mental health or substance use crisis, unconscious, not breathing, or threatening themselves or others...

## **You can help by calling 911.**

A highly trained emergency dispatcher will find out what's happening and send the appropriate help.

## **For best outcomes,**

if it is safe to do so please stay at the scene so you can provide updates to the dispatcher. If you need to go, you can leave the scene after you make the call.

## **The dispatcher will ask you**

questions including where the emergency is and what is happening.

## **Calling 911**

does not necessarily mean that the police will respond. San Francisco's 911 is an agency independent from the Police Department.



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Learn more: scan the QR code or visit [sf.gov/okaytocall](https://sf.gov/okaytocall)

Emergencies call

**911**

Non-Emergencies call

**311**





# Worried About Someone's Safety on the Street?

## 311 is for City Services and Information

## 911 is for Police, Fire, and Medical Emergencies

### Use 311



### Call 911



You can make service requests through the 311 app or call 311. A call taker will issue a service request.

You can check the status of your request using the service request number. Ask the call taker or find it through the app.

Trained 911 dispatchers may ask:

- Where is the emergency?
- What is happening?
- Who is involved?
- Is anyone injured?
- Is there a weapon?

Multilingual services are available. Tell us which language you are most comfortable speaking.



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## My name is Erica

I was born and raised in San Francisco and am a health worker with the City's street response teams. I experienced homelessness and a mental health crisis, so I know how hard it is. I'm here to guide people and treat them with respect.

San Francisco's street response teams respond to 911 calls and help people experiencing a behavioral health crisis.

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## My name is Claudia

I'm a behavioral health clinician with the City's street response teams. I work alongside peer counselors and health workers to build trust, provide emotional support, and connect people to the help they need.

I feel great when I can help someone. That's why I got into the work.

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## My name is Juan

I'm a community paramedic with the City's street response teams. I was born and raised in San Francisco and am part of a dedicated team that gives people the needed time and space to get help.

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## My name is Grace

I'm a community paramedic with the City's street response teams. I was born and raised in San Francisco and am part of a dedicated team that gives people the needed time and space to get help.

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## My name is Jamie

I was living on the streets when I met Erica and Claudia, clinicians on the City's street response teams. They got me into a shelter and my whole life has changed for the better.

San Francisco's street response teams are trained in trauma-informed care and de-escalation and reduce the need for police response to people experiencing a behavioral health crisis.

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## My name is Raquel

I am an emergency dispatcher.  
Call 911 if you are worried  
about someone's safety on  
the street.

Tell a dispatcher:

- Where is the emergency?
- What is happening?
- Who is involved?
- Is anyone injured?
- Is there a weapon?

A dispatcher like me will figure  
out if a street response team  
trained in trauma-informed  
care and de-escalation is the  
best resource for the situation.

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## My name is Danny

I am an emergency dispatcher. Call 911 if you are worried about someone's safety on the street.

Tell a dispatcher:

- Where is the emergency?
- What is happening?
- Who is involved?
- Is anyone injured?
- Is there a weapon?

A dispatcher like me will figure out if a street response team trained in trauma-informed care and de-escalation is the best resource for the situation.

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## My name is Del

I'm a retired paramedic. I also struggled with substance dependency on the streets of the Tenderloin. Every day, I see firsthand the need for compassionate care when someone is experiencing a mental health or substance use crisis on the street.

I believe people should call 911 if they see someone in crisis and let the trained dispatcher figure out the right help to send.

San Francisco's street response teams respond to 911 calls and are trained in trauma-informed care and de-escalation. The teams reduce the need for a police response to people experiencing mental health or substance use crises.

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