



Winter Emergency Response Guide

2011-2012



homeward trust
edmonton

opening doors. building hope.

Updated on February 8, 2012

Drop-in

Bissell Centre

Address	10527-96 Street
Phone	780.423.2285
Website	www.bissellcentre.org
Twitter	@bissellcentre (Bissell Employment)
Clients Served	All
Hours	Drop-In Bissell Centre East <ul style="list-style-type: none">• Mon-Fri: 8:00am-5:00pm• Tues and Thurs: Noon hot lunch for women (first three weeks of each month--not available in December) Bissell Centre West <ul style="list-style-type: none">• Mon-Fri: 7:00am-5:00pm• Sat: noon-5:00pm• Mon-Fri: lunch is served at 10:00am and afternoon snack at 2:00pm• Sat: lunch/snack served at 2:00pm Other Services <ul style="list-style-type: none">• Employment Services: 7:00am (780.424.4385)• Childcare and Family Services• Mental Health Community Liaison Program• Fetal Alcohol Syndrome Supports• Thrift Shoppe/Community Access Voucher• Showers• Laundry• First three Wednesdays of month--movies from 5:00pm-7:00pm

Boyle Street Community Services

Address	10116-105 Avenue (drop-in access through side door)
Phone	780.424.4106
Website	www.boylestreet.org
Twitter	@BoyleStreet
Clients Served	All
Hours	Drop-In <ul style="list-style-type: none">• 7 Days/week: 6:00am-9:00pm• Closed daily: 4:30pm-5:30pm Food <ul style="list-style-type: none">• 7 days/week• Breakfast: 7:00am• Lunch: 11:30am

Boyle Street Community Services continued...

Other services

- Income Support and Other Support Services
- Recreation and Cultural Activities
- Housing First Program
- Mental Health Support
- Youth Drop-In and Support Services
- Family Home Visitation
- Residential School Support Program
- Cultural Advisors for Aboriginal Youth and Adults
- Street Outreach
- Social Enterprises

Canadian Native Friendship Centre

Address	15001-112 Avenue
Phone	780.761.1900
Clients served	All
Services	Culturally relevant programs including Cree language, Pow Wows, traditional crafts, food bank, and housing referral

Crystal Kids

Address	8718-118 Avenue
Phone	780.479.5283 ext 227 780.479.5753 (“Kids” Line)
Website	www.crystalkids.org
Clients served	Youth
Hours	Food for Youth <ul style="list-style-type: none">• Mon-Fri: 5:00pm dinner• Daily after school snacks• Sat: meal mid-afternoon Centre for Youth <ul style="list-style-type: none">• Mon & Tues: 3:00-8:00pm• Wed: 3:00-6:00pm• Thurs: 1:30-8:00pm• Fri: 3:00-10:00pm• Sat: 11:00am-5:00pm
	Other services <ul style="list-style-type: none">• Food Bank pick-up location (must call food bank first 780.425.4190)• Outreach Worker• Literacy program

Jasper Place Health & Wellness Centre

Address	15210 Stony Plain Road
Phone	780.481.4001
Website	www.jphawc.ca
Twitter	@jphawc
Clients Served	All
Hours	Drop In <ul style="list-style-type: none">• Mon-Thurs: 9:00am-5:00pm and 7:00pm-10:00pm• Fri- Sun: 5:00pm-10:00pm
	Food <ul style="list-style-type: none">• Tuesdays 6:00-7:00pm
	Other services <ul style="list-style-type: none">• Showers• Computer access• Laundry (weekends only)• Referrals• Sandwiches, Coffee, and Soup• Health Clinic• All-season clothing

Mosaic Centre

Address	12758 Fort Road
Phone	780-722-3247
Website	www.e4calberta.org/mosaiccentre.html
Clients served	All
Hours	<ul style="list-style-type: none">• Mon-Thurs: 9:00am-1:00pm; 5:00pm-9:00pm• Fri: 5:00pm-9:00pm• Sat, Sun & Holidays: 4:00pm-9:00pm
	Other services <ul style="list-style-type: none">• Winter clothing and blanket distribution• Medical and nutrition care• Alcohol and drug recovery guidance• Access to hot showers, laundry, haircuts and basic toiletries• Housing placement and follow-up support• Mailing address, telephone, and e-mail access• Résumé development• Job search support• Computer and language skills• Educational upgrading• Assistance with tax preparation• Coffee, conversation and compassion• AA, CA, NA meetings• Parent and tot group drop-in

Drop-in

Mustard Seed

Address	10635-96 Street
Phone	780.426.5600
Website	www.theseed.ca
Twitter	@themustardseed1 (Edmonton, Calgary and Sundre)
Clients served	All
Hours	Drop-In <ul style="list-style-type: none">• Mon, Tues, Thurs, Fri: 1:00pm-4:30pm• Mon-Fri: 8:00pm-11:00pm• Sat: 6:00pm-11:00pm Food <ul style="list-style-type: none">• Mon-Fri: 5:00pm-9:00pm dinner• Sat: 3:00pm-7:00pm dinner ***Note: Zero tolerance of alcohol

Old Strathcona Youth Co-op

Address	10325-83 Ave
Phone	780.496.5947
Website	www.osys.ca
Clients served	Youth only (ages 14-24)
Hours	Drop In <ul style="list-style-type: none">• Tues-Thurs: 12:00pm-9:00pm• Fri: 2:00pm-6:00pm (at collective kitchen)• Saturday: 2:00pm-6:00pm Food <ul style="list-style-type: none">• Fri: 2:30pm Collective Kitchen at Holy Trinity Anglican Church (10037-84 Ave) Other services <ul style="list-style-type: none">• Hot beverages• Snacks• Clothing• Toiletries• Legal assistance• Resume writing/employment counselling• Housing assistance• Outreach nurses and STD services (Wed only)• Arts/crafts and musical instruments• Movie night (Thursdays)

Drop-in

Operation Friendship

Address	9526-106 Avenue
Phone	780.429.2626
Clients served	Men and women over 55 years old
Hours	<ul style="list-style-type: none">• Mon-Fri: 8:00am-6:00pm• Weekends and holidays: 10:30am-6:00pm
	Other services
	<ul style="list-style-type: none">• Rents and operates 5 housing facilities for inner-city seniors• Referral services• Outreach program• Operates McCauley Senior's Drop-In (free meals and recreation--all days)• Showers daily• Foot care twice monthly• Helping hand transportation service• Housing registry service

Salvation Army Crossroads Community Church (E3C)

Address	11661-95 Street
Phone	780.474.4324
Clients Served	All
Hours	Drop In <ul style="list-style-type: none">• Mon-Fri: 8:00am-6:00pm; and Fri evenings 7:00pm-9:30pm• Mon: Women Only 8:00pm-2:00am• Fri: Women Only 10:00pm-2:00am• Sunday 2:00pm-5:00pm (public services)

Food Only

B's Diner

Address	#6, 10015-82 Avenue
Phone	780.414.6040
Clients served	All
Hours	Food Wed: 1:00-3:00pm lunch

Food Only

Edmonton Family Worship

Address 10605-96 Street
Phone 780.424.6422
(office hours: Mon-Fri 10:00am-3:00pm)
Website www.efwc.org
Clients served Inner city residents
Hours **Food**
Sun: 3:00pm-5:00pm lunch

Hope Mission

Address 9908-106 Avenue
Phone 780.422.2018
Website www.hopemission.com/services/food
Twitter @hopemission
Clients served Male, Female, Couples
Low tolerance for alcohol
Hours **Food**
Mon-Fri
• Breakfast: 8:00am-8:45am
• Lunch: 12:00pm-12:45pm
• Dinner: 5:00pm-5:45pm
Weekends & Special Holidays
• Brunch: 11:00am-11:45am
• Dinner: 4:30pm-5:15pm

House of Refuge

Address 10339A-95 Street
Phone 780.983.4123
Website www.refugemission.com
Clients served All
Hours **Food**
Dinner every day following Gospel service that starts at 7:00pm

Food Only

Marian Centre

Address	10528-98 Street
Phone	780.424.3544
Clients served	All
Hours	Food <ul style="list-style-type: none">• Mon/Tues/Thurs/Fri/Sat: lunch at 12:30pm-1:15pm and sandwiches at back door: 2:00pm-3:00pm• Sunday sandwiches for pickup at back door: 12:30-1:15pm

St. Peter's Lutheran Church

Address	9606-110 Avenue
Phone	780.426.1122
Website	www.therocksociety.ca
Clients served	All
Hours	Food Tues/Wed/Thurs: Hot breakfast 7:00am-9:00am

Shelters

Herb Jamieson Centre

Address	10014-105A Avenue
Phone	780.429.3470
Clients served	Male only (18-60 years old with no other resources) Sober only (zero tolerance for alcohol)
Hours	Opens at: 7:00pm <ul style="list-style-type: none">• Must register for service: Mon-Fri: 2:00pm-3:00pm and 7:00pm-8:30pm Sat & Sun: noon-2:00pm and 6:00pm-8:30pm• Last take-in: about 2am• Foyer open: 10:30pm-11:00pm for warming• Clients must leave by: 8:00am• Max capacity of 329

Shelters

Hope Mission (Intox)

Address	9908-106 Avenue
Phone	780.422.2018 say “intox” or “wems”
Clients served	Men only--under the influence
Hours	Opens at 8:30pm <ul style="list-style-type: none">• Intake stops at 2:00am• Clients leave: 6:45am• Breakfast at Hope Mission• 70 mats

Hope Mission

Address	9908-106 Avenue
Phone	780.422.2018
Clients served	Male, female, or couples Low tolerance for alcohol
Hours	Opens at 8:30pm <ul style="list-style-type: none">• Intake stops at 12:00am• Clients leave: 6:45am• 200 for men (15 are for couples)• 65 mats for women

Hope Mission (Youth)

Address	9908-106 Avenue, 2nd floor
Phone	780.717.7649
Clients served	Youth 16-24 <ul style="list-style-type: none">• Intoxicated youth (drugs or alcohol)
Hours	<ul style="list-style-type: none">• 9:30pm-8:15am• Intake until 2am• Room for 65• Food service• Outreach service

Inner City Youth Housing Project

Address	13047-102 Street
Phone	780.479.7075
Clients served	Youth 14-17 24 Available beds

Shelters

The George Spady Centre

Address	10015-105A Avenue
Phone	780.424.8335
Website	www.gspady.ab.ca
Clients served	Men or women under the influence
Hours	<ul style="list-style-type: none">• Open 24 hours a day for the very intoxicated• Otherwise open at 4:00pm• 10 Mats (Women); 50 Mats (Men)• Detox Beds (6 for women; 21 for men)• Coffee from 4:00pm-7:00pm daily• Referral services• Showers• Laundry service

Urban Manor

Address	9524-104 Avenue
Phone	780.425.5901
Website	www.urbanmanor.net
Clients served	Hard to house men aged 35-75
Hours	24/7

Women's Emergency Accommodation Centre (WEAC)

Address	9611-101A Avenue
Phone	780.423.5302
Website	www.e4calberta.org/weac.html
Clients served	Women only (including trans-gendered) 18 and up Must be sober
Hours	24/7 <ul style="list-style-type: none">• 9:00pm curfew unless other arrangements made• First-come--first-served--be there by 9:00pm to see if space available• Referrals taken from community throughout the day (must speak with supervisor on call)• 66 beds and 9 mats• Meals provided

Shelters

YMCA

Address	10030-102A Avenue
Phone	780.421.9622
Clients served	Families, individuals with special needs, pregnant women and singles
Hours	24/7 <ul style="list-style-type: none">• Dorm beds (\$30/night)• Single rooms (M \$40-\$43; F \$43/night)• Double rooms (\$63/night)• Single rooms per week (M \$145-\$155; F \$155) **note that rates will increase in Feb 2012

Youth Emergency Shelter Society (YESS)

Address	9310-82 Avenue
Phone	780.468.7070
Clients served	Youth 15-18--somewhat alcohol tolerant
Hours	Open: 9:00pm <ul style="list-style-type: none">• Last intake: 4:00am• Clients leave: 8:30am• Register every day at 9:00pm• 26 beds• Showers, breakfast and dinner• Bag lunches, bus tickets, clothing and personal care items• Referrals to other programs• Access to Intervention Services Worker (mental health issues)• Outreach Worker to assist with housing

YESS Armoury Youth Centre

Address	10310-85 Avenue
Phone	780.468.7070
Clients served	Youth 15-21
Hours	<ul style="list-style-type: none">• Open 7 days: 9:00am-9:00pm (transportation to and from YESS shelter provided)• Food• Showers• Programs• STI clinic on Wed mornings

Resources

Boyle McCauley Health Centre

Address	10628-96 Street
Phone	780.422.7333 ext 225
Website	www.bmhc.net
Clients served	Inner-city residents
Hours	Clinic <ul style="list-style-type: none">• Mon-Thurs: 8:00am-8:00pm• Fri: 8:00am-4:30pm• Sat: 9:00am-noon• Closed all statutory holidays• Foot care Thurs: 1:30pm-3:00pm• Chiropractor Tues: 6:00pm-8:00pm Boyle McCauley Health Services--Mental Health
Phone	780.422.7333 ext 238
Clients served	<ul style="list-style-type: none">• Adults 18-65• Mental health• Addictions

Child Welfare Crisis

Phone	780.427.3390
Clients served	Children in imminent risk
Hours	24/7

Edmonton Emergency Relief

Address	10255-104 Street
Phone	780.428.4422
Clients served	Victims of fire or other disasters
Hours	<ul style="list-style-type: none">• Tues-Fri: 10:00am-3:00pm• Clothing, household items and furniture

Resources

Human Services Crisis Unit

Phone	780.644.5135
Clients served	Families, singles, and childless couples--subject to assessment and suitability
Hours	<ul style="list-style-type: none">• Call after 4:30pm (Client will be referred to HRE local office if call made during office hours)• For emergency situations will pay for: hotel accommodation, food, prescriptions, transport to shelters, and for medical emergencies if client is deemed eligible

Hope Mission Ministry Van (Man Down)

Phone	Call 911--EMS will dispatch
Website	www.hopemission.com/services/ministry-van/
Clients served	Individuals who are unconscious or difficult to transport
Hours	<ul style="list-style-type: none">24/7• Afternoon and evening patrol• Provides bag lunches, hot chocolate, clothing and other basic necessities to those who do not want to go to shelters• Cannot provide transportation unless requested by EMS dispatcher

Mental Health Crisis

Phone	780.482.0222
Clients served	Anyone facing a mental health crisis.
Hours	<ul style="list-style-type: none">24/7Mental health assessment

Red Cross

Phone	<ul style="list-style-type: none">780.423.2680 (Mon-Fri: 8:30am-4:30pm)1.800.565.4483 (after hours)
Clients served	All
Hours	<ul style="list-style-type: none">24/772 hours assistance in cases of fire, flood, other disasters, evacuation, or housing is condemned

Resources

SAGE (Senior Safe House)

Phone	780.702.1620
Website	www.mysage.ca/safehousing.cfm
Clients served	Seniors facing abuse (60+ years old)
Hours	<ul style="list-style-type: none">• Mon-Fri: 9:00am–5:00pm• Provide Safe House for elders who are facing abuse (60 days free of charge)• Community resources• Outreach services

Winter Warming Bus (BSCS)

Phone	780.424.4106 (8:30am-4:00pm) to request winter emergency response After 4:00pm call bus cell directly at 780.554.2795
Clients served	All
Hours	2:00pm-10:00pm daily
	Pick-up schedule
	2:00 -- Centennial Bottle Depot (10036-168 Street)
	3:30 -- South East Bottle Depot (4214-99 Street)
	4:30 -- Strathcona Bottle Depot (10347-73 Avenue)
	6:00 -- Mosaic Centre (12758-Fort Road)
	6:45 -- Safeway east side parking lot (corner of 118 Avenue and 80 Street)
	7:15 -- 7-11 (10832-102 Avenue)
	8:00 -- Jasper Place Health and Wellness Centre (15210-Stony Plain Road)
	9:00 -- Memorial Chapel and Strathcona Youth Co-op (8310-104 Street)
	**Pick-up locations may vary and timings are subject to change

Funding for winter emergency response programs was provided through Homeward Trust by the resources of provincial and federal governments to the following programs:

- Boyle Street Community Services
- Jasper Place Health and Wellness Centre
- Mosaic Centre
- Salvation Army Crossroads Community Church (E3C)
- Winter Warming Bus (BSCS)

Revisions to the information contained in this guide should be directed to wdennelly@homewardtrust.ca