

Winter Emergency Response Guide

2012-2013



homeward trust
edmonton

opening doors. building hope.

Updated on 6 November 2012

Winter Emergency Response Program

Boyle Street Community Services – Drop-In

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">• Mon to Fri: 6:00am – 4:30pm; 5:30pm – 9:00pm• Weekends and Holidays: 6:00am – 9:00pm
	Food <ul style="list-style-type: none">• 7days/week• Breakfast: 7:00am• Lunch: 11:30am
	Other Services <ul style="list-style-type: none">• 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

Boyle Street Community Services – Winter Warming Bus

Phone	780.554.2795
Clients Served	All
Bus Stops	Pick-up Schedule <ul style="list-style-type: none">• 2:00pm Centennial Bottle Depot• 4:00pm South Bend Motel• 4:30pm Strathcona Bottle Depot• 5:30pm Commonwealth Save on Foods (112th Avenue & 82nd Street) – drive by• 6:00pm Mosaic Centre• 6:45pm Coliseum Safeway (118th Avenue & 82nd Street) – drive by• 7:15pm 7-11 (10832-102A Avenue) – drive by• 7:20pm MACS (113th Street and Jasper Avenue)• 7:30pm Oliver Square• 8:00pm Jasper Place Health and Wellness Centre• 9:00pm Memorial Chapel/Old Strathcona Youth Society• 9:15pm Neighbours Drop In

****Pick-up locations may vary and timings are subject to change due to weather conditions and client needs**

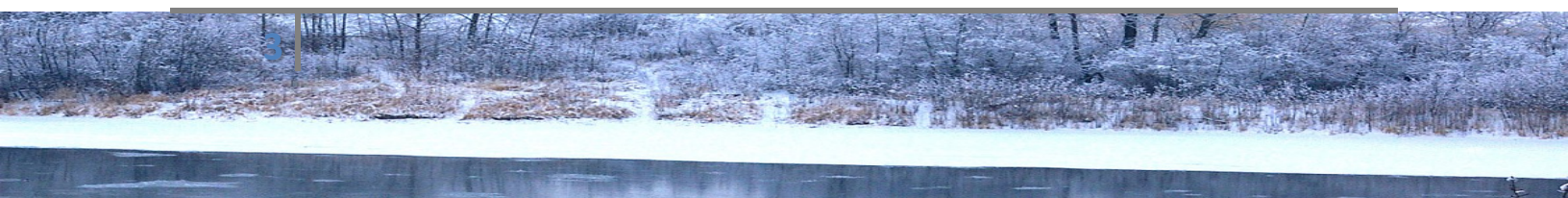


Edmonton Do Likewise Society – Drop-In

Address	7221 104 Street
Phone	780.439.3654
Website	www.dolikewisesociety.org
Clients Served	All
Hours	Drop-In <ul style="list-style-type: none">• Mon to Thurs: 9:00am – 1:00pm• Daily: 6:00 – 9:30pm
	Other Services <ul style="list-style-type: none">• Coffee• Showers, Laundry Facilities• Computer stations, Training• Basic health care• Connections to housing outreach workers• Employment and life change support

Jasper Place Health & Wellness Centre – Drop-In

Address	15201 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 to Thurs: 9:00am – 5:00pm; 7:00pm – 10:00pm• Fri: 7:00 – 10:00pm• Weekends: 5:00 – 10:00pm
	Other Services <ul style="list-style-type: none">• Showers, Laundry• Computer Access• Referrals• Health Clinic• All-Season Clothing

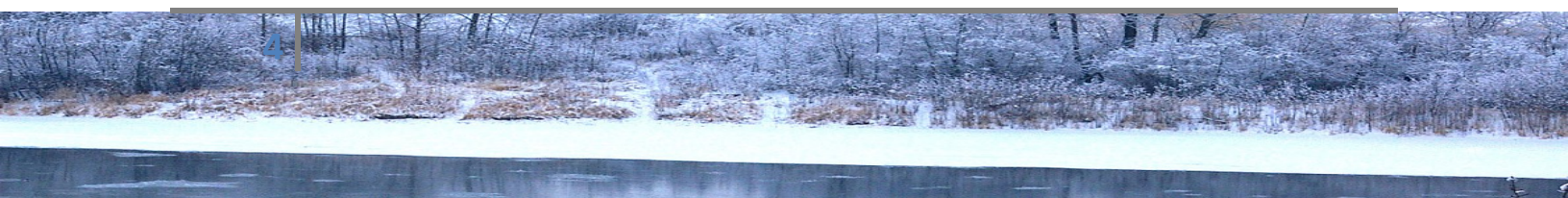


Mosaic Centre – Drop-In

Address	12758 Fort Road
Phone	780.722.3247
Website	www.e4calberta.org/mosaiccentre.html
Clients Served	All
Hours	Drop-In <ul style="list-style-type: none">• Mon to Thurs: 9:00am – 1:00pm; 5:00 – 9:00pm• Fri: 5:00 – 9:00pm• Weekends and Holidays: 4:00 – 9:00pm (excluding Dec 24,25, Jan 1, Mar 29 & 31) Other Services <ul style="list-style-type: none">• Soup, coffee and pastries, coffee, conversation and compassion• 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• Resume development, Job search support• Computer and language skills, Educational upgrading• Assistance with tax preparation• AA, CA, NA meetings• Parent and tot group drop-in

The Salvation Army Crossroads – Drop-In

Address	11661 95 Street
Phone	780.474.4324
Clients Served	All
Hours	Drop-In <ul style="list-style-type: none">• Mon to Sat: 8:00am – 6:00pm• Mon/Wed/Fri: 6:30 – 9:00pm• Sun: 2:30 – 5:00pm



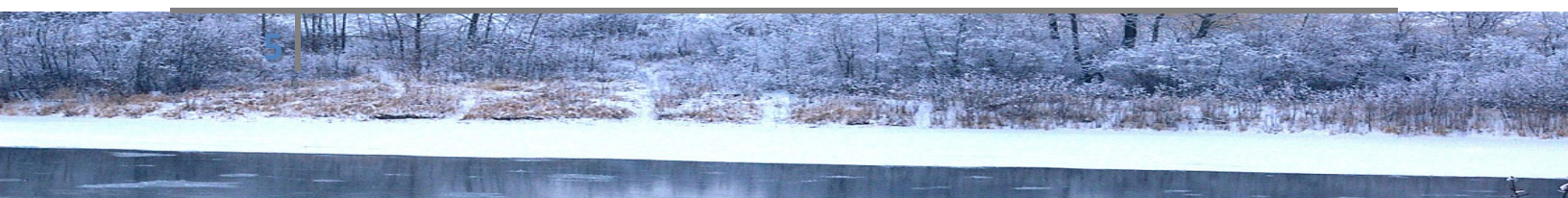
Drop-In

Bissell Centre

Address	10527 96 Street
Phone	780.423.2285
Website	www.bissellcentre.org
Twitter	@bissellcentre (Bissell Employment)
Clients Served	All
Hours	Bissell Centre West <ul style="list-style-type: none">• Mon to Fri: 7:00am – 5:00pm• Sat: 12:00 – 5:00pm• <i>Food</i><ul style="list-style-type: none">○ Mon – Fri: lunch is served at 10:00am and afternoon snack at 2:00pm○ Sat: snack served at 2:00pm
	Other Services <ul style="list-style-type: none">• Employment Services• 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

Canadian Native Friendship Centre

Address	15001 112 Avenue
Phone	780.761.1900
Clients Served	All
Services	Culturally relevant programs including Cree language, PowWows, traditional crafts, food bank, and housing referral



Drop-In

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 to Fri: 5:00pm dinner• Daily after school snacks• Sat: mid-afternoon meal 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:am – 5:00pm Other Services <ul style="list-style-type: none">• Food Bank pick-up location (must call food banks first 780.425.4190)• Outreach Worker• Literacy Program

The Mustard Seed

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

Drop-In

Old Strathcona Youth Co-op

Address 10325 83 Avenue
Phone 780.496.5947
Website www.osys.ca
Clients Served Youth only (ages 14-24)
Hours **Drop-In**

- Tues to Thurs: 12:00 – 9:00pm
- Fri: 2:00 – 6:00pm (At Collective kitchen)
- Sat: 2:00 – 6:00pm

Food

- Fri: 2:30pm → Collective Kitchen at Holy Trinity Anglican Church (10037 84 Ave)

Other Services

- Hot beverages, snacks
- Clothing, toiletries
- Legal assistance
- Resume writing/employment counseling
- Housing assistance
- Outreach nurses and STD services (Wed only)
- Arts/crafts and musical instruments
- Movie night (Thursdays)

Operation Friendship

Address 9526 106 Avenue
Phone 780.429.2626
Clients Served Men and women over 55 years old
Hours **Drop-In**

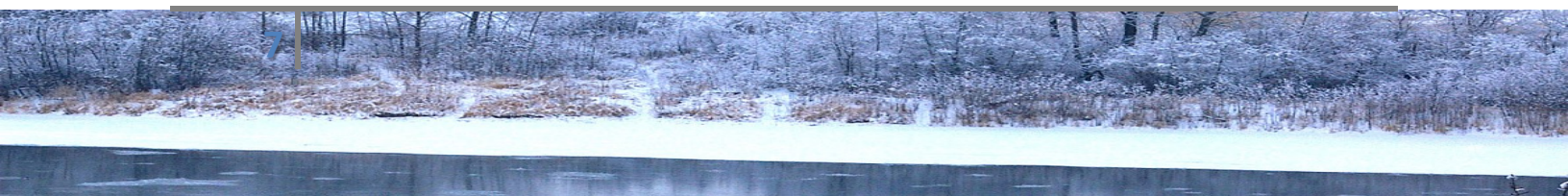
- Mon to Fri: 8:00am – 6:00pm (3 meals and 3 snacks)
- Weekends and Holidays: 10:30am – 6:00pm

Food

- Mon to Fri: Breakfast – 9:00am
- Daily: Lunch – 12:00pm
- Daily: Supper – 5:00pm (suppers for seniors over 55 only)

Other Services

- Rents and operates 5 housing facilities for inner-city seniors
- Referral services, Outreach program
- Showers daily, Foot care every Wednesday



Food Only

B's Diner

Address #6 10015 82 Avenue
Phone 780.414.6040
Clients Served All
Hours

- Wed 1:00 – 3:00pm lunch

Edmonton Family Worship

Address 10605 96 Street
Phone 780.424.6422
Website 111.efwc.org
Clients Served Inner City Residents
Hours

- Sun: 3:00 – 5:00pm lunch

Hope Mission

Address 9908 106 Avenue
Phone 780.422.2018
Website 111.hopemission.com/services/food
Twitter @hopemission
Clients Served Male, Female, Couples
Low tolerance for alcohol
Hours **Mon to Fri:**

- Breakfast: 8:00 - 8:45am
- Lunch: 12:00 – 12:45pm
- Dinner: 5:00 – 5:45pm

Weekends and Holidays:

- Brunch: 11:00 – 11:45am
- Dinner: 4:30 – 5:15

House of Refuge

Address 10339A 95Street
Phone 780.983.4123
Website www.refugemission.com
Clients Served All
Hours Daily dinners following Gospel service that starts at 7:00pm

Food Only

Marian Centre

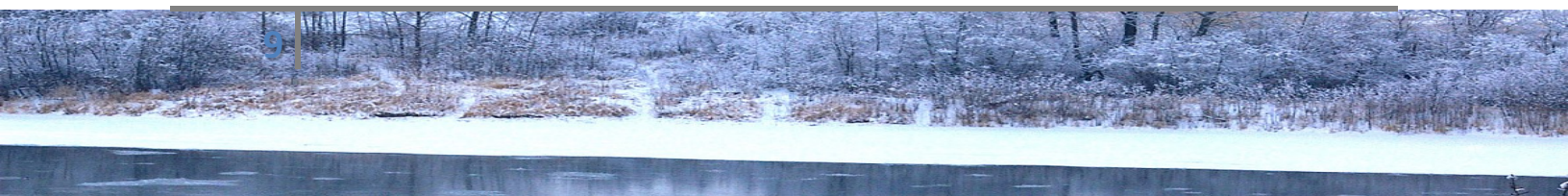
Address	10528 98Street
Phone	780.424.3544
Clients Served	All
Hours	Mon/Tues/Thurs/Fri/Sat: <ul style="list-style-type: none">• Lunch: 12:30 – 1:15pm• Sandwiches (back door): 2:00 – 3:00pm Sun: <ul style="list-style-type: none">• Sandwiches: 12:30 – 1:15 (for pick up at back door)

St. Peter's Lutheran Church

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

Robertson Wesley United Church

Address	10209 123 Street Northwest
Phone	(780) 482-1587
Website	http://www.rwuc.org/
Clients Served	All
Hours	2nd Saturday of each month - 5:00pm



Shelters

Herb Jamison Centre

Address	10014 105 Avenue
Phone	780.429.3470
Clients Served	Male only (18 – 60 years old with no other resources) Zero tolerance for alcohol
Hours	Opens at 7:00pm <ul style="list-style-type: none">• New clients must register for service – Daily: 3:00pm or 7:00pm• Last intake: 2:00am• Clients must leave by: 7:30am• Capacity: 300 people

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">• Last intake: 4:00am• Clients must leave by: 6:45am• Capacity: 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">• Last intake: 12:00am• Clients must leave by: 6:45am Capacity <ul style="list-style-type: none">• 200 mats for men• 65 mats for women• 10 mats for couples

Shelters

Hope Mission (Youth)

Address	9908 106 Avenue, 2 nd floor
Phone	780.717.7649
Clients Served	Youth 16-24 Intoxicated youth (drugs or alcohol)
Hours	Opens at 9:30pm <ul style="list-style-type: none">• Last intake: 2:00am• Clients must leave by: 8:45am• Capacity: 65 youth

Inner City Youth Housing Project (Transitional Housing)

Address	13047 102 Street
Phone	780.479.7075
Clients Served	Youth 14-17
Hours	Referrals: Mon to Fri: 9:00am – 5:00pm Capacity: 25 beds

The George Spady Centre

Address	10015 105A Avenue
Phone	780.424.8335
Clients Served	Men or women under the influence
Hours	Opens at 8:00pm <ul style="list-style-type: none">• Last intake 4:00am• Clients must leave by: 7:00am Capacity <ul style="list-style-type: none">• 50 mats for men• 10 mats for women• 6 detox beds for women• 21 detox beds for men Other Services <ul style="list-style-type: none">• Showers• Laundry Services



Shelters

Urban Manor

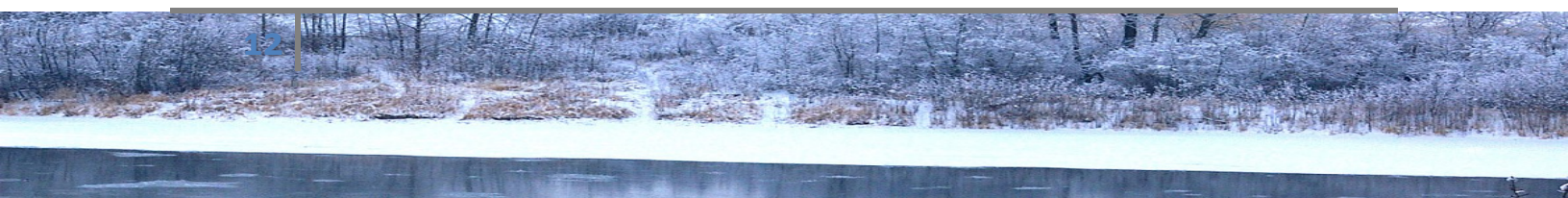
Address	9524 104 Avenue
Phone	780.425.5901
Website	www.urbanmanor.net
Clients Served	Men only
Hours	24/7

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 transgendered) 18 and up Must be sober
Hours	Registration opens at 9:00pm <ul style="list-style-type: none">• Last intake: 5:00am• First come first serve basis, be there by 9:00am to see if space is available• 9:00pm curfew unless other arrangements are made• Capacity: 66 beds Meals for residents <ul style="list-style-type: none">• Breakfast: 7:30 – 8:30am• Lunch: 12:00 – 1:00pm• Supper: 4:30 – 5:30pm• Snacks: 7:30pm

YMCA

Address	10030 102 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 - \$35.00/night• Single rooms – M \$50.00; F \$52.00/night• Double rooms - \$68.00/night• Single rooms per week – M \$157.00; F \$165.00• Double rooms per week – M \$203.00; F \$203.00



Shelters

Youth Emergency Shelter Society (YESS)

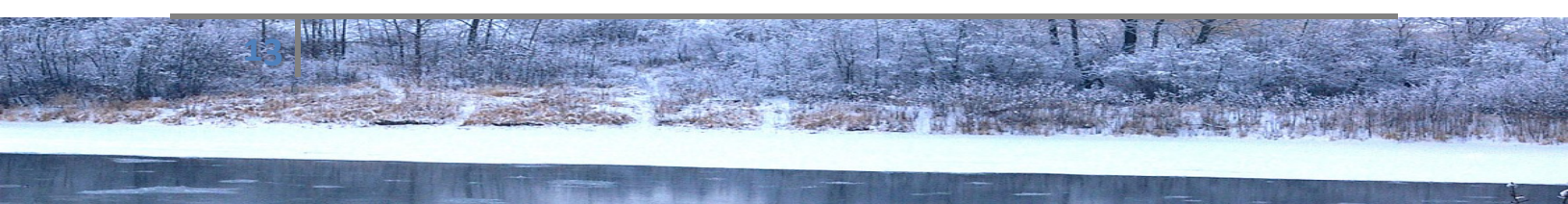
Address	9310 82 Avenue
Phone	780.468.7070
Clients Served	Youth 15 – 18 Somewhat alcohol tolerant
Hours	Registration opens at 9:00pm <ul style="list-style-type: none">• Last intake 4:00am• Clients must leave by: 9:30am• Capacity: 26 beds Other services <ul style="list-style-type: none">• Showers• Breakfast, bag lunches and dinner• 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

Youth Emergency Shelter Society (YESS) Armoury Youth Centre

Address	10310 85 Avenue
Phone	780.468.7070
Clients Served	Youth 15-21
Hours	Open Daily: 9:00am – 9:00pm Other Services <ul style="list-style-type: none">• Transportation to and from YESS shelter provided• Food• Showers• Programs• STI clinic on Wed mornings

Boyle McCauley Health Services - Mental Health and Addictions

Phone	780.422.7333 ext 238
Clients Served	Adults 18-65
Child Welfare Crisis	
Phone	780.427.3390
Clients Served	Children at imminent risk
Hours	24/7



Shelters

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">• Mon to Fri: 10:00am – 3:00pm• Clothing, household items and furniture

Resources

Human Services Crisis Unit

Phone	780.644.51535
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

Mental Health Crisis

Phone	780.482.0222
Clients Served	Anyone facing a mental health crisis
Hours	24/7 Mental health assessment

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 to Thurs: 8:00am – 8:00pm• Fri: 8:00am – 4:30pm• Sat: 9:00am – 12:00pm• Closed all statutory holidays and Sundays Mental Health <ul style="list-style-type: none">• Phone: 780.422.7333 ext 238

Red Cross

Phone	780.423.2680 <ul style="list-style-type: none">• Mon to Fri: 8:30 am – 4:30pm 1.800.565.4483 <ul style="list-style-type: none">• After hours
Clients Served	All
Hours	<ul style="list-style-type: none">• 24/7• 72 hours assistance in cases of fire, flood, other disasters, evacuation, or housing is condemned

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

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

Boyle Street Community Services Drop-In
Boyle Street Community Services Winter Warming Bus
The Salvation Army Crossroads Drop-In
Jasper Place Health and Wellness Drop-In
Edmonton Do Likewise Society Drop-In
Mosaic Centre Drop-In

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