Winter Emergency Response 2013-14

Resource Guide

WER Drop-In (Downtown)

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 | All | | | |
| Served | | | | |
| Hours | Drop-In | | | |
| | Mon, Tue, Thurs, Fri, Sat, Sun: 6:00am – 9:00pm; | | | |
| | Wed: 6:00am – 4:30pm; 6:30pm – 9:00pm | | | |
| | Food | | | |
| | 7days/week | | | |
| | Breakfast: 7:00am | | | |
| | Lunch: 11:30am | | | |
| | Other Services | | | |
| | Housing Services | | | |
| | Mental Health Support | | | |
| | Information and resources to treatment programs and services | | | |
| | Street Outreach | | | |

- Recreational and Cultural Activities
- The Inner City Recreation Program

Bissell Centre – Drop-In

| Address | 10527 96 Street | | | | |
|---------|---|--|--|--|--|
| Phone | 780.423.2285 | | | | |
| Website | www.bissellcentre.org | | | | |
| Twitter | @bissellcentre (Bissell Employment) | | | | |
| Clients | All | | | | |
| Served | | | | | |
| Hours | Bissell Centre | | | | |
| | Daily: 6:00am – 5:00pm; 5:30pm - 9:00pm | | | | |
| | Food | | | | |
| | • Mon to Fri: lunch is served at 10:00am and afternoon snack at 2:00pm | | | | |
| | Sat: snack served at 2:00pm | | | | |
| | Other Services | | | | |
| | The Inner City Recreation Program | | | | |
| | 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 | | | | |
| | | | | | |

WER Drop-In

Edmonton Do Likewise Society – Drop-In

Address Phone Website Clients Served Hours 7221 104 Street 780.439.3654

www.dolikewisesociety.org

All Drop-In

- Mon to Thurs: 9:00am 1:00pm; 6:00pm 9:30pm
- Fri to Sun: 6:00pm 9:30pm

Other Services

- Coffee
- Showers, Laundry Facilities
- Computer stations, Training
- Medical Services Community nurse, dental hygiene, medical foot care
- Connections to housing resources
- Employment and life change support
- Musical 'Jam' Nights
- Aboriginal resources
- Games, movies nights

| 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 |
| | • Mon to Thurs: 9:00am – 5:00pm |
| | • Mon to Fri: 7:00pm – 10:00pm |
| | • Sat to Sun: 5:00 – 10:00pm |
| | Other Services |
| | Showers, Laundry |
| | Computer Access |
| | Referrals |
| | Health Clinic |
| | All-Season Clothing |
| | Information and housing resources, mental health and addictions, physical |
| | health, social, recreational and cultural activities |
| | Occasional meals and snacks |
| | Income Tax preparation service |
| | Weekly family community group offering pre and post natal supports |
| | |
| | |

WER Drop-In

Mosaic Centre – Drop-In

Address 12758 Fort Road Phone 780.722.3247 Website **Clients Served** All Hours

www.mosaiccentre.com

Drop-In

- Mon to Thurs: 9:00am 1:00pm; 5:00pm 9:00pm •
- Fri 5:00pm 9:00pm
- Sat to Sun & Holidays: 4:00pm 9:00pm ٠
- Closed: Dec 24 & 25, Jan 1, Feb 8, April 18 & 20 •

Other Services

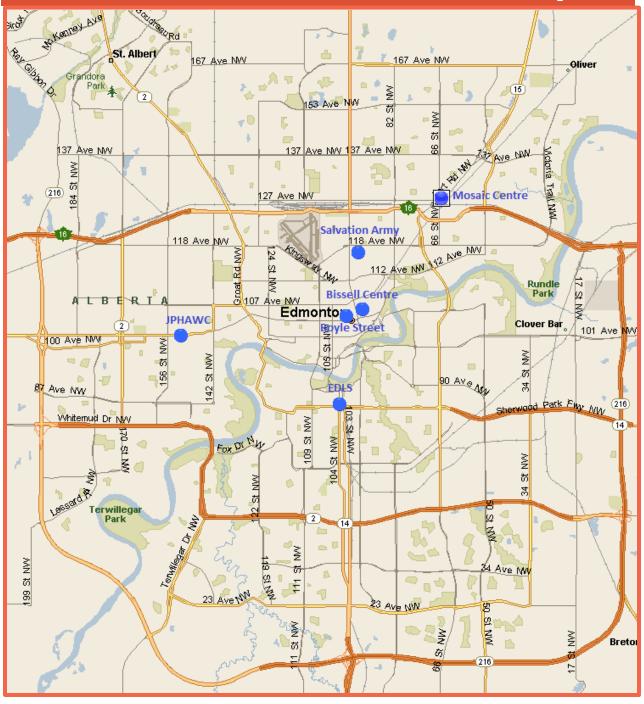
- Soup, coffee and prepackaged food •
- Emergency winter wear •
- First aid •
- Laundry, haircuts and dental care
- Basic toiletries
- Computer, telephone and fax access
- Health Nurse
- Alcohol and drug recovery guidance
- Alcoholics Anonymous meetings

The Salvation Army Crossroads – Drop-In

Address 11465 95 Street Phone 780.474.4324 **Clients Served** All Hours Drop-In Mon to Sat - 8:30am - 5:00pm • **Other Services** • Housing referrals

- Library •
- Art therapy
- Spiritual counseling •

WER Drop-In



Winter Warming Bus

5:00pm-5:15pm

5:15pm-5:30pm

6:45pm-7:00pm

Boyle Street Community Services – Winter Warming Bus

Phone **Clients Served Bus Stops**

780.554.2795 All

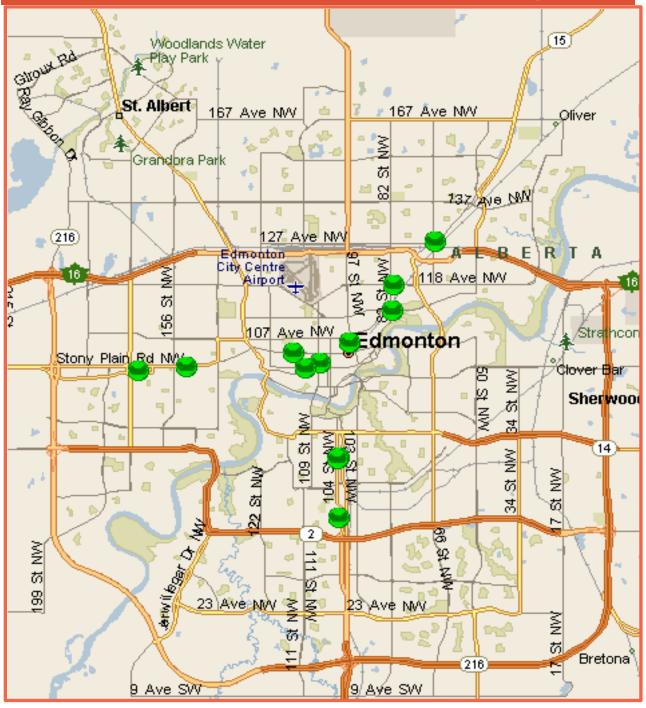
Pick-up Schedule

- **Centennial Bottle Depot** 2:00pm-2:30pm •
- 4:00pm-4:15pm McDonald's 51 Avenue
- Old Strathcona Bottle Depot 4:15pm-4:30pm
- Save On Foods 112 Ave
- Safeway 118 Ave/Fort Road
- Mosaics
 - 5:30pm-6:00pm 7-11 102 Ave/109 St 6:30pm-6:45pm
- MACS Jasper Ave/114 St
 - McDonald's Oliver Square
- 7:15pm-7:30pm ٠ Jasper Place Health & Wellness 7:45pm-8:15pm •
- The Neighbour Centre 8:30pm-9:00pm ٠
- Hope Mission 9:15pm-9:30pm

Mon to Sat - 2:00pm-10:00pm; Sun - 1:00pm-9:00pm

** Please note that pick-up locations may vary and timings are subject to change.

Winter Warming Bus



| Canad | ian I | Native | Friend | ship | Centre |
|-------|-------|--------|--------|------|--------|
| | | | | | |

| Callaulali Na | tive menuship centre |
|-----------------------|---|
| Address | 11728- 95 st |
| Phone | 780.761.1900 |
| Clients Served | All |
| Hours | Hours |
| | Mon to Fri: 8:30am – 4:30pm; 6:00pm – 8:00pm |
| | Closed for lunch: 12:00 – 1:00pm |
| | |
| | Other Services |
| | Culturally relevant programs including Cree language, PowWows, |
| | traditional crafts |
| | Food bank, and housing referrals |
| | Drum and Dance, Metis Jigging and Dance |
| | Yoga classes |
| | Christmas Party (partnering with Creating Hope Society) – Dec 20th, 2013 |
| | |
| | Seniors Drop-In |
| | • Thursday: 1:00pm – 3:00pm |
| | |
| 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 |
| | Supper: 5:00pm |
| | Daily after school snacks |
| | Sat: mid-afternoon meal |
| | Centre for Youth |
| | • Mon & Tues: 3:00 – 8:00pm |
| | |
| | |
| | • Thurs: 1:30 – 8:00pm |
| | Fri: 3:00 – 10:00pm (extended hours for teens ages 13 – 18 until 10:00pm) |
| | • Sat: 11:am – 5:00pm |
| | Other Services |
| | Food Bank pick-up location (must call food banks first 780.425.4190) |
| | Outreach Worker |
| | Literacy Program |
| | |
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Operation Friendship (McCauley Senior's Drop-In Centre)

| Address | 9526 106 Avenue | | | | |
|-----------------------|--|--|--|--|--|
| Phone | 780.429.2626 | | | | |
| Clients Served | Men and women over 55 years old | | | | |
| Hours | | | | | |
| Hours | Drop-In | | | | |
| | Mon to Fri: 8:00am – 6:30pm | | | | |
| | Weekends and Holidays: 10:30am – 6:30pm | | | | |
| | Food | | | | |
| | Mon to Fri: Breakfast – 9:00am | | | | |
| | • Daily: Lunch – 12:00om | | | | |
| | | | | | |
| | Daily: Supper – 5:00pm (suppers for seniors over 55 only) | | | | |
| | Other Services | | | | |
| | Games (bingo, pool, cards) | | | | |
| | Outings to sporting events, festivals, swimming etc. | | | | |
| | • Foot care, Flu clinics, Public Health nurse, Showers, Change of clothing, | | | | |
| | Haircuts | | | | |
| The Musters | | | | | |
| 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 | | | | |
| | • Mon, Tues, Thurs, Fri: 3:30 – 6:00pm | | | | |
| | • Wed: 6:00pm | | | | |
| | Food | | | | |
| | Mon-Fri: 7:00pm | | | | |
| | • Sat: 5:00pm | | | | |
| | *Note: Zero tolerance of alcohol and drugs | | | | |
| | Services at 10635 – 96 St | | | | |
| | | | | | |
| | Activity night – Mon to Sat: 8:00pm – 10:00pm | | | | |
| | Food Bank – Tues, Thurs: 1:00 – 3:00pm; Wed – 8:00pm – 9:00pm | | | | |
| | Haircut Every second week Tues, Thurs – 1:00pm – 4:00pm | | | | |
| | Services at 10568 – 114 St | | | | |
| | PAC (personal Assistance Centre) | | | | |
| | Free clothes and household goods | | | | |
| | Mon: 1:00 – 3:30pm; Tues: 5:00 – 7:30pm; Thurs: 1:00 – 3:30pm | | | | |
| | | | | | |
| | Work Boot Program (must have a work confirmation and ID) – free work | | | | |
| | boots for people that want to start work | | | | |
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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, Sat: 2:00 – 6:00pm Food Fri: 2:30pm \rightarrow 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) • Youth Emergency Shelter Society (YESS) Armoury Youth Centre 10310 85 Avenue Address Phone 780.468.7070 **Clients Served** Youth 15-21 Hours Hours of Operation Mon to Wed: 9:00am - 9:00pm • Thurs to Fri: 9:00 – 4:00pm • Sat to Sun: 9:00 – 5:00pm Other Services Transportation to and from YESS shelter provided • Food ٠ Recreational activities and workshops Access to physicians • Addictions Counselor (Wed Morning) • Showers • Programs and referrals • STI clinic on Wed mornings

| Amity House | | | |
|-----------------------|---|--|--|
| Address | 9213 146 Avenue | | |
| Phone | 780.478.5022 | | |
| Clients Served | All (those under 18 need to be accompanied by an adult) | | |
| Hours | Hours of Operation | | |
| | Mon to Fri: 8:30am – 4:00pm | | |
| | Food | | |
| | Community lunch every second and fourth Wednesday | | |
| | Other Services | | |
| | Social Worker | | |
| | Free phone | | |
| | Photocopies and fax | | |
| | Clothing | | |
| | Small household items | | |

Food

| 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 | 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 |
| | |
| | |
| | |
| Marian Centre | |
| Address | 10528 98Street |
| Phone | 780.424.3544 |
| Clients Served | All |
| Hours | Mon/Thurs/Fri/Sat: |
| | • Lunch: 12:30 – 1:15pm |
| | • Sandwiches (back door): 2:00 – 3:00pm |
| | Tuesday: |
| | Sandwiches (back door): 2:00 – 3:00pm |
| | Clothing (Only available until the New Year): |
| | Tuesdays – 10:30 – 12:00pm |
| | |
| St. Peter's Lutl | heran 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 |
| | esley United Church |
| Address | 10209 123 Street Northwest |
| | 780. 482.1587 |
| Phone Website | |
| Clients Served | http://www.rwuc.org/ |
| | All 2 nd Saturday of each month. E:00nm |
| Hours | 2 nd Saturday of each month - 5:00pm |
| | |

Shelters

Hope Mission Herb Jamieson Centre

| Address | 10014 105 A Avenue | | | |
|-----------------------|---|--|--|--|
| Phone | 780.429.3470 | | | |
| Clients Served | Male only (18 and over with no other resources) | | | |
| | Zero tolerance for alcohol | | | |
| Hours | Opens at 7:00pm | | | |
| | New clients must register for service – Daily: 3:00pm | | | |
| | Clients must leave by: 7:30am | | | |
| | Capacity: 330 people | | | |
| | | | | |
| | | | | |
| Hope Mission (| Intox) | | | |
| Address | 9908 106 Avenue | | | |
| Phone | 780.422.2018 | | | |
| Clients Served | Men only (under the influence) | | | |
| Hours | 24 hours a day | | | |
| | Last intake: 4:00am and 4:00pm | | | |
| | Clients must leave by: 6:45am | | | |
| | Capacity: 70 mats | | | |
| | | | | |

| Hope Mission (| Men's and Women's) |
|-----------------------|---|
| Address | 9908 106 Avenue |
| Phone | 780.422.2018 |
| Clients Served | Male, female or couples |
| | Low tolerance for alcohol |
| Hours | Opens at 8:30pm |
| | Last intake: 12:00am (women) 2:00am (men) |
| | Clients must leave by: 6:45am |
| | Capacity |
| | 150 mats for men |
| | 65 mats for women |
| | 10 mats for couples |

Hope Mission (Youth)

| Address | 9908 106 Avenue, 2 ^{na} floor | | |
|-----------------------|---|--|--|
| Phone | 780.717.7649 | | |
| Clients Served | Youth 16-24 | | |
| | Light intoxication (drugs or alcohol) | | |
| Hours | Opens at 9:30pm | | |
| | Last intake: 2:00am | | |
| | Clients must leave by: 8:00am | | |
| | Capacity: 65 youth | | |

Shelters

Inner City Youth Housing Project (Transitional Housing)

| Phone | |
|-----------------------|--|
| Clients Served | |
| Hours | |
| | |

780.479.7075 (Self-referrals over the phone) Youth 14-17 Mon to Fri: 9:00am – 5:00pm Capacity: 20 beds

The George Spady Centre Society

| Address | 10015 105A Avenue |
|-----------------------|---|
| Phone | 780.424.8335 |
| Clients Served | Men or women under the influence |
| Hours | Opens at 8:00pm |
| | Last intake 12:00pm |
| | Clients must leave by: 7:00am |
| | Capacity |
| | - |

- 50 mats for men
- 10 mats for women
- 6 detox beds for women
- 21 detox beds for men

Other Services

- Showers in the evenings
- Laundry Service
- Detox

| Urban Manor | |
|-----------------------|---|
| Address | 9524 104 Avenue |
| Phone | 780.425.5901 |
| Website | www.urbanmanor.net |
| Clients Served | Men only |
| Hours | Must call in and speak to a case worker |
| | 24/7 |
| | |
| | |
| | |

Shelters

Women's Emergency Accommodation Centre (WEAC)

| Address Phone Website Clients Served Hours | 9611 101A Avenue 780.423.5302 www.e4calberta.org/weac.html Women only (including transgendered) 18 and up Must be sober 24/7 Only closed on Thursdays from 9:00am – 12:00pm Registration opens at 9:00pm 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 Breakfast: 7:30 – 8:30am Lunch: 12:00 – 1:00pm Supper: 4:30 – 5:30pm |
|---|--|
| YMCA | |
| Address Phone Clients Served Hours | 10030 102 Avenue 780.421.9622 Families, individuals with special needs, pregnant women and singles 24/7 Dorm beds - \$35.00/night Single rooms - M \$51.00 or \$53.00.night; F \$53.00/night Double rooms - \$69.00/night or \$205.00/week Single rooms per week - M \$159.00; F\$167.00 |
| Youth Empowe Address Phone Clients Served Hours | Parment and Support Services (YESS) Shelter 9310 82 Avenue 780.468.7070 Youth 15 – 21 Registration opens at 9:00pm Clients must leave by: 8:30am Capacity: 24 beds Other services Showers Showers Breakfast, and dinner Bus tickets Clothing and personal care items Referrals to other programs Access to youth workers |

Resources

| Human Service | es Crisis Unit financial benefit |
|-------------------------|--|
| Phone | 780.644.5135 or 1-866-644-5135 (toll free) |
| Clients Served Hours | Families, singles, and childless couples – subject to assessment and suitability 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 |
| Child and Fami | ily Services – Crisis Unit |
| Phone | 780.422.2001 |
| | Child Abuse Hot Line: 1-800-387-5437 |
| Clients Served | Families under the ages of 18 |
| Services | Child protection emergency after hours |
| | Offer information and resources for child families in crisis |
| | Referrals on child abuse |

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

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| Boyle McCauley Health Centre (Medical Clinic) | |
|---|----------------------|
| Address | 10628 96 Street NW |
| Phone | 780 122 7222 ovt 225 |

| Phone | 780.422.7333 ext 225 | |
|------------------------------------|--|--|
| Website Clients Served Hours | www.bmhc.net Inner-city residents Clinic | |
| | Mon to Thurs: 8:00am – 8:00pm Fri: 8:00am – 4:30pm Sat: 9:00am – 12:30pm Closed all statutory holidays and Sundays Walk-ins are seen only in the evenings (5:00pm – closing) | |

Resources

| Red Cross | |
|------------------------------------|--|
| Phone Clients Served | 780.423.2680 • Mon to Fri: 8:30am – 4:30pm 1.800.565.4483 • After hours All |
| Hours | 24/7 72 hours assistance in cases of fire, flood, other disasters, evacuation, or housing is condemned Vouchers for meals and clothing |
| | |
| Hope Mission I | Ministry Van (Man Down) |
| Hope Mission I Phone | Ministry Van (Man Down) Call 911 – EMS will dispatch |
| Phone Website | Call 911 – EMS will dispatch www.hopemission.com/services/ministry-van/ |
| Phone Website Clients Served | Call 911 – EMS will dispatch www.hopemission.com/services/ministry-van/ Individuals who are intoxicated or difficult to transport |
| Phone Website | Call 911 – EMS will dispatch www.hopemission.com/services/ministry-van/ Individuals who are intoxicated or difficult to transport • 24/7 |
| Phone Website Clients Served | Call 911 – EMS will dispatch www.hopemission.com/services/ministry-van/ Individuals who are intoxicated or difficult to transport • 24/7 • Afternoon and evening patrol |
| Phone Website Clients Served | Call 911 – EMS will dispatch www.hopemission.com/services/ministry-van/ Individuals who are intoxicated or difficult to transport 24/7 Afternoon and evening patrol Provides bag lunches, hot chocolate, clothing and other basic |
| Phone Website Clients Served | Call 911 – EMS will dispatch www.hopemission.com/services/ministry-van/ Individuals who are intoxicated or difficult to transport • 24/7 • Afternoon and evening patrol |

| Edmonton Emergency Relief | |
|---------------------------|--|
| Address | 10255 104 Street |
| Phone | 780.428.4422 |
| Clients Served | Victims of fire or other disasters |
| Hours | Mon to Fri: 10:00am – 3:00pm |
| | Blankets |
| | Winter outer wear |
| | |

The funding for the Winter Emergency Response Program 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

Bissell Centre Drop-In

Edmonton Do Likewise Society Drop-In

Jasper Place Health and Wellness Drop-In

Mosaic Centre Drop-In

The Salvation Army Crossroads Drop-In

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



opening doors. building hope.