# 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			
	<ul> <li>Mon, Tue, Thurs, Fri, Sat, Sun: 6:00am – 9:00pm;</li> </ul>			
	<ul> <li>Wed: 6:00am – 4:30pm; 6:30pm – 9:00pm</li> </ul>			
	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				
	<ul> <li>Daily: 6:00am – 5:00pm; 5:30pm - 9:00pm</li> </ul>				
	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				
	<ul> <li>First Three Wednesdays of month – movies from 5:00pm – 7:00pm</li> </ul>				

### 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
<b>Clients Served</b>	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** 

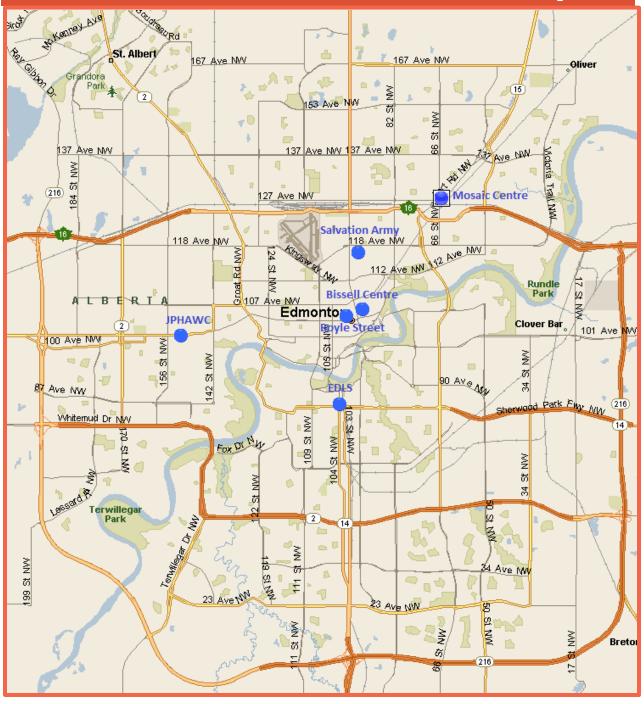
- Soup, coffee and prepackaged food •
- Emergency winter wear •
- First aid •
- Laundry, haircuts and dental care
- Basic toiletries
- Computer, telephone and fax access
- Health Nurse
- Alcohol and drug recovery guidance
- Alcoholics Anonymous meetings

#### 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

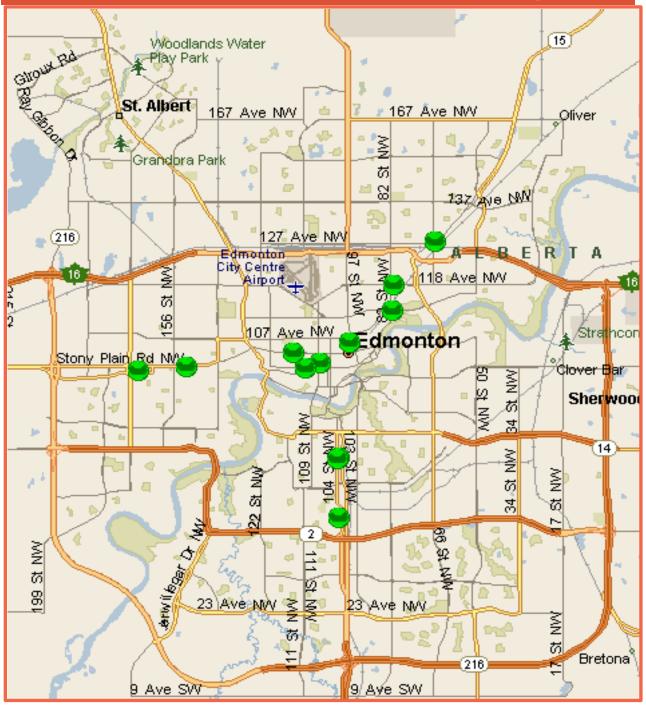
**Pick-up Schedule** 

- **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
<b>Clients Served</b>	All
Hours	Hours
	<ul> <li>Mon to Fri: 8:30am – 4:30pm; 6:00pm – 8:00pm</li> </ul>
	<ul> <li>Closed for lunch: 12:00 – 1:00pm</li> </ul>
	Other Services
	Culturally relevant programs including Cree language, PowWows,
	traditional crafts
	<ul> <li>Food bank, and housing referrals</li> </ul>
	<ul> <li>Drum and Dance, Metis Jigging and Dance</li> </ul>
	Yoga classes
	<ul> <li>Christmas Party (partnering with Creating Hope Society) – Dec 20<sup>th</sup>, 2013</li> </ul>
	Seniors Drop-In
	• Thursday: 1:00pm – 3:00pm
<b>Crystal Kids</b>	
Address	8718 118 Avenue
Phone	780.479.5283 ext. 227
	780.479.5753 ("Kids" Line)
Website	www.crystalkids.org
<b>Clients Served</b>	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
	<ul> <li>Fri: 3:00 – 10:00pm (extended hours for teens ages 13 – 18 until 10:00pm)</li> </ul>
	• Sat: 11:am – 5:00pm
	Other Services
	<ul> <li>Food Bank pick-up location (must call food banks first 780.425.4190)</li> </ul>
	Outreach Worker
	Literacy Program
	1

### **Operation Friendship (McCauley Senior's Drop-In Centre)**

Address	9526 106 Avenue				
Phone	780.429.2626				
<b>Clients Served</b>	Men and women over 55 years old				
Hours					
Hours	Drop-In				
	<ul> <li>Mon to Fri: 8:00am – 6:30pm</li> </ul>				
	<ul> <li>Weekends and Holidays: 10:30am – 6:30pm</li> </ul>				
	Food				
	<ul> <li>Mon to Fri: Breakfast – 9:00am</li> </ul>				
	• Daily: Lunch – 12:00om				
	Daily: Supper – 5:00pm (suppers for seniors over 55 only)				
	Other Services				
	<ul> <li>Games (bingo, pool, cards)</li> </ul>				
	<ul> <li>Outings to sporting events, festivals, swimming etc.</li> </ul>				
	• 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				
	<ul> <li>Activity night – Mon to Sat: 8:00pm – 10:00pm</li> </ul>				
	<ul> <li>Food Bank – Tues, Thurs: 1:00 – 3:00pm; Wed – 8:00pm – 9:00pm</li> </ul>				
	<ul> <li>Haircut Every second week Tues, Thurs – 1:00pm – 4:00pm</li> </ul>				
	Services at 10568 – 114 St				
	PAC (personal Assistance Centre)				
	<ul> <li>Free clothes and household goods</li> </ul>				
	<ul> <li>Mon: 1:00 – 3:30pm; Tues: 5:00 – 7:30pm; Thurs: 1:00 – 3:30pm</li> </ul>				
	<ul> <li>Work Boot Program (must have a work confirmation and ID) – free work</li> </ul>				
	boots for people that want to start work				
	1				

#### **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

<b>Amity House</b>			
Address	9213 146 Avenue		
Phone	780.478.5022		
<b>Clients Served</b>	All (those under 18 need to be accompanied by an adult)		
Hours	Hours of Operation		
	<ul> <li>Mon to Fri: 8:30am – 4:00pm</li> </ul>		
	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
<b>Clients Served</b>	Male, Female, Couples
	Low tolerance for alcohol
Hours	Mon to Fri:
	• Breakfast: 8:00 - 8:45am
	<ul> <li>Lunch: 12:00 – 12:45pm</li> </ul>
	• Dinner: 5:00 – 5:45pm
	Weekends and Holidays
	• Brunch: 11:00 – 11:45am
	• Dinner: 4:30 – 5:15
<b>Marian Centre</b>	
Address	10528 98Street
Phone	780.424.3544
<b>Clients Served</b>	All
Hours	Mon/Thurs/Fri/Sat:
	• Lunch: 12:30 – 1:15pm
	• Sandwiches (back door): 2:00 – 3:00pm
	Tuesday:
	<ul> <li>Sandwiches (back door): 2:00 – 3:00pm</li> </ul>
	Clothing (Only available until the New Year):
	<ul> <li>Tuesdays – 10:30 – 12:00pm</li> </ul>
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 <sup>nd</sup> Saturday of each month. E:00nm
Hours	2 <sup>nd</sup> Saturday of each month - 5:00pm

# Shelters

#### **Hope Mission Herb Jamieson Centre**

Address	10014 105 A Avenue			
Phone	780.429.3470			
<b>Clients Served</b>	Male only (18 and over with no other resources)			
	Zero tolerance for alcohol			
Hours	Opens at 7:00pm			
	<ul> <li>New clients must register for service – Daily: 3:00pm</li> </ul>			
	Clients must leave by: 7:30am			
	Capacity: 330 people			
Hope Mission (	Intox)			
Address	9908 106 Avenue			
Phone	780.422.2018			
<b>Clients Served</b>	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
<b>Clients Served</b>	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 <sup>na</sup> floor		
Phone	780.717.7649		
<b>Clients Served</b>	Youth 16-24		
	Light intoxication (drugs or alcohol)		
Hours	Opens at 9:30pm		
	<ul> <li>Last intake: 2:00am</li> </ul>		
	Clients must leave by: 8:00am		
	Capacity: 65 youth		

### **Shelters**

#### Inner City Youth Housing Project (Transitional Housing)

Phone	
<b>Clients Served</b>	
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
<b>Clients Served</b>	Men or women under the influence
Hours	Opens at 8:00pm
	<ul> <li>Last intake 12:00pm</li> </ul>
	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
<b>Clients Served</b>	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	<ul> <li>9611 101A Avenue</li> <li>780.423.5302</li> <li>www.e4calberta.org/weac.html</li> <li>Women only (including transgendered) 18 and up</li> <li>Must be sober</li> <li>24/7</li> <li>Only closed on Thursdays from 9:00am – 12:00pm</li> <li>Registration opens at 9:00pm <ul> <li>First come first serve basis, be there by 9:00am to see if space is available</li> <li>9:00pm curfew unless other arrangements are made</li> <li>Capacity: 66 beds</li> </ul> </li> <li>Meals for residents <ul> <li>Breakfast: 7:30 – 8:30am</li> <li>Lunch: 12:00 – 1:00pm</li> <li>Supper: 4:30 – 5:30pm</li> </ul> </li> </ul>
YMCA	
Address Phone Clients Served Hours	<ul> <li>10030 102 Avenue</li> <li>780.421.9622</li> <li>Families, individuals with special needs, pregnant women and singles</li> <li>24/7 <ul> <li>Dorm beds - \$35.00/night</li> <li>Single rooms - M \$51.00 or \$53.00.night; F \$53.00/night</li> <li>Double rooms - \$69.00/night or \$205.00/week</li> <li>Single rooms per week - M \$159.00; F\$167.00</li> </ul> </li> </ul>
Youth Empowe Address Phone Clients Served Hours	<ul> <li>Parment and Support Services (YESS) Shelter</li> <li>9310 82 Avenue</li> <li>780.468.7070</li> <li>Youth 15 – 21</li> <li>Registration opens at 9:00pm         Clients must leave by: 8:30am         Capacity: 24 beds</li> <li>Other services         Showers         Showers         Breakfast, and dinner</li> <li>Bus tickets         Clothing and personal care items</li> <li>Referrals to other programs</li> <li>Access to youth workers</li> </ul>

## Resources

Human Service	es Crisis Unit financial benefit
Phone	780.644.5135 or 1-866-644-5135 (toll free)
Clients Served Hours	<ul> <li>Families, singles, and childless couples – subject to assessment and suitability</li> <li>Call after 4:30pm (Client will be referred to HRE local office if call made during office hours)</li> <li>For emergency situations, will pay for: hotel accommodation, food, prescriptions, transport to shelters and for medical emergencies if client is deemed eligible</li> </ul>
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
<b>Clients Served</b>	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	
	<ul> <li>Mon to Thurs: 8:00am – 8:00pm</li> <li>Fri: 8:00am – 4:30pm</li> <li>Sat: 9:00am – 12:30pm</li> <li>Closed all statutory holidays and Sundays</li> <li>Walk-ins are seen only in the evenings (5:00pm – closing)</li> </ul>	

### Resources

Red Cross	
Phone Clients Served	780.423.2680 • Mon to Fri: 8:30am – 4:30pm 1.800.565.4483 • After hours All
Hours	<ul> <li>24/7</li> <li>72 hours assistance in cases of fire, flood, other disasters, evacuation, or housing is condemned</li> <li>Vouchers for meals and clothing</li> </ul>
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	<ul> <li>Call 911 – EMS will dispatch</li> <li>www.hopemission.com/services/ministry-van/</li> <li>Individuals who are intoxicated or difficult to transport <ul> <li>24/7</li> <li>Afternoon and evening patrol</li> <li>Provides bag lunches, hot chocolate, clothing and other basic</li> </ul> </li> </ul>
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
<b>Clients Served</b>	Victims of fire or other disasters
Hours	<ul> <li>Mon to Fri: 10:00am – 3:00pm</li> </ul>
	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.