

Winter Emergency Response 2017-2018

Resource Guide

Version 1.1: November 1, 2017



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Overview and Methodology:

This resource guide was prepared by the Homeward Trust Planning and Research Department. Homeward Trust coordinates the Winter Emergency Response (WER) program and the WER Strategic Planning Committee. The guide contains basic information about agencies, drop-ins, shelters and transportation services operating during the 2017-2018 winter season. The information includes regular hours of operation, extended hours if available for the winter season, and general information about services and resources provided. * **

The information in this guide was provided verbatim by agency representatives in telephone and email conversations. Where possible, additional information was obtained from agency websites. The list of agencies that are included here was populated from suggestions put forward by members of the WER Strategic Planning Committee. This document was put together through the work of 211 – Edmonton and Region and Homeward Trust.

The WER Resource Guide is compiled in November at the start of each WER season and therefore does not capture unanticipated changes in agency hours and activities during the season. ***For detailed and current information about agency hours and services, please contact the agencies directly.***

*For a more comprehensive list of agencies and services and the latest information, please contact 211.

****In emergency situations, please call 911 directly.**

Revisions to the information in this guide are welcome, and should be directed to Matthew Ward at
mward@homewardtrust.ca .

Boyle Street Community Services – Drop-In

Address	10116 - 105 Avenue (Drop-In accessible through front entrance)
Phone	780-424-4106
Website	www.boylestreet.org
Clients	All are welcome
Hours	<ul style="list-style-type: none"> Monday to Sunday: 8:00am – 8:00pm
Food	<ul style="list-style-type: none"> Lunch is served Monday to Sunday at 11:30am.
Services	<ul style="list-style-type: none"> Housing Services Mental Health Support and assistance connecting to medical care Information and resources to substance abuse treatment programs, and services (Mobile Outreach and Addiction Team) Aboriginal Residential School Survivors, supports Inner City Recreation & Wellness Program Family and Youth Services Clean needle exchange (partnered with Street Works) Referrals to applicable programming, ID storage, assistance completing forms Inner City Connections in collaboration with Child and Family Services <i>Waterwings</i> - an Employment Readiness Program

Jasper Place Wellness Centre – Drop-In

Address	15626 – 100 A Avenue
Phone	780-481-4001
Website	www.jpwc.ca
Clients	All
Hours	<ul style="list-style-type: none"> Drop-in Hours: Monday to Thursday: 9:00am – 11:00am, and 6:00pm – 9:00pm Medical Clinic Hours: <ul style="list-style-type: none"> October to November 22nd, 2017: Monday to Wednesday: 9:00am – 12:00pm, and Wednesdays and Thursdays: 1:30pm – 4:30pm Starting November 23rd, 2017 until April 2018: Thursdays 2:30pm – 7:00pm Regular Program & Service Hours: Monday to Thursday: 9:00am – 3:00pm Extended Winter Warming Hours: Monday to Thursday: 6:00pm – 9:00 pm Holiday Closures: Closed December 24, 25, 31, and January 1.
Services	<ul style="list-style-type: none"> Computer skills Financial skills Income tax clinic

Mosaic Centre – Drop-In

Address	12758 Fort Road
Phone	780-722-3247
Website	www.mosaiccentre.com
Clients	All adults
Hours	<ul style="list-style-type: none"> Drop-In Hours: Monday to Thursday: 9:00am – 1:00pm; 5:00pm – 9:00pm Friday: 5:00pm – 9:00pm Saturday, Sunday and Holidays: 4:00pm – 9:00pm

Services

- **Holiday Closures:** Closed December 24, 25, 31, January 1, April 14 and 16.
- Soup, coffee and prepackaged food
- Emergency winter wear
- First aid
- Laundry and haircuts
- Basic toiletries
- Computer, telephone and fax access
- Alcohol and drug recovery guidance
- Cultural Programs
- Foot Care
- Collective Kitchen

The Neighbour Centre – Drop-In

Address

7221 104 Street

Phone

780-439-5216

Website

www.theseed.ca

Clients

All adults

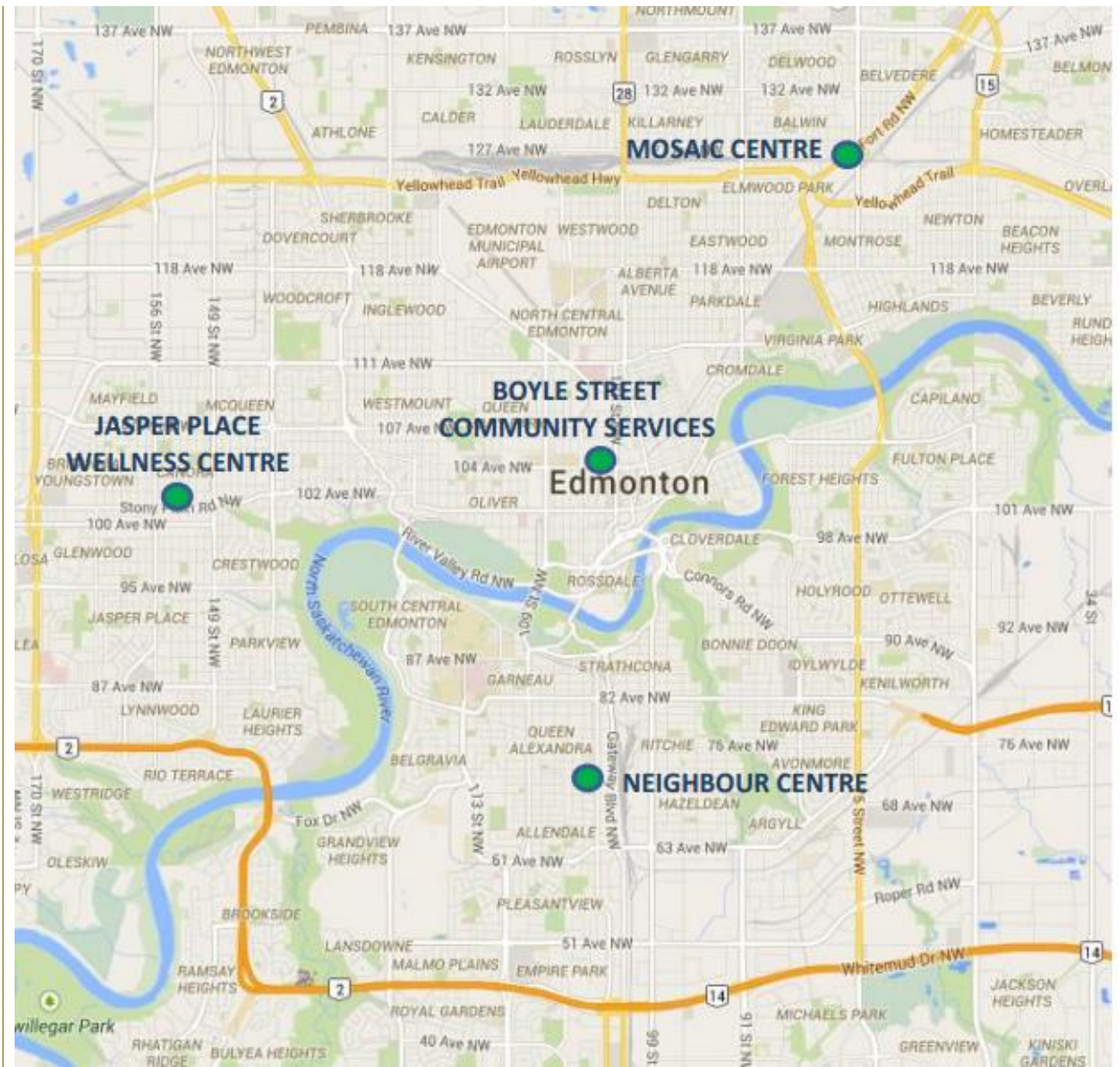
Hours

- **Drop-In Hours:** Monday to Friday: 2:00pm – 8:00pm
Sat to Sun: 5:00pm – 8:00pm (Currently closed on weekends while hiring and training new staff)
- **Holiday Hours:** Open 1:00pm to 4:00pm on December 24, 26 and 31.
- **Holiday Closures:** Closed December 25 and January 1.

Services

- Food (light meals and snacks, no food hampers)
- Emergency Clothing
- Showers, Laundry Facilities
- Public Phone
- Medical Services- first aid, medical foot care
- Employment and life change support
- Connections to housing resources
- Indigenous resources
- Games and musical instruments

WER Drop-Ins



Map: WER Funded Agencies Drop-Ins

Bissell Centre – Drop-In

Phone	780-423-2285
Website	www.bissellcentre.org
Clients	18 years and older
*NOTE:	Bissell Centre is renovating their drop-in location (10530 – 96 Street, main floor). <i>The Robert Tegler Friendship Room</i> will be closed from October 2017 to January 2018.
Location	The Mustard Seed, 10635 - 96 Street (temporary location)
Services	<ul style="list-style-type: none"> • Snack and lunch items: <ul style="list-style-type: none"> ○ Monday to Friday: 8:00am – 12:00pm, closed stat holidays • Community Closet offers free gently-used clothing: <ul style="list-style-type: none"> ○ Monday, Wednesday, and Friday: 9:30am – 11:45am, closed stat holidays
Location	Bissell Centre, 10530 – 96 Street (second floor)
Hours	Monday to Friday at 8:30am – 4:30pm, closed stat holidays
Services	<ul style="list-style-type: none"> • Employment Services and Casual Labour • Mental Health Community Liaison program (by appointment) • Fetal Alcohol Syndrome supports (by appointment) • Outreach Housing Team (by appointment) • Inner City Victim services (by appointment)

Canadian Native Friendship Centre

Address	11728 - 95 Street
Phone	780-761-1900
Fax	780-760-1900
Clients	All ages
Hours	<ul style="list-style-type: none"> • Drop-In Hours: Monday to Friday: 8:30am – 4:30pm Closed for lunch at 12:00pm – 1:00pm daily • Holiday hours: Closed from December 25 to January 8.
Services	<ul style="list-style-type: none"> • Drop-in centre • Coffee and snacks • Resources, computers and referral services • Culturally relevant programs including Cree language, Powwow dance practice, traditional arts and crafts, Metis Jigging

The Mustard Seed

Address	10635 96 Street
Phone	780-426-5600
Website	www.theseed.ca
Twitter	@themustardseed1 (Edmonton, Calgary, Sunde)
Clients	All <i>*Note: Zero tolerance of alcohol and drugs, wheelchair inaccessible</i>
Hours	<ul style="list-style-type: none"> • Drop-In Hours: Monday to Saturday: 5:00pm – 10:00pm. Also offers various activities and programs before 5:00pm. Contact for details.

Drop-In Centres

- **Holiday Closures:** Closed November 2, 11, December 25, 26, and January 1.

Food

- Monday to Friday: Dinner served from 7:00pm – 8:00pm
- Saturday: Dinner served from 5:00pm – 6:00pm

Services

Services at Mustard Seed Church (10635 – 96 Street):

- Employment Launch: Monday at 2:30pm – 4:30pm
- Women’s Lunch Group: Wednesday at 10:30am – 1:30pm
- Access to Employment Coach, Life Coach, and Wellness Advocate: by appointment
- Afternoon activities: may vary during the season
- Evening activities: 8:00pm – 9:30pm (sewing group, karaoke, Bible study, art group, movies, recovery group, etc.)
- Food Bank
 - Open to the public Tuesday and Thursday: 1:00pm – 3:00pm
 - Open to students and employed people: Wednesday 8:00pm – 9:00pm (*Must bring ID and live within the designated surrounding area)
- Free bread available (depending on supply)

Services at Community Support Centre (10568 – 114 Street)

- Personal Assistance Centre (PAC) offers free clothing, household and hygiene items
 - Monday and Thursday: 1:00pm – 3:30pm
 - Wednesday: 5:00pm – 7:30pm
- Please note: ID is required when using the Food Bank and PAC services. PAC may be accessed one time per month.

Operation Friendship (McCauley Senior’s) Drop-In Centre

Address

9526 106 Avenue

Phone

780-429-2626

Clients

Men and women 55 years and older

Hours

- Monday to Friday: 8:00am – 6:30pm
- Saturday and Sunday: 10:30am – 6:30pm

Food

Monday to Friday:

- Breakfast at 9:30am
- Lunch at 12:00pm
- Supper at 5:00pm

Services

- Access to outings for sporting events, festivals, swimming and more
- Flu clinics, access to public health nurses
- Showers, change of clothing and haircuts
- In-house recreation like board games, pool, and cards

Dickinsfield Amity House – Main Site

Address

9213 146 Avenue

Phone

780-478-5022

Clients

All (those under 18 need to be accompanied by an adult)

Hours

- Monday to Friday: 8:30am – 4:00pm
- Tuesday: 8.30am – 8.30pm

Drop-In Centres

- **Holiday Hours:** Closed early on December 22 at 12:00pm. Open December 27-29 and January 2-5 from 9:00am – 3:00pm
 - **Holiday Closures:** Closed December 23, 24, 25, 26 and January 1.
- Food**
- Community lunch every first and third Wednesday of the month from 11:30am to 12:30pm
- Services**
- Social Worker
 - Free phone
 - Photocopies and fax
 - Clothing and small household items

Dickinsfield Amity House – Londonderry Site

- Address** Londonderry Community League, 14224 74 Street (second floor)
- Phone** 780-412-1062
- Clients** All (those under 18 need to be accompanied by an adult)
- Hours**
- Monday, Wednesday, Friday: 8:30am – 12:00pm, and 1:00pm – 4:00pm
 - **Holiday Closures:** Closed December 21 to January 7.
- Food**
- Community lunch on the second Friday of the month from 11:30am to 12:30pm
- Services**
- Outreach

Youth Drop-In Centres

Boyle Street Community Services - Youth Unit

Address	10116 – 105 Avenue
Phone	780-424-4106
Website	www.boylestreet.org
Clients	Youth 16 to 24 years
Hours	<ul style="list-style-type: none">Monday to Thursday: 9:00am – 4:30pmFriday: 1:00pm – 4:30pm
Services	<ul style="list-style-type: none">Basic needs provision, including clothing, warm meals, hot showersHigh Risk Youth project with services that focus on self-care and harm-reductionLinks to other BSCS services and resources, including Housing and Mental Health supports, and Recreation and Cultural programs.

Old Strathcona Youth Society

Address	10325 83 Ave NW
Phone	780-496-5947
Website	www.osys.ca
Clients	Youth aged 14-24
Hours	<ul style="list-style-type: none">Tuesday, Wednesday, Thursday: 1:00pm to 9:00pmFriday and Saturday: 2:00pm – 6:00pmHoliday Closures: Closed December 26.
Services	<ul style="list-style-type: none">Student Legal Services on every other WednesdayBoyle McCauley Health Nurses on every other ThursdayCollective kitchen on FridaysRecreation on Saturdays

iHuman Youth Society

Address	9635-102A Avenue
Phone	780-421-8811
Website	www.ihumanyouthsociety.org
Clients	Youth 12 to 24 years
Hours	<ul style="list-style-type: none">Drop-in Hours: Monday to Friday: 1:00pm to 6:00pm
Food	<ul style="list-style-type: none">Soul Food Tuesday (hot meal) at 4:00pm to 5:00pm
Services	<ul style="list-style-type: none">Art and design, music, and fashion programs that foster positive self-worth and encourage reintegration into the communityReferrals to addictions counselling, legal advocacy, or human servicesHot beverage, snacks, clothing and toiletriesShower and laundry availableFree mental health clinic and access to medical support on site

Tegler Youth Centre (Hope Mission)

Address	3805 118 Avenue NW Edmonton, AB T5W 0Z8
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Youth Drop-In Centres

Phone	780-448-5820
Website	www.hopemission.com
Clients	Youth in grades 6 to 12 (a waiver needs to be signed by a parent or legal guardian)
Hours	<ul style="list-style-type: none">Monday to Saturday: 3:00pm – 8:0 pm
Activities	<ul style="list-style-type: none">Climbing wallIndoor skate parkGames room and Media Arts CentreMentorship for youth

Crystal Kids Youth Centre

Address	8718 118 Avenue
Phone	780-479-5283 ext. 227 780-479-5753 (“Kids” Line)
Website	www.crystalkids.org
Clients	Youth, Seniors
Hours	Centre for Youth Hours: <ul style="list-style-type: none">Monday and Tuesday: 3:00pm – 8:00pmWednesday: 3:00pm – 6:00pmThursday: 1:30pm – 8:00pmFriday: 3:00pm – 8:00pm (extended hours for teens ages 13 – 18 until 10:00pm)Saturday: 11:00am – 5:00pmExtended winter hours from December 25, 2017 to January 5, 2018, 12:00pm to close, Monday to Thursday
Food	<ul style="list-style-type: none">Seniors breakfast on Wednesday mornings from 11:30am – 12:30 pm (closed from December 25, 2017 to January 5, 2018)
Services	<ul style="list-style-type: none">Daily after school snacksSupper at 5:00 pmSaturday mid-afternoon meals Outreach WorkerLiteracy Program

Youth Empowerment and Support Services (YESS) Armoury Centre

Address	10310 85 Avenue
Phone	780-468-7070
Website	www.yess.org
Clients	Youth 15-24 years

Hope Mission

Address	9908 106 Avenue
Phone	780-422-2018
Website	www.hopemission.com
Clients	All are welcome; light tolerance for intoxication
Hours	Monday to Friday: <ul style="list-style-type: none"> • Breakfast: 7:30am – 8:45am • Lunch: 12:00pm – 12:45pm • Dinner: 5:00pm – 5:45pm Weekends and Holidays: <ul style="list-style-type: none"> • Brunch: 10:45am • Dinner: 4:15pm

Marian Centre

Address	10528 98 Street
Phone	780-422-2018
Website	www.mariancentreedmonton.ca
Clients	All
Hours	Monday, Tuesday, Thursday, and Saturday: <ul style="list-style-type: none"> • Lunch at 12:30pm – 1:15pm Monday, Tuesday, Thursday, Friday and Saturday: <ul style="list-style-type: none"> • Sandwiches (back door) at 2:00pm – 3:00pm Holiday Closures: Closed November 27, 28, 30, and December 25-26.
Services	Clothing: <ul style="list-style-type: none"> • Fridays at 10:30am – 12:00pm

The Rock Outreach

Address	11004 – 96 Street
Phone	780-426-1122
Email	info@therockedm.ca
Clients	All
Served	
Hours	Tuesday, Wednesday and Thursday: Hot Breakfast at 7:00am – 9:00am

Robertson Wesley United Church

Address	10209 123 Street
Phone	780-482-1587
Website	www.rwuc.org
Clients	All are welcome
Hours	<ul style="list-style-type: none"> • Community dinner on the second Saturday of each month at 5:00pm – 6:00pm, except in December. • Holiday Hours: Open December 2 for Christmas Dinner at 5:00pm – 6:30pm • Holiday Closures: Closed December 9 •

Trinity Lutheran Church

Address	10014 81 Avenue
Phone	780-433-1604
Clients	All
Hours	Runs early October to early June on the first and third Tuesday of each month: <ul style="list-style-type: none"> • Dinner at 6:00pm to 8:00pm

Edmonton Food Bank

Address	11508 – 120 Street (Main Location)
Phone	780-425-4190
Website	www.edmontonsfoodbank
Clients	All who require food assistance, based on need
Hours	<ul style="list-style-type: none"> • Monday to Friday: 8:30am – 4:00pm
Note:	Provide valid identification for each person in your household and proof of Edmonton residency (eg. bills, rent receipt)

Southside

Bread Runs:

Garneau United Church 11148-84 Avenue

- Time: Saturdays from 7:30am to 9:30am.

Southside

Millwoods United Church

- 15 Grand Meadow Crescent
- Time: Saturdays from 10:00 am to 11:30 am

Northside

Freedom Centre

- 4925-134 Avenue
- Time: Wednesdays, open at 9:30 am from 10 am to 11 am

Free Bread

West End

Jasper Place Child and Family Resource Society

Cabrini Centre Main floor 16811 88 Avenue 780-489-2243

- Monday and Tuesday 8:30am to 6:00pm

North Side

Dickenfield Amity House (2 locations)- 9213- 146 Avenue 780-478-5022

- Monday, Tuesday, Wednesday, Friday 9:00 am - until bread is gone

Londonderry Community League Hall 144224-74 Street 2nd Floor 780-412-1062

- Monday, Wednesday, Friday 9:00 am – until bread is gone

Salvation Army Addictions & Residential Centre

Address	9611 – 102 Avenue
Phone	780-429-4274
Clients	All
Hours	Fridays: Free breakfast from 7:30am – 8:00am

Wednesdays: Free afternoon soup from 3:00pm – 4:00pm

Daily bread bin between 9:00am and 3:00pm on a first - come, first - served basis depending on availability.

Annual Christmas Dinner on Tuesday, December 19, 2017 4:30pm – 6:00pm.

Hope Mission Shelter Information

Please Note: Clients may visit the office at Hope Mission, 9908 – 106 Avenue (main entrance) to speak to staff 24/7, about shelter hours and information.

Hope Mission Winter Warming Shelter

Address	9908 – 106 Avenue
Phone	780-422-2018
Website	www.hopemission.com
Clients	Couples, single males, 24 years and older, people with low mobility, light tolerance for intoxication
Hours	<ul style="list-style-type: none"> • Opens at 7:00pm • Check in at 8:00pm to 12:00am • Clients leave at 6:45am
Capacity	140 people

Hope Mission Herb Jamieson Centre

Address	10014 105A Avenue
Phone	780-429-3470
Website	www.hopemission.com
Clients	Males only, 24 years and older Light tolerance for intoxication
Hours	<ul style="list-style-type: none"> • Opens at 7:00pm • At 7:30am clients leave except people with a medical note and people who work at night • New clients register for service – daily 2:00 pm to 3:00 pm
Capacity	319 people

Hope Mission Intox Centre 24/7

Address	9908 106 Avenue
Phone	780-422-2018
Website	www.hopemission.com
Clients	Males only, 16 years and older, under severe influence of drugs or alcohol; beds available for males and females with low mobility, low intoxication
Hours	<p>24 hours a day</p> <ul style="list-style-type: none"> • Day intake from 9:00am to 2:00pm • Night intake at 8:30pm (no shut down)
Capacity	70 mats available

Hope Mission Women's Emergency Shelter (WEM)

Address	9908 106 Avenue
Phone	780-422-2018
Website	www.hopemission.com
Clients	Females, 16 years and older, light tolerance for intoxication
Hours	<ul style="list-style-type: none"> • Open 24 hours a day, 7 days a week

Capacity	<ul style="list-style-type: none"> • Registration at 8:00pm – 8:30 am • Clients already registered for the night may stay during the day <p>70 beds</p>
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Hope Mission MEN - Day Shelter

Address	Trailers – (by the Herb Jamieson location, 10014 105A Avenue)
Phone	780-422-2018
Website	www.hopemission.com
Clients	Males 16 years and older, light intoxication
Hours	<ul style="list-style-type: none"> • Opens at 7:30am • Closes at 8:00pm
Capacity	170 mats

Hope Mission (Youth)

Address	Trailers – (by the Herb Jamieson location, 10014 105A Avenue)
Phone	780-422-2018
Website	www.hopemission.com
Clients	Youth, 16-24 years, light intoxication
Hours	<ul style="list-style-type: none"> • Opens at 8:00pm • Last intake at 2:00am • Closes at 7:30am
Capacity	65 youth

The George Spady Centre Society

Address	10015 105A Avenue
Phone	780-424-8335
Clients	Men or women, 18 years and older, under the influence
Hours	<p>24/7</p> <ul style="list-style-type: none"> • Intake begins at 8:00pm, runs until space is no longer available. • Clients must leave by 7:00am.
Capacity	<ul style="list-style-type: none"> • 60 mats for men • 20 daytime mats for intoxicated individuals • 6 detox beds for women • 21 detox beds for men <p>Daytime:</p> <ul style="list-style-type: none"> • 20 daytime mats during winter warming for intoxicated individuals
Other Services	<ul style="list-style-type: none"> • Showers in and laundry Service • Meals provided • Basic health care needs addressed • Referral to medical and mental health services if needed • Safety information provided • Information about treatment options provided • Housing First referrals for Coordinated Access

Women's Emergency Accommodation Centre (WEAC)

Address	9611 - 101A Avenue
Phone	780-423-5302
Website	www.e4calberta.org
Clients	Women only (including transgender women), 18 years and older
Hours	<ul style="list-style-type: none"> • Open 24/7. But closed every third Thursday of the month between 9:00am – 4:00pm for cleaning. • New intake waiting list begins at 7:30am • Register by phone. Clients will be contacted as beds become available; clients without a phone may check back frequently for availability. • Residents have a 12:00am curfew
Food	Meals for residents: <ul style="list-style-type: none"> • Breakfast (self-serve): 8:00am – 8:45am • Lunch (self-serve): 12:00pm – 1:00pm • Supper (self-serve): 4:30pm – 5:20pm

Youth Empowerment and Support Services (YESS) – Nexus Shelter

Address	9310 82 Avenue
Phone	780-468-7070 ext. 232
Clients	Male, female, and transgender youth 15-21 years; zero tolerance for drugs, alcohol and weapons. Youth 15 years require consent of legal guardian.
Hours	<ul style="list-style-type: none"> • Intake begins at 9:00pm • Clients leave at 8:30am
Services	<ul style="list-style-type: none"> • Showers and laundry • Food • Clothing and toiletries • Referrals to other resources and access to youth workers
Capacity	24 beds

Salvation Army Addictions & Residential Centre: Transitional Housing

Address	9611 - 102 Avenue
Phone	780-429-4274
Clients	Men only, 18 years and older. Low tolerance for behaviour such as clients who are threatening to harm self or others
Hours	Intake 24/7 <ul style="list-style-type: none"> • Clients must vacate rooms between 10:00 AM - 3:00 PM but can remain in building. Curfew is 12:00 midnight
Capacity	<ul style="list-style-type: none"> • 66 Private Rooms (\$15/night) • 82 Dormitory Beds (\$12/night)
Food	<ul style="list-style-type: none"> • Breakfast, Lunch, Supper available for purchase

E4C Youth Housing Program (Transitional Housing)

Phone	Referral Line: 780-479-7075 (Self-referrals over the phone), Monday to Friday: 8:30am – 4:30pm Crisis Unit: 780-427-3390 (After-Hours Emergency Placements)
Clients	Youth 14-17 years
Hours	24/7
Services	<ul style="list-style-type: none">• Showers and laundry• Breakfast, and dinner• Bus tickets• Clothing and hygiene items• Referrals to other programs and access to support
Capacity	15 beds

Community and Social Services Crisis Unit - Financial Benefit

Phone	780-644-5135 or 1-866-644-5135 (toll free)
Clients Served	Families, singles, and childless couples – subject to eligibility
Hours	Available 24 hours
Service	<ul style="list-style-type: none"> For unexpected, emergency situations that present a severe health or safety risk May cover: food, clothing household items, basic transportation, emergency medical needs, temporary shelter

Child and Family Services – Child Intervention Services

Phone	24 Hour Crisis Unit: 780-422-2001 24 Hour Child Abuse Hot Line: 1-800-387-5437
Clients Served	Families with children under the age of 18 years
Services	<ul style="list-style-type: none"> Responds directly to emergency situations and to concerns from people in the community about children who might need protection Offers referrals for further assessment, and investigates and protects children at risk Offers information, resources, and support for children and families in crisis

Mental Health Crisis Response Team

Phone	780-342-7777
Clients Served	Adults facing a mental health crisis
Hours	24/7
Services	Mental health assessment

Boyle McCauley Health Centre (Medical Clinic)

Address	10628 96 Street
Phone	780-422-7333 dial 3 for medical clinic If no answer, try calling again - do not leave a message on the voice mail.
Website	www.bmhc.net
Clients Served	Individuals and families with complex health and psycho-social needs who are experiencing multiple barriers to accessing health care providers.
Hours	<p>Clinic Hours: Mon to Thurs: 8:00am – 8:00pm Fri: 8:00am – 4:30pm Sat: 9:00am – 12:00pm</p> <p>Closed all statutory holidays and Sundays</p> <p>Walk-ins are seen only in the evenings (5:00pm – closing) and on Saturdays from 9:00am to 12:00pm.</p>

Edmonton Emergency Relief Services

Address	10255 104 Street
Phone	780-428-4422
Clients	Victims of fire or other disasters
Hours	Mid-October to mid-May: <ul style="list-style-type: none"> Monday to Friday from 9:00am – 3:00pm
Services	<ul style="list-style-type: none"> Blankets and winter outerwear

Red Cross

Phone	780-423-2680
Hours	Mon to Fri: 8:30am – 4:30pm
Phone	or 1-888-800-6493
Clients Served	All
Hours	Available 24 hours, 7 days a week

211

211 Edmonton	
Phone	211
Hours	Available 24 hours, 7 days a week
Clients	all who need information or referrals individuals, families, service providers and helping – professionals, searching for services for their clients
Service	Resources for: <ul style="list-style-type: none"> childcare parenting, government subsidies. Employment, addictions, legal services, counselling, support groups, education, family and domestic violence issues, basic needs, immigrant / newcomer services, medical concerns, mental health issues, youth programs and more

Distress Line

Distress Line	780-482-4357 (HELP)
Phone	Available 24 hours, 7 days a week
Hours	Provides:
Service	<ul style="list-style-type: none"> A confidential and non-judgmental listening service for people experiencing difficulty or loss in their lives, suicidal crisis and / or abusive situations

Salvation Army: Community Resource Centre Edmonton

In emergency situations, call **911** directly.

For a non-emergency crisis, call **211** and press **3** to dispatch the **24/7 Crisis Diversion Team**.

In extreme weather conditions* during the WER season, one of the **24/7 Crisis Diversion** priorities is to transport people to safe and warm places.

*Please see the **Extreme Weather Protocol for Winter Emergency Response** on the **Homeward Trust** website for more information.

Transport, Outreach and Crisis Services

24/7 Crisis Diversion Team

Phone	Call 211 and press 3 to access the dispatch line
Clients Served	People experiencing non-emergency/non-violent crisis in Edmonton
Hours	24/7, 365 days a year
Services	<p>211 and EPS dispatch 24/7 teams from:</p> <ul style="list-style-type: none">• Boyle Street Community Services• HOPE Mission (Man Down Van) may provide bag lunches, hot – chocolate, clothing and other basic needs items <p>The teams provide crisis intervention services when someone is:</p> <ul style="list-style-type: none">• Experiencing a medical or mental health (non-emergency) crisis• There is a potential safety concern for the individual involved• Possibly intoxicated, or otherwise impaired <p>Please note the van has some capacity to provide response to clients with limited mobility and/or wheelchair access</p>

Salvation Army Crossroads Women's Outreach Van

Phone	587-990-9708
Clients Served	Women
Hours	Call for information

Streetworks Van

Phone	780-990-6641
Clients Served	All (in the inner city)
Hours	Every night from 8:30pm – 12:00am

AHS EMS (City Centre Paramedic Response Unit)

Phone	780-407-3666
Clients	Individuals in need of urgent or emergent crisis response
Hours	Monday to Thursday: 7:00am – 5:30pm (winter hours TBD)
Services	<ul style="list-style-type: none">• Medical Assessment• Minor Treatments• Connection to Primary Care or Addiction and Mental Health• Assist with connection to other services

E4C Crossroads Outreach Van

Phone	780-405-6539 (Outreach) 780-474-7421 (Drop-in)
Clients Served	Adults engaged in street-based sex work and survival sex work
Hours	<p>Street Outreach Hours (location varies):</p> <ul style="list-style-type: none">• Tuesday 9:30pm – 12:00am• Friday and Saturday 9:30pm – 1:00am <p>Drop-In Hours (call for address):</p> <ul style="list-style-type: none">• Fridays 4:50pm – 7:20pm• Saturdays 4:00pm – 7:00pm• Sundays 4:00pm – 7:00pm

The funding for the Winter Emergency Response Program was provided through Homeward Trust Edmonton by the resources of the Government of Alberta and the City of Edmonton. These funds are distributed between the following WER funded agencies:

Boyle Street Community Services Drop-In

Jasper Place Wellness Centre Drop-In

Mosaic Centre Drop-In

The Neighbour Centre Drop-In



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