

Winter Emergency Response 2015-16

Resource Guide

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WER Drop-In

Boyle Street Community Services – Drop-In

Address	10116 105 Avenue (Drop-In accessible through front entrance)
Phone	780-424-4106
Website	www.boylestreet.org
Twitter	@BoyleStreet
Clients Served	All
Hours	Drop-In: 7days/week, 6:00am-9:00pm (closed daily 4:30pm-5:30pm) Regular Programs & Services: Monday-Friday, 9:00am-4:30pm
	Food <ul style="list-style-type: none">• 7days/week• Breakfast: 7:30am• Lunch: 11:30am
	Other Services <ul style="list-style-type: none">• Housing Services• Mental Health Support• Information and resources to treatment programs and services (MOAT)• Street Outreach & 24/7 Crisis Diversion Teams• Indian Residential Schools Survivors & Cultural Support• Inner City Recreation & Wellness Program• Family and Youth Services• Streetworks (Harm Reduction Services & Support)• Intake & Referral / Adult Outreach / ID Storage• Inner City Connections• Waterwings (Employment Readiness Program)

Jasper Place Wellness Centre – Drop-In

Address	15201 Stony Plain Road
Phone	780-481-4001
Website	www.jpwc.ca
Clients Served	All
Hours	Drop-In <ul style="list-style-type: none">• Mon to Thurs: 9:00am – 5:00pm; 7:00pm – 10:00pm• Fri: 7:00pm – 10:00pm; Sat to Sun: 5:00 – 10:00pm• Holiday hours: Evening drop-in (7-10pm)• Closed on Dec 24 and Dec 25
	Services <ul style="list-style-type: none">• Showers, Laundry, All-Season Clothing, Occasional meals and snacks• Computer Access• Health Clinic• Information and housing resources, mental health and addictions, physical health, social, recreational and cultural activities• Income Tax preparation service• Weekly family community group offering pre and post natal supports

WER Drop-In

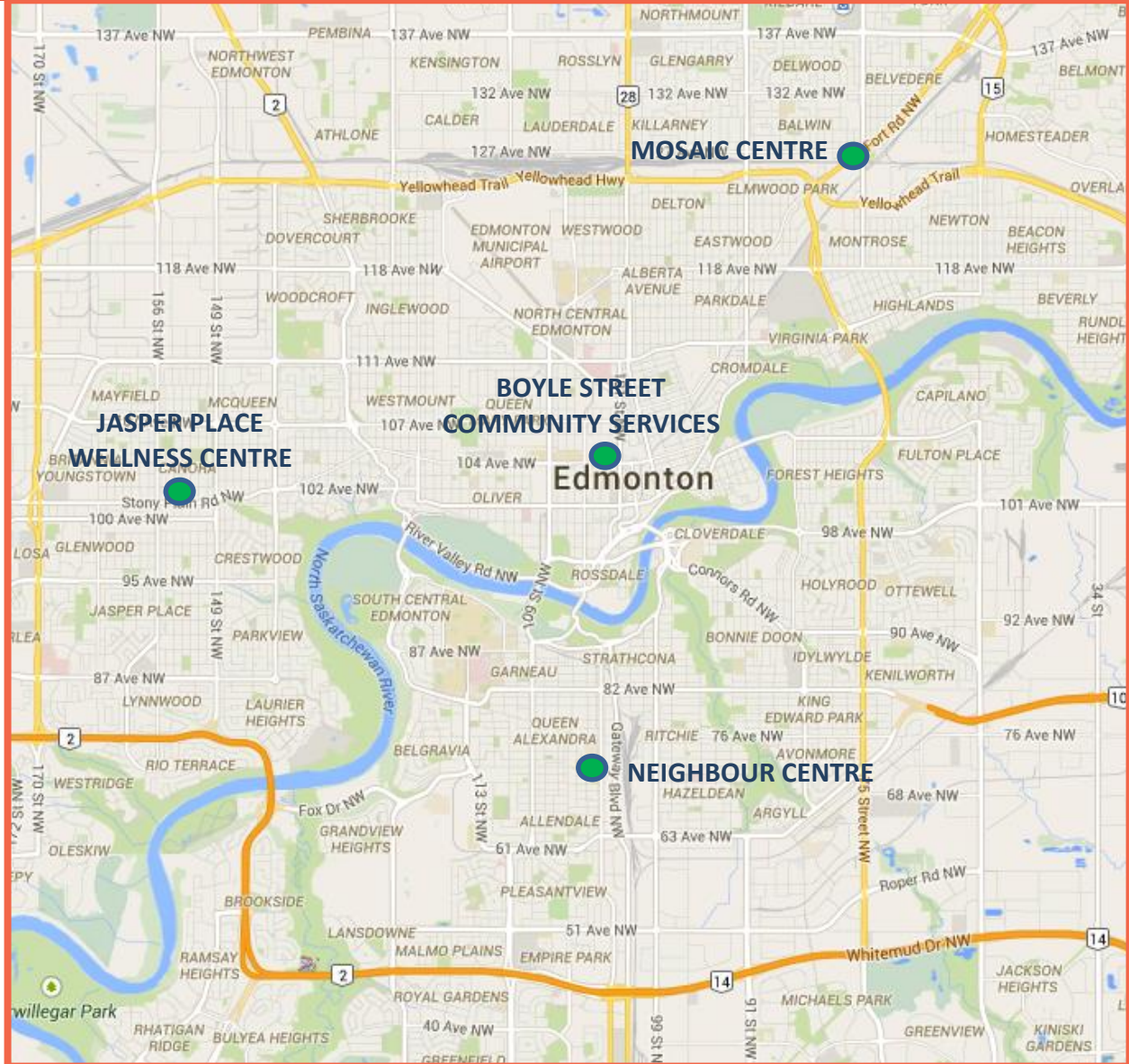
Mosaic Centre – Drop-In

Address	12758 Fort Road
Phone	780-722-3247
Website	www.mosaiccentre.com
Clients Served	All
Hours	Drop-In <ul style="list-style-type: none">• Mon to Thurs: 9:00am – 1:00pm; 5:00pm – 9:00pm• Fri - 5:00pm – 9:00pm• Sat to Sun & Holidays: 4:00pm – 9:00pm• Closed: December 24 and 25, January 1, March 26 and 28 and April 16
	Other Services <ul style="list-style-type: none">• Soup, coffee and prepackaged food• Emergency winter wear• First aid• Laundry and haircuts• Basic toiletries• Computer, telephone and fax access• Health Nurse• Alcohol and drug recovery guidance• Alcoholics Anonymous meetings

The Neighbour Centre – Drop-In

Address	7221 104 Street
Phone	780-439-5216
Website	www.theneighbourcentre.ca
Clients Served	All
Hours	Drop-In <ul style="list-style-type: none">• Mon to Fri: 2:00pm – 8:00pm• Sat to Sun: 5:00pm – 8:00pm
	Other Services <ul style="list-style-type: none">• Food• Emergency Clothing• Showers, Laundry Facilities• Computer stations, Training• Medical foot care (Mondays)• Connections to housing resources• Employment and life change support• Musical 'Jam' Nights• Aboriginal resources• Games, movies nights

WER Drop-Ins



Winter Warming Bus

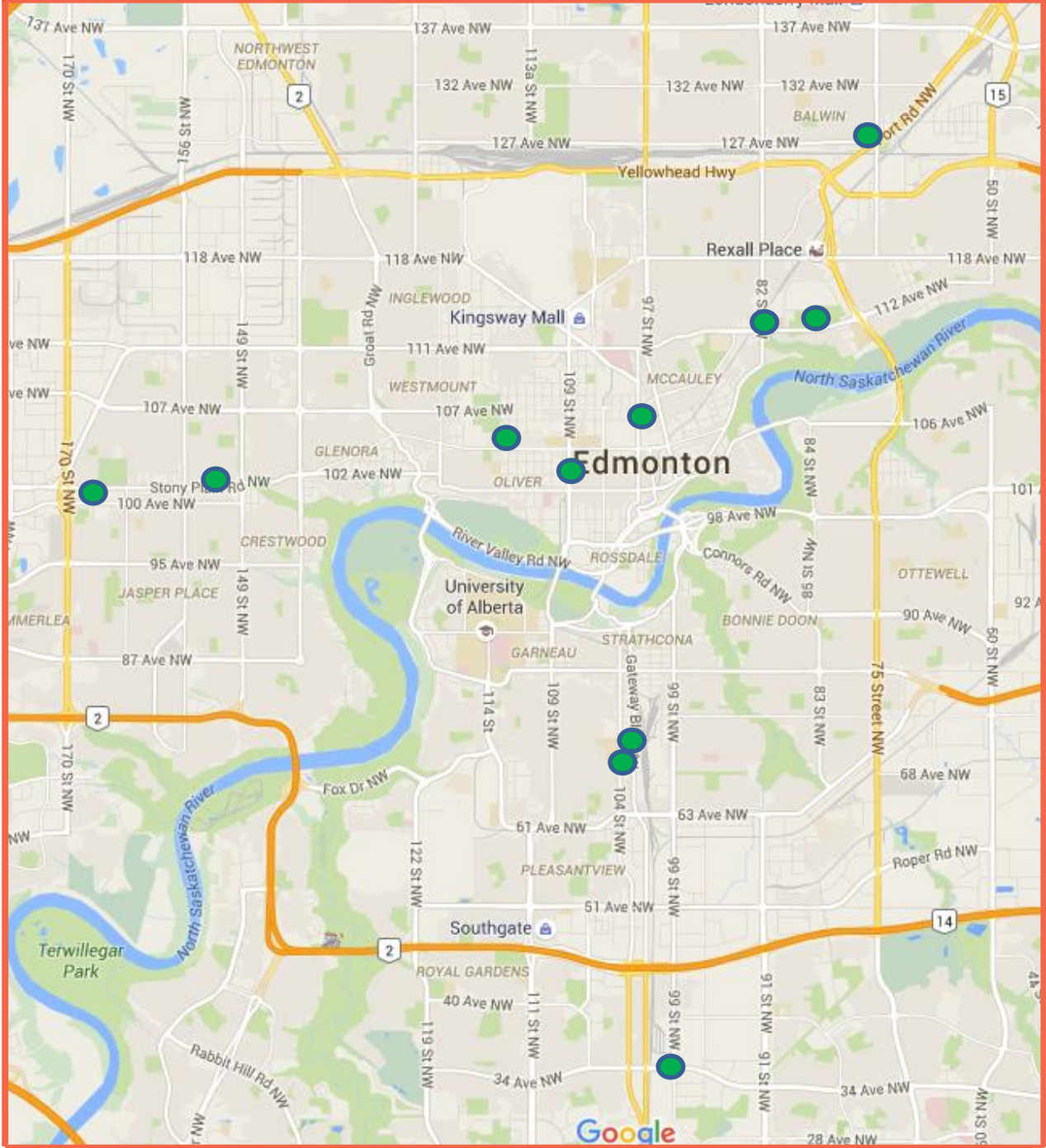
Boyle Street Community Services – Winter Warming Bus

Phone	780-554-2795
Clients Served	All
Hours	Mon to Sat: 2:00pm – 10:00pm Sun: 12:00pm – 8:00pm
Bus Stops	<p>Pick-up Schedule:</p> <ul style="list-style-type: none">• Centennial Bottle Depot 2:00pm – 3:00pm• McDonald’s at 34 Ave & 99 St 3:00pm – 4:00pm• Old Strathcona Bottle Depot 4:00pm – 5:30pm• McDonald’s at 112 Ave & 82 St 5:30pm – 6:00pm• Borden Park 6:00pm – 6:30pm• Mosaic Centre 6:30pm – 7:00pm• The Neighbour Centre 7:00pm – 7:30pm• 7-11 at 102 Ave & 109 St 7:30pm – 8:00pm• McDonald’s at Oliver Square 8:00pm – 8:30pm• Jasper Place Wellness Centre 8:30pm – 9:15pm• Hope Mission 9:15pm – 9:30pm

*** Please note that on Sundays, all stops are 2 hours earlier.*

***Pick-up locations may vary and timings are subject to change.*

Winter Warming Bus



Drop-In Centers

Bissell Centre – Drop-In

Address	10527 96 Street
Phone	780-423-2285
Website	www.bissellcentre.org
Twitter	@bissellcentre (Bissell Employment)
Clients Served	All
Hours	Bissell Centre <ul style="list-style-type: none">Monday to Friday: 7:00am to 4:30pmSaturday: 12:00pm to 4:00pm
	Food <ul style="list-style-type: none">Mon to Fri: lunch is served at 10:00am and afternoon snack at 2:00pmSat: snack served at 2:00pm
	Other Services <ul style="list-style-type: none">The Inner City Recreation ProgramEmployment ServicesChildcare and Family ServicesMental Health Community Liaison ProgramFetal Alcohol Syndrome SupportsThrift Shoppe/Community Access VoucherShowers and laundry

Canadian Native Friendship Centre

Address	11728 - 95 Street
Phone	780-761-1900
Clients Served	All
Hours	Hours <ul style="list-style-type: none">Mon to Fri: 8:30am – 4:30pm; 6:00pm – 8:00pm evening programmingClosed for lunch: 12:00 – 1:00pm
	Other Services <ul style="list-style-type: none">Culturally relevant programs including Cree language, PowWows, traditional craftsFood bank, and housing referralsDrum and Dance, Metis Jigging and DanceYoga classes
	Seniors Drop-In <ul style="list-style-type: none">Thursday: 1:00pm – 3:00pm

Drop-In Centers

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 to Sat: 3:00pm – 10pm• Saturday: 3:00pm – 9:30pm Food <ul style="list-style-type: none">• Mon – Fri: Dinner at 7:00pm• Sat: Dinner at 5:00pm <i>*Note: Zero tolerance of alcohol and drugs</i>
	Services at Mustard Seed Church (10635 – 96 Street) <ul style="list-style-type: none">• Activity – Mon to Sat: 4:00 – 5:30pm and 8 – 10:00pm (sewing, karaoke, bingo, painting, Bible studies, movies, etc.)• Food Bank – Tues & Thurs: 1 – 3:00pm; Wed: 8 – 9:00pm (for students & employed)• Haircut and nail painting – Tues & Thurs: 1 – 3:00pm
	Services at Community Support Centre (10568 – 114 Street) <ul style="list-style-type: none">• Personal Assistance Centre (PAC) offers free clothing, household and hygiene items<ul style="list-style-type: none">○ Mon & Thurs: 1 – 3:30pm; Tues: 5 – 7:30pm○ Please note: ID is required when using the Food Bank and PAC services.

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	Drop-In <ul style="list-style-type: none">• Mon to Fri: 8:00am – 6:30pm• Saturday and Sunday: 10:30am – 6:30pm Food <ul style="list-style-type: none">• Mon to Fri: Breakfast – 9:30am• Daily: Lunch – 12:00pm (12:30 pm on Fridays)• Daily: Supper – 5:00pm Other Services <ul style="list-style-type: none">• Games (bingo, pool, cards)• Outings to sporting events, festivals, swimming etc.• Foot care, Flu clinics, Public Health nurse, Showers, Change of clothing, Haircuts

Drop-In Centers

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 <ul style="list-style-type: none">• Mon to Fri: 8:30am – 4:00pm
	Food <ul style="list-style-type: none">• Community lunch every first and third Wednesday of the month from 11:30am – 12:30pm
	Other Services <ul style="list-style-type: none">• Social Worker• Free phone• Photocopies and fax• Clothing• Small household items

Youth Drop-In Centers

Boyle Street Community Services High Risk Youth Unit

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

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	Centre for Youth <ul style="list-style-type: none">• Mon & Tues: 3:00pm – 8:00pm• Wed: 3:00pm – 6:00pm• Thurs: 1:30pm – 8:00pm• Fri: 3:00pm – 8:00pm (extended hours for teens ages 13 – 18 until 10:00pm)• Sat: 11:am – 5:00pm
	Food for Youth <ul style="list-style-type: none">• Daily after school snacks• Supper: 5:00pm• Sat: mid-afternoon meal
	Other Services <ul style="list-style-type: none">• Food Bank pick-up location (must call Food Bank first to register for a hamper 780-425-4190)• Outreach Worker• Literacy Program

Youth Drop-In Centers

iHuman Youth Society

Address	9635-102A Avenue
Phone	780-421-8811
Website	ihumanyouthsociety.org
Clients Served	Youth 12-24 years
Hours	Drop-in: <ul style="list-style-type: none"> • Mon – Wed, Friday: 11:00am – 6:00pm • Thursdays: 1:00pm – 6:00pm
	Services: <ul style="list-style-type: none"> • Soul Food Tuesday (hot meal) 4-5pm • Art and design, music, and fashion programs that foster positive self-worth and encourage reintegration into the community • Referrals to addictions counselling, legal advocacy, or human services • Hot beverage, snacks, clothing and toiletries • Shower and laundry available • Free mental health clinic and access to medical support on site

Old Strathcona Youth Society

Address	10325 83 Avenue
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 to Thurs: 1:00pm – 9:00pm • Fri, Sat: 2:00 – 6:00pm • Food: Fridays 2:30pm → Collective Kitchen at Holy Trinity Anglican Church (10037 84 Ave)
	Services <ul style="list-style-type: none"> • Hot beverages, snacks, clothing, toiletries • Legal assistance, resume writing/employment counselling • Outreach nurses and STD services (Thursdays) • Arts/crafts and musical instruments • Movie night (Thursdays)

Youth Empowerment and Support Services (YESS) Armoury Centre

Address	10310 85 Avenue
Phone	780-468-7070 ext. 304
Clients Served	Youth 15-24
Hours	<ul style="list-style-type: none"> • Monday – Sunday: 1:00pm – 9:00pm • Wednesdays: 9:00am-9:00pm
	Other Services <ul style="list-style-type: none"> • Recreational activities, workshops, community presentations and referrals • Access to physician (Wed mornings) or nurse practitioner (Mon afternoons) • Mental Health & Addictions Counseling (Monday-Friday by appointment) • AHS Addictions Counsellor (Wed Morning) • Showers, laundry, personal care items and clothing • Hot meals and healthy snacks

Hope Mission

Address	9908 106 Avenue
Phone	780-422-2018
Website	www.hopemission.com/services/food
Twitter	@hopemission
Clients Served	All
Hours	Low tolerance for intoxication Mon to Fri: <ul style="list-style-type: none">• Breakfast: 8:00 – 8:45am• Lunch: 12:00 – 12:45pm• Dinner: 5:00 – 5:45pm Weekends and Holidays <ul style="list-style-type: none">• Brunch: 11:00 – 11:45am• Dinner: 4:30 – 5:15pm

Marian Centre

Address	10528 98Street
Phone	780-424-3544
Clients Served	All
Hours	Mon/Tues/Thurs /Sat: <ul style="list-style-type: none">• Lunch: 12:30 – 1:15pm Mon/Tues/Thurs/Fri/Sat: <ul style="list-style-type: none">• Sandwiches (back door): 2:00 – 3:00pm Clothing (Only available until the New Year): <ul style="list-style-type: none">• Fridays: 10:30 – 12:00pm

St. Peter's (Rock) Lutheran Church

Address	9606 110Avenue
Phone	780-426-1122
Website	http://therock.lccabc.ca
Clients Served	All
Hours	Tues, Wed, Thurs: Hot Breakfast 7 – 9:00am

Robertson Wesley United Church

Address	10209 123 Street
Phone	780-482-1587
Website	www.rwuc.org
Clients Served	All
Hours	2 nd Saturday of each month Community Dinner from 5:00pm – 6:00pm

Christian Care Centre

Address	10137-150 Street
Phone	780-484-5847
Clients Served	All
Hours	Mon to Fri: 9:30am – 12:00pm <ul style="list-style-type: none"> • Light breakfast (toast & coffee)

B's Diner/Trinity Lutheran Church

Address	10014-81 Avenue
Phone	780-484-5847
Clients Served	All
Hours	2nd & last Tues of each month: Dinner from 6:00pm to 8:00pm

Edmonton Food Bank

Address	10209 123 Street
Phone	780-425-4190
Website	www.edmontonsfoodbank
Clients Served	All
Hours	8:30am – 4:00pm <ul style="list-style-type: none"> • Please have valid identification available for each person in your household and proof of Edmonton residency when calling in
	<u>Bread Runs:</u>
	Garneau United Church <ul style="list-style-type: none"> • 11148-84 Avenue • Time: Saturdays from 7:30am to 9:30am.
	Millwoods United Church <ul style="list-style-type: none"> • 15 Grand Meadow Crescent • Time: Saturdays from 10:00 am to 11:30 am
	Freedom Centre <ul style="list-style-type: none"> • 4925-134 Avenue • Time: Wednesdays from 10 am to 11 am

Salvation Army Community & Family Services Program

Address	9620 101A Avenue
Clients Served	All
Hours	Fridays: Breakfast from 7:30am – 8:30am

Salvation Army Addictions & Residential Centre

Address	9611 – 102 Avenue
Phone	780-429-4274
Clients Served	All
Hours	Wednesdays: Afternoon soup from 3:00pm – 4:00pm

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 <ul style="list-style-type: none">• New clients must register for service – Daily: 2:00pm to 3:00pm• Clients must leave by: 7:00am• Capacity: 330 people

Hope Mission (Intox)

Address	9908 106 Avenue
Phone	780-422-2018
Clients Served	Men only, under the influence of drugs or alcohol
Hours	24 hours a day Day intake from 9:00am to 2:00pm <ul style="list-style-type: none">• Clients must leave by 7:00pm Night intake from 8:30pm to 2:00am <ul style="list-style-type: none">• 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	Warming Centre: males, Women's Emergency Shelter: females Low tolerance for alcohol
Hours	Opens at 8:00pm <ul style="list-style-type: none">• Last intake: 12:00am• Clients must leave by: 6:45am Capacity <ul style="list-style-type: none">• Approximately 300 mats

Hope Mission (Youth)

Address	9908 106 Avenue, 2 nd floor
Phone	780-717-7649
Clients Served	Youth 16-24 Light intoxication (drugs or alcohol)
Hours	Opens at 9:30pm <ul style="list-style-type: none">• Last intake: 2:00am• Clients must leave by: 8:00am• Capacity: 65 youth

Shelters

The George Spady Centre Society

Address	10015 105A Avenue
Phone	780-424-8335
Clients Served	Men or women, 18 years and older, under the influence
Hours	24/7 <ul style="list-style-type: none">• Intake begins at 8:00pm, runs until space is no longer available or as late as 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 <ul style="list-style-type: none">• Daytime: 10 mats available in shelter for sleeping
	Other Services <ul style="list-style-type: none">• Showers in the evenings• Laundry Service• Detox

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 transgender) 18 and up
Hours	24/7 Closed on Thursdays from 9:00am – 12:00pm, and third Thursday of each month 9:00am-4:00pm Registration is by telephone. A new intake waiting list starts each morning at 6:00am. We will contact clients for intake as beds become available. Clients without a telephone will be added to the waiting list and are asked to check back frequently to see if a bed is available. <ul style="list-style-type: none">• 7:00am curfew unless other arrangements are made• Capacity: 66 beds, plus up to 10 winter emergency cots
	Meals for residents <ul style="list-style-type: none">• Breakfast: Tentatively 8:00am-9:00am• Lunch: 12:00 – 1:00pm• Supper: 4:30 – 5:30pm

Inner City Youth Housing Project (Transitional Housing)

Phone	780-479-7075 (Self-referrals over the phone) Crisis Unit: 780-427-3390
Clients Served	Youth 14-17
Hours	Mon to Fri: 9:00am – 5:00pm Capacity: 20 beds

Shelters

Youth Empowerment and Support Services (YESS) – Nexus Shelter

Address	9310 82 Avenue
Phone	780-468-7070 ext. 232
Clients Served	Youth 15 – 21
Hours	Intake begins at 9:00pm <ul style="list-style-type: none">• Clients must leave by 8:30am• Capacity: 24 beds
	Other services <ul style="list-style-type: none">• Showers and laundry• Breakfast, and dinner• Bus tickets• Clothing and personal care items• Referrals to other programs• Access to youth workers

Salvation Army Addictions & Residential Centre: Transitional Housing

Address	9611 - 102 Avenue
Phone	780-429-4274
Clients Served	Men only, 18 years and older. Low tolerance for behaviours – threatening to self or others
Hours	Intake up to 9:00 PM. <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 (\$16/night)• 82 Dormitory Beds (\$12/night)
	Meals: <ul style="list-style-type: none">• Breakfast, Lunch, Supper available for purchase

YMCA Downtown Housing

Address	10030 102A Avenue
Phone	780-421-9622
Clients Served	Families, individuals with special needs, pregnant women and singles with photo I.D.
Hours	24/7 <ul style="list-style-type: none">• Dorm beds - \$35.00/night• Single rooms – M \$51.00 or \$53.00.night; F \$53.00/night• Double rooms - \$69.00/night or \$210.00/week• Single rooms per week – M \$161.00; F\$169.00

Resources

Human 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 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

Child and Family Services – Crisis Unit

Phone	780-422-2001 Child Abuse Hot Line: 1-800-387-5437
Clients Served	Families under the ages of 18
Services	<ul style="list-style-type: none">• Child protection emergency after hours• Offer information and resources for child families in crisis• Referrals on child abuse

Mental Health Crisis

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

Boyle McCauley Health Centre (Medical Clinic)

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• Walk-ins are seen only in the evenings (5:00pm – closing) and on Saturdays from 9:00am to 12:00pm

Edmonton Emergency Relief Services

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 Thursday: 9:00am – 4:00pm• Friday: 9:00am – 3:00pm• Blankets and winter outer wear

Resources

Red Cross

Phone	780-423-2680
Hours	Mon to Fri: 8:30am – 4:30pm
Phone	or 1-888-800-6493
Hours	After-hours, 24/7
Clients Served	All <ul style="list-style-type: none">• 72 hours assistance in cases of fire, flood, other disasters, evacuation, or housing is condemned• Vouchers for meals and clothing

Outreach Services

24/7 Crisis Diversion Team

Phone	Call 211
Clients Served	People experiencing non-emergency/non-violent crisis in Edmonton
Hours	24/7, 365 days a year
Email	BSCS: crisisdiversion@boylestreet.org HOPE Mission: Crisis.diversion@hopemission.com <ul style="list-style-type: none">• 211 and EPS will dispatch 24/7 teams from Boyle Street Community Services and HOPE Mission (Man Down Van) to non-emergency calls for help. The teams provide crisis intervention services when someone is:<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

Hope Mission Ministry Van (Man Down)

Phone	Call 911 – EMS will dispatch
Website	www.hopemission.com/services/ministry-van/
Clients Served	Individuals who are intoxicated 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

Salvation Army Crossroads Women's Outreach Van

Phone	587-990-9708
Clients Served	Women
Hours	<ul style="list-style-type: none">• Every night: 9pm – 3am

Streetworks Van

Phone	780-990-6641
Clients Served	All in the inner city
Hours	<ul style="list-style-type: none">• Every night: 8:30pm – 12:30am

E4C Crossroads Outreach Van

Phone	780-405-6539
Website	http://e4calberta.org/programs-services/community-and-collaborations/crossroads-outreach/
Clients Served	Women involved in street prostitution, escort, and massage services
Hours	<ul style="list-style-type: none">• Mon, Tues, Wed, Thurs: 8:30pm – 12:00am

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

Jasper Place Wellness Centre Drop-In

Mosaic Centre Drop-In

The Neighbour Centre Drop-In

Revisions to the information contained in this guide should be directed to Robin Way at rway@homewardtrust.ca



homeward trust
edmonton

opening doors. building hope.