

# Winter Emergency Response 2016-2017

## Resource Guide

# CONTENTS

---

<b>WER Drop-in Centres .....</b>	<b>4</b>
<b>Other Drop-in Centres.....</b>	<b>7</b>
<b>Youth Drop-in Centres .....</b>	<b>11</b>
<b>Food .....</b>	<b>14</b>
<b>Shelters.....</b>	<b>16</b>
<b>Resources .....</b>	<b>21</b>
<b>Outreach, Transport and Crisis Services .....</b>	<b>23</b>

## 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 chairs the WER Strategic Planning Committee. The guide contains basic information about agencies, drop-ins, shelters and transportation services operating during the 2016-2017 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 committee assisted in identifying information gaps, categorizing agencies and resources, and in reviewing the final document.

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, please contact 211.

\*In emergency situations, please call 911 directly.

## Boyle Street Community Services – Drop-In

<b>Address</b>	10116 105 Avenue (Drop-In accessible through front entrance)
<b>Phone</b>	780-424-4106
<b>Website</b>	<a href="http://www.boylestreet.org">www.boylestreet.org</a>
<b>Twitter</b>	@BoyleStreet
<b>Clients</b>	All
<b>Hours</b>	<b>Drop-In hours:</b> 8:00am-8:00pm daily <b>Regular Programs &amp; Services hours:</b> 9:00am-4:30pm Monday-Friday
<b>Food</b>	Lunch is served at 11:30am daily
<b>Other Services</b>	<ul style="list-style-type: none"> <li>• Housing Services</li> <li>• Mental Health Support</li> <li>• Information and resources to treatment programs and services (Mobile Outreach and Addiction Team)</li> <li>• Street Outreach &amp; 24/7 Crisis Diversion Teams</li> <li>• Indian Residential Schools Survivors &amp; Cultural Support</li> <li>• Inner City Recreation &amp; Wellness Program</li> <li>• Family and Youth Services</li> <li>• Streetworks (Harm Reduction Services &amp; Support)</li> <li>• Intake &amp; Referral / Adult Outreach / ID Storage</li> <li>• Inner City Connections</li> <li>• Waterwings (Employment Readiness Program)</li> </ul>

## Jasper Place Wellness Centre – Drop-In

<b>Address</b>	15201 Stony Plain Road
<b>Phone</b>	780-481-4001
<b>Website</b>	<a href="http://www.jpwc.ca">www.jpwc.ca</a>
<b>Clients</b>	All
<b>Hours</b>	<ul style="list-style-type: none"> <li>• <b>Drop in hours:</b> Monday to Thursday: 9:00am – 12:00pm; 6:00pm – 9:00pm</li> <li>• <b>Regular Programs &amp; Services hours</b> Mon to Thurs: 1:00pm – 3:00pm (Preventative programming i.e. life skills, financial literacy, computer skills, art therapy, addictions awareness)</li> <li>• <b>Extended Winter Hours:</b> Fri: 6:00pm – 9:00pm; Sat to Sun: 6:00 – 9:00pm</li> <li>• <b>Holiday hours:</b> Day time drop-in closes on Dec 22 at noon and re-opens Tuesday January 3. <b>The evening drop-in remains open (6:00-9:00pm)</b></li> </ul>
<b>Services</b>	<p><b>Services available during regular hours:</b> Showers, Laundry, All-Season Clothing, Occasional meals and snacks</p> <p><b>Services available Mon-Thurs 9am to noon only</b></p> <ul style="list-style-type: none"> <li>• Computer Access and Health Clinic</li> <li>• Information and housing resources, mental health and addictions, physical health, social, recreational and cultural activities</li> <li>• Income Tax preparation service</li> <li>• Weekly family community group offering pre- and post-natal supports</li> </ul>

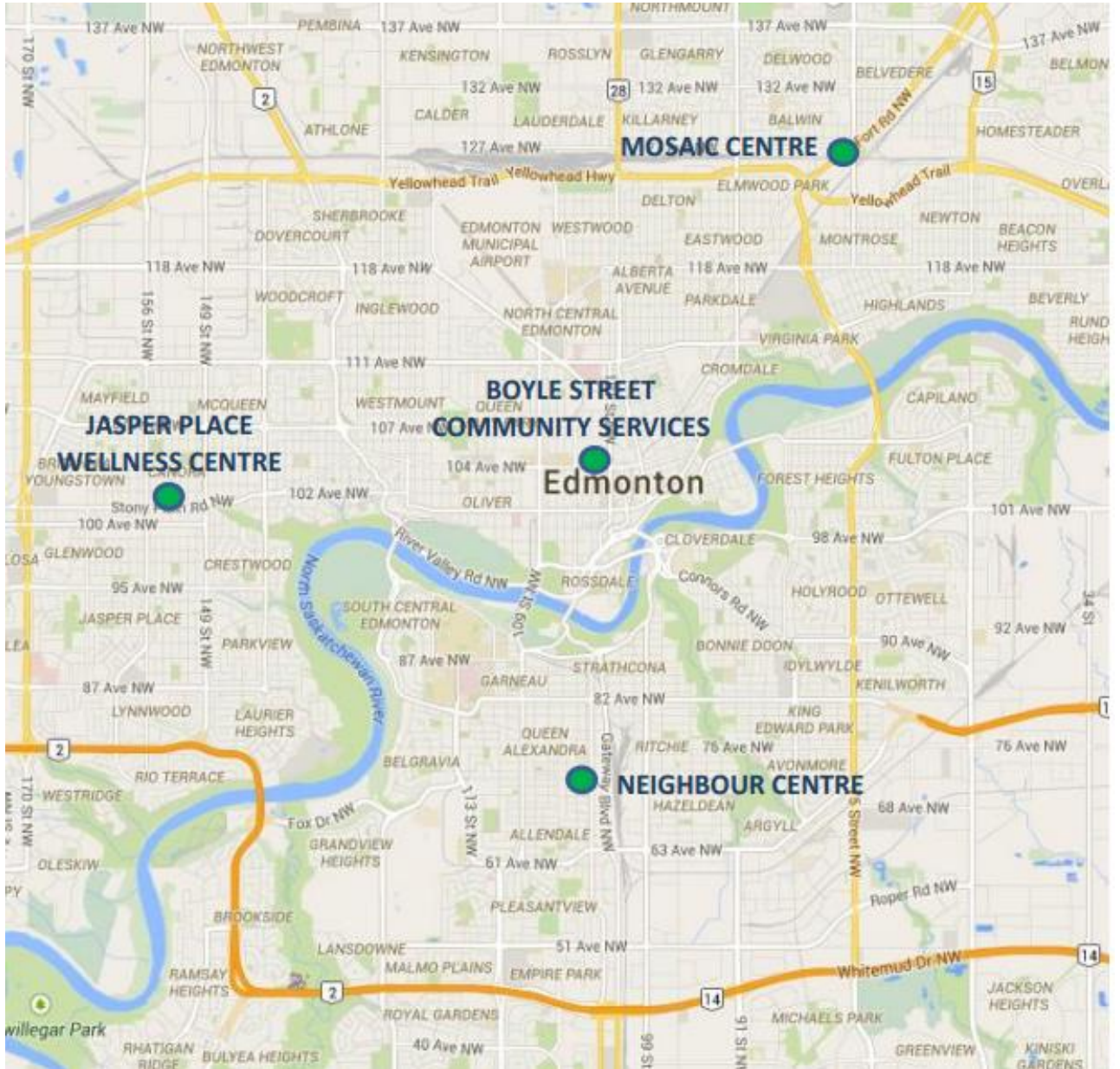
## Mosaic Centre – Drop-In

<b>Address</b>	12758 Fort Road
<b>Phone</b>	780-722-3247
<b>Website</b>	<a href="http://www.mosaiccentre.com">www.mosaiccentre.com</a>
<b>Clients</b>	All adults
<b>Hours</b>	<ul style="list-style-type: none"> <li>• <b>Drop-In Hours:</b> Monday to Thursday: 9:00am – 1:00pm; 5:00pm – 9:00pm Friday: 5:00pm – 9:00pm Saturday, Sunday and Holidays: 4:00pm – 9:00pm</li> <li>• <b>Closed for holidays on December 24, 25, 31, January 1, April 14 and 16.</b></li> </ul>
<b>Services</b>	<ul style="list-style-type: none"> <li>• Soup, coffee and prepackaged food</li> <li>• Emergency winter wear</li> <li>• First aid</li> <li>• Laundry and haircuts</li> <li>• Basic toiletries</li> <li>• Computer, telephone and fax access</li> <li>• Alcohol and drug recovery guidance</li> <li>• Cultural Programs</li> <li>• Foot Care</li> <li>• Collective Kitchen</li> </ul>

## The Neighbour Centre – Drop-In

<b>Address</b>	7221 104 Street
<b>Phone</b>	780-439-5216
<b>Website</b>	<a href="http://www.theseed.ca">www.theseed.ca</a>
<b>Clients</b>	All adults
<b>Hours</b>	<ul style="list-style-type: none"> <li>• <b>Drop-In Hours:</b> Monday to Friday: 2:00pm – 8:00pm Sat to Sun: 5:00pm – 8:00pm (Currently closed on weekends while hiring and training new staff)</li> <li>• <b>Holiday Hours:</b> Open 1:00pm to 4:00pm December 24<sup>th</sup>, 26<sup>th</sup> and 31<sup>st</sup>. <b>Closed for holidays on December 25<sup>th</sup> and January 1<sup>st</sup></b></li> </ul>
<b>Services</b>	<ul style="list-style-type: none"> <li>• Food (light meals and snacks, no food hampers)             <ul style="list-style-type: none"> <li>• Emergency Clothing</li> <li>• Showers, Laundry Facilities                 <ul style="list-style-type: none"> <li>• Public Phone</li> </ul> </li> </ul> </li> <li>• Medical Services- first aid, medical foot care</li> <li>• Employment and life change support             <ul style="list-style-type: none"> <li>• Connections to housing resources                 <ul style="list-style-type: none"> <li>• Indigenous resources</li> </ul> </li> </ul> </li> <li>• Games, musical instruments, movies night</li> </ul>

# WER Drop-Ins



**Map: WER Funded Agencies Drop-Ins**

## Bissell Centre – Drop-In

<b>Address</b>	10527 96 Street
<b>Phone</b>	780-423-2285
<b>Website</b>	www.bissellcentre.org
<b>Twitter</b>	@bissellcentre (Bissell Employment)
<b>Clients</b>	All
<b>Hours</b>	<ul style="list-style-type: none"> <li>• <b>Drop in Hours:</b> Monday to Friday: 7:00am to 4:30pm Saturdays: 12:00pm to 4:30pm</li> </ul>
<b>Food</b>	<ul style="list-style-type: none"> <li>• Monday to Friday lunch is served at 10:00am and afternoon snack at 2:00pm</li> <li>• Saturday: afternoon snack served at 2:00pm</li> </ul>
<b>Services</b>	<ul style="list-style-type: none"> <li>• The Inner-City Recreation Program</li> <li>• Employment Services</li> <li>• Childcare and Family Service</li> <li>• Mental Health Community Liaison Program</li> <li>• Fetal Alcohol Syndrome Supports</li> <li>• Thrift Shoppe/Community Access Voucher</li> <li>• Showers and laundry</li> </ul>

## Canadian Native Friendship Centre

<b>Address</b>	11728 - 95 Street
<b>Phone</b>	780-761-1900
<b>Clients</b>	All adults
<b>Hours</b>	<p>Drop-In Hours: 8:30 – 4:30pm and closed for lunch 12:00 – 1:00pm every day except Tuesday.</p> <p>Tuesday hours: 8.30am -8:30pm</p>
<b>Services</b>	<ul style="list-style-type: none"> <li>• Culturally relevant programs including Cree language, PowWows, traditional arts and crafts Weds 5:00pm – 7:00pm</li> <li>• Food bank and housing referrals</li> <li>• Drum and Dance and Metis Jigging</li> <li>• Yoga Classes</li> <li>• Senior’s Drop-In on Wednesday mornings</li> </ul>

## Drop-In Centres

### The Mustard Seed

<b>Address</b>	10635 96 Street
<b>Phone</b>	780-426-5600
<b>Website</b>	www.theseed.ca
<b>Twitter</b>	@themustardseed1 (Edmonton, Calgary, Sundre)
<b>Clients</b>	All <i>*Note: Zero tolerance of alcohol and drugs</i>
<b>Hours</b>	Drop-In Hours: Monday to Saturday: 3:00pm – 10:00pm Saturday: 3:00pm – 9:30pm
<b>Food</b>	<ul style="list-style-type: none"> <li>Monday to Friday: Dinner at 7:00pm</li> <li>Saturday: Dinner at 5:00pm</li> </ul>
<b>Services</b>	<p><b>Services at Mustard Seed Church (10635 – 96 Street):</b></p> <ul style="list-style-type: none"> <li>Monday to Saturday: 4:00 – 5:30pm and 8:00am – 10:00pm (sewing, karaoke, bingo, painting, Bible studies, movies, etc.)</li> <li>Food Bank – Tuesday and Thursday: 1 – 3:00pm; Wed: 8 – 9:00pm (for students &amp; employed)</li> <li>Haircut and nail painting – Tuesday &amp; Thursday: 1:00 – 3:00pm</li> </ul> <p><b>Services at Community Support Centre (10568 – 114 Street)</b></p> <ul style="list-style-type: none"> <li>Personal Assistance Centre (PAC) offers free clothing, household and hygiene items <ul style="list-style-type: none"> <li>Mon &amp; Thurs: 1 – 3:30pm; Tues: 5 – 7:30pm</li> <li>Please note: ID is required when using the Food Bank and PAC services.</li> </ul> </li> </ul>

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

<b>Address</b>	9526 106 Avenue
<b>Phone</b>	780-429-2626
<b>Clients</b>	Men and women over 55
<b>Hours</b>	<b>Drop-In Hours:</b> Monday to Friday: 8:00am – 6:30pm Saturday and Sunday: 10:30am – 6:30pm
<b>Food</b>	<ul style="list-style-type: none"> <li>Monday to Friday: Breakfast at 9:30am</li> <li>Daily: Lunch at 12:00pm (12:30 pm on Fridays)</li> <li>Daily: Supper at 5:00pm</li> </ul>
<b>Services</b>	<ul style="list-style-type: none"> <li>Games (bingo, pool, cards)</li> <li>Outings to sporting events, festivals, swimming etc.</li> <li>Flu clinics, Public Health nurse, Showers, Change of clothing, Haircuts</li> <li>In-house recreation</li> </ul>

### Amity House

<b>Address</b>	9213 146 Avenue
<b>Phone</b>	780-478-5022
<b>Clients</b>	All (those under 18 need to be accompanied by an adult)



## Drop-In Centres

---

<b>Hours</b>	<ul style="list-style-type: none"><li>• Monday to Friday: 8:30am – 4:00pm</li><li>• Tuesday 8.30am – 8.30pm</li></ul>
<b>Food</b>	<ul style="list-style-type: none"><li>• Community lunch every first and third Wednesday of the month from 11:30am to 12:30pm</li></ul>
<b>Services</b>	<ul style="list-style-type: none"><li>• Social Worker</li><li>• Free phone</li><li>• Photocopies and fax</li><li>• Clothing and small household items</li></ul>

# Youth Drop-In Centres

## Boyle Street Community Services High Risk Youth Unit

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

## Old Strathcona Youth Society

<b>Address</b>	10325 83 Ave NW
<b>Phone</b>	780-496-5947
<b>Website</b>	<a href="http://www.crystalkids.org">www.crystalkids.org</a>
<b>Clients</b>	Youth aged 14-24
<b>Hours</b>	<b>Regular Programming Hours:</b> Tuesday, Wednesday and Thursday from 1:00 to 9:00pm Friday and Saturday from 2:00 – 6:00 pm <b>Holiday Hours:</b> Open from 2:00-9:00pm on Saturday December 24 <sup>th</sup> , 2016
<b>Services</b>	<ul style="list-style-type: none"><li>• Outreach workers from Edmonton John Howard Society on Tuesday afternoons</li><li>• Student Legal Services on Wednesday afternoons</li><li>• Boyle McCauley Health Nurses on Thursday afternoons</li><li>• Collective kitchen on Fridays</li><li>• Recreation on Saturdays</li></ul>

## iHuman Youth Society

<b>Address</b>	9635-102A Avenue
<b>Phone</b>	780-421-8811
<b>Website</b>	<a href="http://ihumanyouthsociety.org">ihumanyouthsociety.org</a>
<b>Clients</b>	Youth 12-24 years
<b>Hours</b>	<b>Drop-in Hours:</b> Monday Wednesday and Friday: 11:00am to 6:00pm Thursdays: 1:00pm to 6:00pm
<b>Food</b>	<ul style="list-style-type: none"><li>• Soul Food Tuesday (hot meal) 4:00 to 5:00pm</li></ul>
<b>Services</b>	<ul style="list-style-type: none"><li>• Art and design, music, and fashion programs that foster positive self-worth and encourage reintegration into the community</li></ul>

## Youth Drop-In Centres

- 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

### Tegler Youth Centre (Hope Mission)

<b>Address</b>	3805 118 Avenue NW Edmonton, AB T5W 0Z8
<b>Phone</b>	780-448-5820
<b>Website</b>	<a href="https://hopemission.com/kids-youth/">https://hopemission.com/kids-youth/</a>
<b>Clients</b>	Youth
<b>Hours</b>	3:00pm- 8:00pm
<b>Activities</b>	<ul style="list-style-type: none"> <li>• Climbing wall</li> <li>• Indoor skate park</li> <li>• Games room and Media Arts Centre</li> </ul>

### Crystal Kids Youth Centre

<b>Address</b>	8718 118 Avenue
<b>Phone</b>	780-479-5283 ext. 227 780-479-5753 ("Kids" Line)
<b>Website</b>	<a href="http://www.crystalkids.org">www.crystalkids.org</a>
<b>Clients</b>	Youth
<b>Hours</b>	<b>Centre for Youth Hours:</b> <ul style="list-style-type: none"> <li>• Monday and Tuesday 3:00pm – 8:00pm</li> <li>• Wednesday: 3:00pm – 6:00pm</li> <li>• Thursday: 1:30pm – 8:00pm</li> <li>• Friday: 3:00pm – 8:00pm (extended hours for teens ages 13 – 18 until 10:00pm)</li> <li>• Saturday: 11:am – 5:00pm</li> </ul>
<b>Food</b>	<ul style="list-style-type: none"> <li>• Daily after school snacks</li> <li>• Supper at 5:00 pm</li> <li>• Saturday mid-afternoon meals</li> </ul>
<b>Services</b>	<ul style="list-style-type: none"> <li>• Outreach Worker</li> <li>• Literacy Program</li> </ul>

### Youth Empowerment and Support Services (YESS) Armoury Centre

<b>Address</b>	10310 85 Avenue
<b>Phone</b>	780-468-7070 ext. 305
<b>Clients</b>	Youth 15-24
<b>Hours</b>	<ul style="list-style-type: none"> <li>• Monday – Friday: 9:00am – 4:00pm</li> </ul>
<b>Services</b>	<ul style="list-style-type: none"> <li>• Recreational activities, workshops, community presentations and referrals</li> </ul>

## Youth Drop-In Centres

	<ul style="list-style-type: none"><li>• Access to physician (Wed mornings) or nurse practitioner (Mon afternoons)</li><li>• AHS Addictions Counsellor (Wed Morning)</li><li>• Showers, laundry, personal care items and clothing</li><li>• Hot meals and healthy snacks</li></ul>
<b>Hours</b>	<ul style="list-style-type: none"><li>• Monday – Friday: 9:00am – 4:00pm</li></ul>
<b>Services</b>	<ul style="list-style-type: none"><li>• Recreational activities, workshops, community presentations and referrals</li><li>• Access to physician (Wed mornings) or nurse practitioner (Mon afternoons)</li><li>• AHS Addictions Counsellor (Wed Morning)</li><li>• Showers, laundry, personal care items and clothing</li><li>• Hot meals and healthy snacks</li></ul>

## Hope Mission

<b>Address</b>	9908 106 Avenue
<b>Phone</b>	780-422-2018
<b>Website</b>	<a href="http://www.hopemission.com/services/food">www.hopemission.com/services/food</a>
<b>Twitter</b>	@hopemission
<b>Clients</b>	All *Low tolerance for intoxication
<b>Hours</b>	Regular Hours: Mon to Fri: <ul style="list-style-type: none"> <li>• Breakfast: 8:00 – 8:45am</li> <li>• Lunch: 12:00 – 12:45pm</li> <li>• Dinner: 5:00 – 5:45pm</li> </ul> Weekends and Holidays <ul style="list-style-type: none"> <li>• Brunch: 10:45am – 11:30am</li> <li>• Dinner: 4:15pm – 5:00pm</li> </ul>

## Marian Centre

<b>Address</b>	10528 98Street
<b>Phone</b>	780-424-3544
<b>Clients</b>	All
<b>Served</b>	
<b>Hours</b>	Monday Tuesday Thursday and Saturday: <ul style="list-style-type: none"> <li>• Lunch: 12:30 – 1:15pm</li> </ul> Monday, Tuesday, Thursday, Friday and Saturday: <ul style="list-style-type: none"> <li>• Sandwiches (back door): 2:00 – 3:00pm</li> </ul>
<b>Other Services</b>	Clothing (Only available until the New Year): <ul style="list-style-type: none"> <li>• Fridays: 10:30 – 12:00pm</li> </ul>

## St. Peter's (Rock) Lutheran Church

<b>Address</b>	9606 110Avenue
<b>Phone</b>	780-426-1122
<b>Website</b>	<a href="http://therock.lccabc.ca">http://therock.lccabc.ca</a>
<b>Clients</b>	All
<b>Served</b>	
<b>Hours</b>	Tuesday, Wednesday and Thursday: Hot Breakfast 7 – 9:00am

## Robertson Wesley United Church

<b>Address</b>	10209 123 Street
<b>Phone</b>	780-482-1587
<b>Website</b>	<a href="http://www.rwuc.org">www.rwuc.org</a>
<b>Clients</b>	All
<b>Hours</b>	2 <sup>nd</sup> Saturday of each month Community Dinner from 5:00pm – 6:00pm

### Christian Care Centre

<b>Address</b>	10137-150 Street
<b>Phone</b>	780-484-5847
<b>Clients</b>	All
<b>Hours</b>	Monday to Friday: 9:30am – 12:00pm <ul style="list-style-type: none"> <li>• Light breakfast (toast &amp; coffee)</li> </ul>

### B's Diner/Trinity Lutheran Church

<b>Address</b>	10014-81 Avenue
<b>Phone</b>	780-484-5847
<b>Clients</b>	All
<b>Hours</b>	2nd & last Tuesday of each month: Dinner from 6:00pm to 8:00pm

### Edmonton Food Bank

<b>Address</b>	10209 123 Street
<b>Phone</b>	780-425-4190
<b>Website</b>	<a href="http://www.edmontonsfoodbank">www.edmontonsfoodbank</a>
<b>Clients</b>	All
<b>Hours</b>	8:30am – 4:00pm *Please have valid identification available for each person in your household and proof of Edmonton residency when calling in

#### **Bread Runs:**

Garneau United Church

- 11148-84 Avenue
- Time: Saturdays from 7:30am to 9:30am.

Millwoods United Church

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

Freedom Centre

- 4925-134 Avenue
- Time: Wednesdays from 10 am to 11 am

## Hope Mission 24/7 Shelter Information

From November 1<sup>st</sup>, 2016, the Hope Mission is piloting 150 24/7 bed cots. From 8:00pm to 8:30pm, there is a staff change over from day staff to night staff. Clients arriving during that time may have to line up and wait until 8:30pm to enter.

At night, clients are encouraged to arrive at the main entrance, at 9908 106 Ave, where a 24/7 staffed office is located. From there, the staff will direct clients to the appropriate shelters.

## Hope Mission Herb Jamieson Centre

<b>Address</b>	10014 105A Avenue
<b>Phone</b>	780-429-3470
<b>Clients Served</b>	Male only (24 and over) Zero tolerance for alcohol
<b>Hours</b>	<ul style="list-style-type: none"> <li>• Opens at 7:00pm</li> <li>• At 7:30am everyone must leave <b>except</b> those with a medical note to say they need rest during the day or the people that work at night</li> <li>• New clients must register for service – Daily: 2:00pm to 3:00pm</li> <li>• Night capacity: 185 people</li> </ul>

## Hope Mission Intox Centre 24/7

<b>Address</b>	9908 106 Avenue
<b>Phone</b>	780-422-2018
<b>Clients</b>	Men only, under the influence of drugs or alcohol
<b>Hours</b>	24 hours a day <ul style="list-style-type: none"> <li>• Day intake from 9:00am to 2:00pm</li> <li>• Night intake is at 8:30 pm (no shut down) *;</li> <li>• 7.30 am reset time (clients go for breakfast and can then return)</li> </ul>
<b>Capacity</b>	<ul style="list-style-type: none"> <li>• 50 mats during the day *first come first serve</li> <li>• 75 mats during the night</li> </ul>

## Hope Mission Women's Emergency Shelter (WEM)

<b>Address</b>	9908 106 Avenue
<b>Phone</b>	780-422-2018
<b>Clients</b>	Women and <b>men with low mobility only during the day</b> *Low tolerance for alcohol

# SHELTERS

<b>Hours</b>	24/7 shelter with trailers installed for overflow for men (also 24 hours)
<b>Capacity</b>	8:00pm to 8.30 am reset time. <b>*Clients already in the shelters do not have to leave, but those that arrive at 8 have to wait for day time staff to switch to night time staff and unoccupied mats to be cleaned.</b> <ul style="list-style-type: none"> <li>• <b>Day capacity:</b> 50 women and an additional 10 mats for people with low mobility</li> <li>• <b>Night capacity:</b> 70 women only (<i>low mobility men are carried over to WES for the night at 8:30pm</i>)</li> </ul>

## Hope Mission MEN

<b>Address</b>	9908 106 Avenue, 2 <sup>nd</sup> floor (only during the day. This is the youth location at night) Night location: trailers (WES)
<b>Phone</b>	780-717-7649
<b>Clients</b>	Men only *Light intoxication (drugs or alcohol)
<b>Hours</b>	Day time hours: WES shuts down completely at 7:30am every day. Clients can go for breakfast and at 8:15am men go to the 2 <sup>nd</sup> floor day time location (usually the youth location at night).
<b>Capacity</b>	<b>Day time capacity:</b> 170 mats (potentially 175 if necessary) <b>Night time capacity:</b> 50 men  *please note there are no longer any couples' mats available

## Hope Mission (Youth)

<b>Address</b>	9908 106 Avenue, 2 <sup>nd</sup> floor (at night)
<b>Phone</b>	780-717-7649
<b>Clients</b>	Youth 16-24
<b>Served</b>	Light intoxication (drugs or alcohol)
<b>Hours</b>	Opens at 9:00pm <ul style="list-style-type: none"> <li>• Last intake: 2:00am</li> </ul> Closes at 7.30 am <ul style="list-style-type: none"> <li>• Capacity: 65 youth</li> </ul>



## The George Spady Centre Society

<b>Address</b>	10015 105A Avenue
<b>Phone</b>	780-424-8335
<b>Clients</b>	Men or women, 18 years and older, under the influence
<b>Hours</b>	24/7 <ul style="list-style-type: none"> <li>• Intake begins at 8:00pm, runs until space is no longer available.</li> <li>• Clients must leave by 7:00am.</li> </ul>
<b>Capacity</b>	<ul style="list-style-type: none"> <li>• 60 mats for men</li> <li>• 20 day time mats for intoxicated individuals</li> <li>• 6 detox beds for women</li> <li>• 21 detox beds for men</li> </ul> <p><b>Daytime:</b> 10 mats available in shelter for sleeping</p> <ul style="list-style-type: none"> <li>• 20 daytime mats during winter warming for intoxicated individuals</li> </ul>
<b>Other Services</b>	<ul style="list-style-type: none"> <li>• Showers in and laundry Service</li> <li>• Meals provided</li> <li>• Basic health care needs addressed</li> <li>• Referral to medical and mental health services if needed</li> <li>• Safety information provided</li> <li>• Information about treatment options provided</li> <li>• Housing First referrals for Coordinated Access</li> </ul>

## Women's Emergency Accommodation Centre (WEAC)

	<b>WEAC is currently housed at Elizabeth House until December. It will be operating at half capacity until February.</b>
<b>Address</b>	11717 93 ST NW (Elizabeth House Location - open until January). 9611 101A Ave NW (Gibson Block location - closed until January)
<b>Phone</b>	780-378-0611 (for intake until January) 780-423-5302 (for intake beginning January)
<b>Website</b>	<a href="http://www.e4calberta.org/weac.html">www.e4calberta.org/weac.html</a>
<b>Clients</b>	Women only (including transgender) 18 and up
<b>Hours</b>	<ul style="list-style-type: none"> <li>• 24/7</li> <li>• Closed every 3<sup>rd</sup> Thursday of each month</li> <li>• 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.</li> </ul>
<b>Capacity</b>	<ul style="list-style-type: none"> <li>• 12:00am curfew unless other arrangements are made- call anytime</li> <li>• 50 beds (<b>Elizabeth House location</b>)</li> <li>• 66 beds (<b>Gibson Block location</b>)</li> </ul>
<b>Food</b>	<p><b>Meals for residents</b></p> <ul style="list-style-type: none"> <li>• Breakfast: 8:00am-10:00am – self serve</li> <li>• Lunch: 12:00 – 1:00pm – self serve</li> </ul>

- Supper: 5:00-6:00pm– self serve

## Inner City Youth Housing Project (Transitional Housing)

<b>Phone</b>	780-479-7075 (Self-referrals over the phone) Crisis Unit: 780-427-3390
<b>Clients</b>	Youth aged 14-17
<b>Hours</b>	Monday to Friday: 9:00am – 5:00pm
<b>Capacity</b>	20 beds

## Youth Empowerment and Support Services (YESS) – Nexus Shelter

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

## Salvation Army Addictions & Residential Centre: Transitional Housing

<b>Address</b>	9611 - 102 Avenue
<b>Phone</b>	780-429-4274
<b>Clients</b>	Men only, 18 years and older. Low tolerance for behaviour such as clients who are threatening to self or others
<b>Hours</b>	Intake up to 9:00 PM. <ul style="list-style-type: none"> <li>• Clients must vacate rooms between 10:00 AM - 3:00 PM but can remain in building. Curfew is 12:00 midnight</li> </ul>
<b>Capacity</b>	<ul style="list-style-type: none"> <li>• 66 Private Rooms (\$16/night)</li> <li>• 82 Dormitory Beds (\$12/night)</li> </ul>
<b>Food</b>	<ul style="list-style-type: none"> <li>• Breakfast, Lunch, Supper available for purchase</li> </ul>

## YMCA Downtown Housing

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

- Double rooms - \$69.00/night or \$210.00/week
- Single rooms per week – M \$161.00; F\$169.0

## E4C Youth Housing Program (Transitional Housing)

<b>Phone</b>	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)
<b>Clients</b>	Youth 14-17
<b>Hours</b>	24/7
<b>Capacity</b>	15 beds

## Human Services Crisis Unit financial benefit

<b>Phone</b>	780-644-5135 or 1-866-644-5135 (toll free)
<b>Clients Served</b>	Families, singles, and childless couples – subject to assessment and suitability
<b>Hours</b>	<ul style="list-style-type: none"> <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 Family Services – Crisis Unit

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

## Mental Health Crisis

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

## Boyle McCauley Health Centre (Medical Clinic)

<b>Address</b>	10628 96 Street
<b>Phone</b>	780-422-7333 ext. 225
<b>Website</b>	www.bmhc.net
<b>Clients Served</b>	Inner-city residents
<b>Hours</b>	<p>Clinic Hours: Mon to Thurs: 8:00am – 8:00pm            Fri: 8:00am – 4:30pm            Sat: 9:00am – 12:00pm</p> <p><b>Closed all statutory holidays and Sundays</b></p> <p><b>Walk-ins are seen only in the evenings (5:00pm – closing) and on Saturdays from 9:00am to 12:00pm</b></p>

## Edmonton Emergency Relief Services

<b>Address</b>	10255 104 Street
<b>Phone</b>	780-428-4422

<b>Clients</b>	Victims of fire or other disasters
<b>Hours</b>	<ul style="list-style-type: none"> <li>Monday to Thursday: 9:00am – 4:00pm</li> <li>Friday: 9:00am – 3:00pm</li> </ul>
<b>Services</b>	<ul style="list-style-type: none"> <li>Blankets and winter outer wear</li> </ul>

## Red Cross

<b>Phone</b>	780-423-2680
<b>Hours</b>	Mon to Fri: 8:30am – 4:30pm
<b>Phone</b>	or 1-888-800-6493
<b>Clients Served</b>	All
<b>Hours</b>	24/7
<b>Services</b>	<ul style="list-style-type: none"> <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>

## Salvation Army: Community Resource Centre Edmonton

As of May 26, 2016, the 9620 101 Ave location (formerly Salvation Army Community and Family Resources) no longer offers client and food assistance services. The Salvation Army is now in partnership with the FoodBank and online food hamper orders can be completed at <http://www.edmontonsfoodbank.com/order-hamper/> .

Beginning June 1, 2016, community members are able to receive assistance (community referrals, Christmas registration in September, October and November of each year, Donate-a-Bed program etc.) from one of the Salvation Army locations listed below:

- **Edmonton Addictions & Residential Centre (ARC): 9611 102 Ave (780.429.4274)**
- **Castledowns Church, 12404 140 Ave (780.457.0275)**
- **Canon Ridge 1241 Hyndman Rd. NW (780.472.6743)**
- **Edmonton Crossroads Community Church 11661 95 St. NW (780-474-4324)**
- **Edmonton Temple 9115 75 St. NW (780-469-6846)**

# TRANSPORT, OUTREACH AND CRISIS SERVICES

**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.**

## 24/7 Crisis Diversion Team

<b>Phone</b>	Call 211 and press 3 to access the dedicated dispatch line
<b>Clients Served</b>	People experiencing non-emergency/non-violent crisis in Edmonton
<b>Hours</b>	24/7, 365 days a year
<b>Services</b>	<ul style="list-style-type: none"> <li>• 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"> <li>○ Experiencing a medical or mental health (non-emergency) crisis</li> <li>○ There is a potential safety concern for the individual involved</li> <li>○ Possibly intoxicated, or otherwise impaired</li> </ul> </li> <li>• Please note the van has some capacity to provide response to clients with limited mobility and/or wheelchair access</li> </ul>

## Hope Mission Ministry Van (Man Down)

<b>Phone</b>	Call 911 – EMS will dispatch
<b>Website</b>	<a href="http://www.hopemission.com/services/ministry-van/">www.hopemission.com/services/ministry-van/</a>
<b>Clients Served</b>	Individuals who are intoxicated or difficult to transport
<b>Hours</b>	<ul style="list-style-type: none"> <li>• 24/7</li> </ul>
<b>Services</b>	<ul style="list-style-type: none"> <li>• Afternoon and evening patrol</li> <li>• Provides bag lunches, hot chocolate, clothing and other basic necessities to those who do not want to go to shelters</li> <li>• Cannot provide transportation unless requested by EMS dispatcher</li> </ul>

## Salvation Army Crossroads Women's Outreach Van

<b>Phone</b>	587-990-9708
<b>Clients Served</b>	Women
<b>Hours</b>	Every night from 9:00pm – 3:00am

# TRANSPORT, OUTREACH AND CRISIS SERVICES

## Streetworks Van

<b>Phone</b>	780-990-6641
<b>Clients Served</b>	All in the inner city
<b>Hours</b>	Every night from 8:30 pm to 12.30 am

## AHS EMS (City Centre Paramedic Response Unit)

<b>Phone</b>	780-407-666
<b>Clients</b>	Urgent or emergent Crisis Response
<b>Hours</b>	Monday to Friday 10:00 am – 6:30 pm (may extend hours in the winter)
	Services:
	<ul style="list-style-type: none"> <li>• Medical Assessment</li> <li>• Minor Treatments</li> <li>• Connection to Primary Care or Addiction and Mental Health</li> <li>• Assist with connection to other services</li> </ul>

## E4C Crossroads Outreach Van

<b>Phone</b>	780-405-6539
<b>Website</b>	<a href="http://e4calberta.org/programs-services/community-and-collaborations/crossroads-outreach/">http://e4calberta.org/programs-services/community-and-collaborations/crossroads-outreach/</a>
<b>Clients Served</b>	Women involved in street prostitution, escort, and massage services
<b>Hours</b>	Tuesday, Wednesday, Thursdays & Fridays: 8:30pm – 12:00am

## Boyle Street Community Services – Winter Warming Bus

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

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

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

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**

**Jasper Place Wellness Centre Drop-In**

**Mosaic Centre Drop-In**

**The Neighbour Centre Drop-In**





**homeward trust**  
edmonton

opening doors. building hope.