

# Winter Emergency Response Guide 2018-19

**Version 1.3: December 07, 2018**

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## Overview and Methodology

This resource guide was prepared in partnership with Alberta 211 – Edmonton and Area and Homeward Trust. Homeward Trust coordinates the Winter Emergency Response (WER) Strategic Planning Committee and communications activities for WER. The guide contains basic information about agencies, drop-ins, shelters and transportation services operating during the 2018-2019 winter season. The provided information includes regular hours of operation, extended hours if available for the winter season, and general information about services and resources. \*

The information in this guide was provided verbatim by agency representatives in telephone and email conversations through 211 representatives. The list of agencies included here was populated from suggestions put forward by members of the WER Strategic Planning Committee, of which, those included were deemed most relevant during the winter months.

The WER Resource Guide is compiled in November at the start of each WER season. It will be updated monthly unless major changes are needed, and will be distributed by 211 Alberta – Edmonton and Area as well as made available online at <http://homewardtrust.ca/>. When printing, please remember the WER Guide may not capture unanticipated changes in agency hours and activities during the season. For a more comprehensive list of agencies, services, and the latest information, please contact 211.

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

## Reporting Changes

If you notice incorrect information regarding a service or agency you are involved with, please report those changes to 211 Alberta – Edmonton and Area by dialing 2-1-1 or by emailing [info@211edmonton.com](mailto:info@211edmonton.com). Changes will be reflected in the next version of the WER Guide.

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

## Jasper Place Wellness Centre – Drop-In

<b>Address</b>	15626 – 100 A Avenue
<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>	<p><b>Regular Program &amp; Services</b> Monday to Thursday: 9:00am – 11:00am; <b>Holiday Closure: To be Announced</b></p>
<b>Hours</b>	<p><b>Medical Clinic</b> October to November 22nd, 2018: Monday to Wednesday: 9:00am – 12:00pm, and Wednesdays and Thursdays: 1:30pm – 4:30pm Starting <u>November 23<sup>rd</sup>, 2018</u> until <u>April 2019</u>: Thursdays 2:30pm – 7:00pm <b>Holiday Closure: To be Announced</b></p>
<b>Hours</b>	<p><b>Winter Warming Hours Drop – In</b> Monday to Sunday: 6:00pm – 9:00 pm; <b>Holiday Closure: To be Announced</b> Connection to housing, coffee and snacks, winter coats, hats, gloves, first aid, safe injection supplies, and basic toiletries available</p> <ul style="list-style-type: none"> <li>Computer skills</li> <li>Financial skills</li> <li>Income tax clinic</li> </ul>

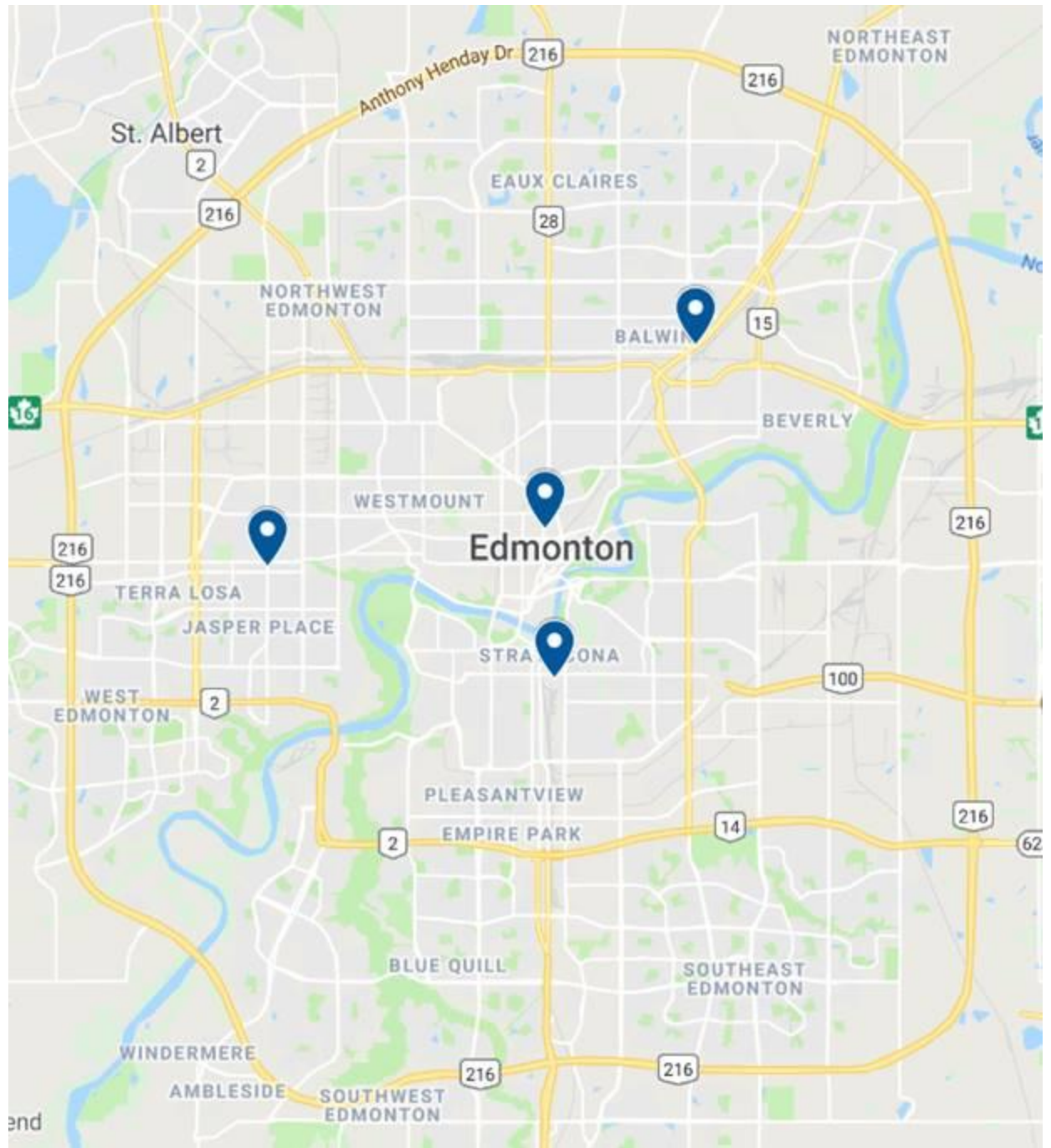
## Mosaic Centre – Drop-In

<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>	Adults
<b>Hours</b>	<ul style="list-style-type: none"> <li>• <b>Drop-In Hours:</b> Monday to Thursday: 9:00am – 7:00pm Friday, Saturday, Sunday and Holidays: 4:00pm – 7:00pm</li> <li>• <b>Holiday Closures:</b> Closed December 24, 25, 2018, January 1, February 19, March 30, and April 1, 2019.</li> </ul>
<b>Services</b>	<ul style="list-style-type: none"> <li>• Soup, coffee and pre - packaged 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>	10050 81 Avenue NW
<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: 3:00pm – 10:00pm Sat to Sun: 5:00pm – 10:00pm</li> <li>• <b>Holiday Closures:</b> Closed December 24, 25, 2018, January 1, February 19, March 30, and April 1, 2019</li> </ul>
<b>Services</b>	<ul style="list-style-type: none"> <li>• Food (light meals and snacks, no food hampers)</li> <li>• Emergency Clothing</li> <li>• Showers, Laundry Facilities</li> <li>• Public Phone</li> <li>• Medical Services- first aid, medical foot care</li> <li>• Employment and life change support</li> <li>• Connections to housing resources</li> <li>• Indigenous resources</li> <li>• Games and musical instruments</li> <li>• Offers safe injection supplies</li> </ul>

## Map: WER Funded Agency Drop-Ins



## Bissell Centre – Community Space

<b>Address</b>	Bissell Centre West - 10530 - 96 Street
<b>Phone</b>	780-423-2285
<b>Website</b>	<a href="http://www.bissellcentre.org">www.bissellcentre.org</a>
<b>Clients</b>	18 years and older
<b>Hours</b>	<ul style="list-style-type: none"> <li>• <b>Drop-In Hours:</b> Monday to Friday: 8:00am – 2:00pm</li> <li>• <b>Holiday Closure:</b> Closed from December 24 to 26, 2018 and January 1, 2019</li> </ul>
<b>Services</b>	<ul style="list-style-type: none"> <li>• Coffee, Snack and lunch items</li> <li>• Laundry, showers &amp; washrooms</li> <li>• Various kitchen, education, culture, and arts programs.</li> <li>• Housing Services</li> <li>• Employment Services and Casual Labour (Monday – Friday 7:00am – 4:30pm December 24, 25, 26, 2018 and January 1, 2019)</li> <li>• Taxes (Mondays 9:00am – 1:00pm)</li> <li>• Community Closet offers free gently-used clothing and hygiene items (Monday to Friday 9:00am to 11:45am (can only be accessed once a week), closed stat holidays)</li> <li>• Mental Health Community Liaison Program (by appointment)</li> <li>• Fetal Alcohol Syndrome Supports (by appointment)</li> <li>• Housing Supports (by appointment)</li> <li>• Inner City Victim Services (by appointment)</li> <li>• Respite Child Care (by appointment)</li> <li>• Family Supports (by appointment)</li> <li>• Free Programs occur throughout the week include: daily smudging, housing workshops, computer workshops, income tax filing, art classes, cooking classes, sharing circles.</li> </ul>

## Canadian Native Friendship Centre

<b>Address</b>	11728 - 95 Street
<b>Phone</b>	780-761-1900
<b>Fax</b>	780-760-1900
<b>Clients</b>	All ages
<b>Hours</b>	<ul style="list-style-type: none"> <li>• <b>Drop-In Hours:</b> Monday to Friday: 8:30am – 4:30pm Closed for lunch at 12:00pm – 1:00pm daily</li> <li>• <b>Holiday Closure:</b> Closed from December 25, 2018 to January 8, 2019</li> </ul>
<b>Services</b>	<ul style="list-style-type: none"> <li>• Drop-in centre</li> <li>• Coffee and snacks</li> <li>• Resources, computers and referral services</li> <li>• Culturally relevant programs including Cree language, Powwow dance practice, traditional arts and crafts, Metis Jigging</li> </ul>

## The Mustard Seed

<b>Address</b>	10635 96 Street
<b>Phone</b>	780-426-5600
<b>Website</b>	<a href="http://www.theseed.ca">www.theseed.ca</a>
<b>Twitter</b>	@themustardseed1 (Edmonton, Calgary, Sundre)
<b>Clients</b>	All *Note: Zero tolerance of alcohol and drugs, wheelchair inaccessible
<b>Hours</b>	<ul style="list-style-type: none"> <li>• <b>Drop-In Hours:</b> Monday to Saturday: 5:00pm – 10:00pm. Also offers various activities and programs before 5:00pm. Contact for details.</li> <li>• <b>Holiday Hours:</b> Open December 24 from 11:00am – 3:00pm. Lunch will be served at 12:00pm.</li> <li>• <b>Holiday Closures:</b> Closed November 2, 11, December 25, 26, 2018 and January 1, 2019</li> </ul>
<b>Food</b>	<p>Monday to Friday: Dinner served from 7:00pm – 8:00pm</p> <p>Saturday: Dinner served from 5:00pm – 6:00pm</p> <p>Winter Solstice Lunch on December 19 from 12:00pm – 2:00pm. Everyone is welcome.</p>
<b>Services@10635 96st</b>	<p><b>The Mustard Seed Main Building</b></p> <ul style="list-style-type: none"> <li>• Women’s Lunch Group: Wednesday at 10:30am – 1:30pm</li> <li>• Access to Employment Coach, and Life Coach: by appointment</li> <li>• Access to Wellness Advocate: 5:00pm – 7:00pm on Tuesdays and Thursday, or by appointment</li> <li>• Afternoon activities: may vary during the season</li> <li>• Evening activities: 8:00pm – 9:30pm (sewing group, karaoke, Bible study, art group, movies, recovery group, etc.)</li> <li>• Food Bank <ul style="list-style-type: none"> <li>○ Open to the public Tuesday and Thursday: 1:00pm, first come first served.</li> <li>○ Open to students and employed people: Wednesday 8:00pm, first come first served (*Must bring ID and live within the designated surrounding area)</li> </ul> </li> <li>• Free bread available (depending on supply)</li> </ul>
<b>Services@10568 114 st</b>	<p><b>Community Support Centre</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>○ Monday and Thursday: 1:00pm – 3:30pm</li> <li>○ Wednesday: 5:00pm – 7:30pm</li> </ul> </li> <li>• Please note: ID is required when using the Food Bank and PAC services. PAC may be accessed one time per month.</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 55 years and older
<b>Hours</b>	<ul style="list-style-type: none"> <li>• Monday to Friday: 8:00am – 6:30pm</li> </ul>



## Drop-In Centres

	<ul style="list-style-type: none"> <li>• Saturday and Sunday: 10:30am – 6:30pm</li> <li>• <b>Holiday Hours:</b> Open 10:00am to 12:00pm on December 25, 2018</li> </ul>
<b>Food</b>	<p>Monday to Friday:</p> <ul style="list-style-type: none"> <li>• Breakfast at 9:30am</li> <li>• Lunch at 12:00pm</li> <li>• Supper at 5:00pm</li> </ul>
<b>Services</b>	<ul style="list-style-type: none"> <li>• Access to outings for sporting events, festivals, swimming and more</li> <li>• Flu clinics, access to public health nurses</li> <li>• Showers, change of clothing, and haircuts</li> <li>• In-house recreation like board games, pool, and card</li> </ul>

### Dickinsfield Amity House – Main Site

<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)
<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> <li>• <b>Holiday Hours:</b> Closed early on December 22 at 12:00pm. Open December 27-29, 2018 and January 2-5, 2019 from 9:00am – 3:00pm</li> <li>• <b>Holiday Closures:</b> Closed December 23, 24, 25, 26, 2018 and January 1, 2019</li> </ul>
<b>Food</b>	Community lunch every first and third Wednesday of the month from 11:30am to 12:30pm
<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>

### Dickinsfield Amity House – Londonderry Site

<b>Address</b>	Londonderry Community League, 14224 74 Street (second floor)
<b>Phone</b>	780-412-1062
<b>Clients</b>	All (those under 18 need to be accompanied by an adult)
<b>Hours</b>	<ul style="list-style-type: none"> <li>• Monday, Wednesday, Friday: 8:30am – 12:00pm, and 1:00pm – 4:00pm</li> <li>• <b>Holiday Closures:</b> Closed December 21, 2018 to January, 2019</li> </ul>
<b>Food</b>	<ul style="list-style-type: none"> <li>• Community lunch on the second Friday of the month from 11:30am to 12:30pm</li> </ul>
<b>Services</b>	<ul style="list-style-type: none"> <li>• Outreach</li> </ul>

# Youth Drop-In Centres

## Boyle Street Community Services - Youth Unit

<b>Address</b>	10116 – 105 Avenue
<b>Phone</b>	587-336-5480 (Youth Outreach Worker)
<b>Website</b>	<a href="http://www.boylestreet.org">www.boylestreet.org</a>
<b>Clients</b>	Youth 16 to 24 years
<b>Hours</b>	<ul style="list-style-type: none"><li>Monday to Thursday: 9:00am – 4:30pm</li><li>Friday: 1:00pm – 4:30pm</li><li>Closed 12:00pm to 1:00pm</li></ul>
<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.osys.ca">www.osys.ca</a>
<b>Clients</b>	Youth aged 14-24
<b>Hours</b>	<ul style="list-style-type: none"><li>Tuesday, Wednesday, Thursday: 1:00pm to 9:00pm</li><li>Friday and Saturday: 2:00pm – 6:00pm</li><li><b>Holiday Closure:</b> Closed December 25 and 26, 2018</li></ul>
<b>Services</b>	<ul style="list-style-type: none"><li>Streetworks on Tuesdays: 4:00pm to 6:00pm</li><li>Student Legal Services every other Wednesday</li><li>Boyle McCauley Health Nurses on every other Thursday</li><li>Movie Night Thursday</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://www.ihuman.org">www.ihuman.org</a>
<b>Clients</b>	Youth 12 to 24 years
<b>Hours</b>	<ul style="list-style-type: none"><li>Monday to Friday: 1:00pm to 6:00pm;</li><li><b>Holiday Closure: November 12, December 24, December 25, December 31, 2018 and January 1, 2019</b></li></ul>

# Youth Drop-In Centres

<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><li>• Referrals to addictions counselling, legal advocacy, or human services</li><li>• Hot beverage, snacks, clothing and toiletries</li><li>• Free mental health clinic and access to medical support on site</li></ul>
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## 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="http://www.hopemission.com">www.hopemission.com</a>
<b>Clients</b>	Youth in grades 6 to 12 (a waiver needs to be signed by a parent or legal guardian)
<b>Hours</b>	<ul style="list-style-type: none"><li>• Monday to Friday: 3:00pm – 8:00 pm</li><li>• Saturday: 3:00pm – 7:00pm</li></ul>
<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><li>• Mentorship for youth</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, Seniors
<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: 11:00am – 5:00pm</li><li>• Extended hours available on Fridays for teens aged 13 to 18 years from 8:00 PM to 10:00 PM.</li><li>• Seniors breakfast on Wednesday mornings from 11:30am – 12:45 pm</li><li>• <b>Holiday Closure: To be Announced</b></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 Drop-In Centres

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

<b>Address</b>	10310 85 Avenue
<b>Phone</b>	780-468-7070 ext. 305
<b>Website</b>	<a href="http://www.yess.org">www.yess.org</a>
<b>Clients</b>	Youth 15-24 years
<b>Hours</b>	<ul style="list-style-type: none"><li>• Friday to Monday: 9:00am – 8:00pm</li><li>• Tuesday to Thursday: 9:00am – 4:00pm</li></ul>
<b>Services</b>	<ul style="list-style-type: none"><li>• Employment program, recreational activities, workshops, community presentations, housing referrals, QSA</li><li>• Medical care: Monday afternoon, Wednesday and Friday mornings</li><li>• Addictions and mental health referrals, needle exchange program</li><li>• Showers, laundry, access to personal care items, clothing, hot meals and healthy snacks</li><li>• The above services are available during Resource Hours from Mon-Fri 9am-4pm. All other hours are Winter Drop-In Hours and offer limited services.</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">www.hopemission.com</a>
<b>Clients</b>	All are welcome; light tolerance for intoxication
<b>Hours</b>	Monday to Friday: <ul style="list-style-type: none"> <li>• Breakfast: 7:30am – 8:45am</li> <li>• Lunch: 12:00pm – 12:45pm</li> <li>• Dinner: 5:00pm – 5:45pm</li> </ul> Weekends and Holidays: <ul style="list-style-type: none"> <li>• Brunch: 10:45am</li> <li>• Dinner: 4:15pm</li> </ul>

## Marian Centre

<b>Address</b>	10528 98 Street
<b>Phone</b>	780-424-3544
<b>Website</b>	<a href="http://www.mariancentreedmonton.ca">www.mariancentreedmonton.ca</a>
<b>Clients</b>	All
<b>Hours</b>	Monday, Tuesday, Thursday, and Saturday: <ul style="list-style-type: none"> <li>• Lunch at 12:30pm – 1:15pm</li> </ul> Monday, Tuesday, and Thursday: <ul style="list-style-type: none"> <li>• Sandwiches (back door) at 2:00pm – 3:00pm</li> </ul> <b>Holiday Closures:</b> Closed December 25, 2018, January 1, April 19 – 22, 2019. Also closed at the end of every month from about days during the cheque week.
<b>Services</b>	Clothing: <ul style="list-style-type: none"> <li>• Fridays at 10:30am – 11:30pm</li> </ul>

## The Rock Outreach

<b>Address</b>	11004 – 96 Street
<b>Phone</b>	780-426-1122
<b>Email</b>	<a href="mailto:info@therockedm.ca">info@therockedm.ca</a>
<b>Clients</b>	All
<b>Hours</b>	Tuesday, Wednesday and Thursday: Hot Breakfast at 7:00am – 9:00am Holiday Closures: Closed December 25, 2018 and January 1, 2019

## 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 are welcome
<b>Hours</b>	<ul style="list-style-type: none"> <li>• Community dinner on the second Saturday of each month at 5:00pm – 6:00pm, except in December.</li> </ul>

- Magic Pantry Bagged Lunches are available Tuesdays, Wednesdays, Thursdays from 12:00 pm -1:00 pm.
- **Holiday Hours:** Open December 1 for Christmas Dinner at 5:00pm – 6:30pm
- **Holiday Closure:** December 25-29, 2018

### Trinity Lutheran Church

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

### Edmonton’s Food Bank

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

#### **Bread Runs:**

Southside

- Garneau United Church** 11148-84 Avenue
- Time: Saturdays from 8:00am to 9:30am.

Southside

- Millwoods United Church**
- 15 Grand Meadow Crescent
  - Time: Saturdays from 10:00am to 11:00am

Northside

- Freedom Centre**
- 4925-134 Avenue
  - Time: Wednesdays, open at 9:30am from 10:00am to 11:00am

#### **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 2<sup>nd</sup> Floor 780-412-1062
- Monday, Wednesday, Friday 9:00 am – until bread is gone

**Salvation Army Addictions & Residential Centre**

<b>Address</b>	9611 – 102 Avenue
<b>Phone</b>	780-429-4274
<b>Clients</b>	All
<b>Hours</b>	<p>Fridays:</p> <ul style="list-style-type: none"><li>• Free breakfast from 7:30am – 8:00am</li></ul> <p>Wednesdays:</p> <ul style="list-style-type: none"><li>• Free afternoon soup from 3:00pm – 4:00pm</li></ul> <p>Daily bread bin between 9:00am and 3:00pm on a first - come, first - served basis depending on availability.</p>

## 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 Warming Shelter

<b>Address</b>	9908 – 106 Avenue
<b>Phone</b>	780-422-2018
<b>Website</b>	<a href="http://www.hopemission.com">www.hopemission.com</a>
<b>Clients</b>	Couples, single males, 24 years and older, people with low mobility, light tolerance for intoxication
<b>Hours</b>	<ul style="list-style-type: none"> <li>• Opens at 8:00pm</li> <li>• Check in at 8:30pm to 12:00am</li> <li>• Clients leave at 6:45am</li> </ul>
<b>Capacity</b>	140 mats

## Hope Mission Herb Jamieson Centre

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

## Hope Mission Intox Centre 24/7

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



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

<b>Address</b>	9908 106 Avenue
<b>Phone</b>	780-422-2018
<b>Website</b>	<a href="http://www.hopemission.com">www.hopemission.com</a>
<b>Clients</b>	Females, 16 years and older, light tolerance for intoxication
<b>Hours</b>	<ul style="list-style-type: none"> <li>• Open 24 hours a day, 7 days a week</li> <li>• Registration at 8:00pm – 8:30 am</li> <li>• Clients already registered for the night may stay during the day</li> </ul>
<b>Capacity</b>	70 beds

## Hope Mission MEN - Day Shelter

<b>Address</b>	Trailers – (by the Herb Jamieson location, 10014 105A Avenue)
<b>Phone</b>	780-422-2018
<b>Website</b>	<a href="http://www.hopemission.com">www.hopemission.com</a>
<b>Clients</b>	Males 16 years and older, light intoxication
<b>Hours</b>	<ul style="list-style-type: none"> <li>• Opens at 7:30am</li> <li>• Closes at 8:00pm</li> </ul>
<b>Capacity</b>	50 mats

## Hope Mission (Youth)

<b>Address</b>	Trailers – (by the Herb Jamieson location, 10014 105A Avenue)
<b>Phone</b>	780-422-2018
<b>Website</b>	<a href="http://www.hopemission.com">www.hopemission.com</a>
<b>Clients</b>	Youth, 16-24 years, light intoxication
<b>Hours</b>	<ul style="list-style-type: none"> <li>• Opens at 9:00pm</li> <li>• Last intake at 2:00am</li> <li>• Closes at 8:00am</li> </ul>
<b>Capacity</b>	65 mats

## 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>	<p>24/7</p> <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> <p><b>Daytime:</b></p> <ul style="list-style-type: none"> <li>• 20 daytime mats during winter warming for intoxicated individuals</li> </ul>

<b>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>
<b>Capacity</b>	<ul style="list-style-type: none"> <li>• 60 mats for men</li> <li>• 20 daytime mats for intoxicated individuals</li> <li>• 6 detox beds for women</li> <li>• 21 detox beds for men</li> </ul>

## Women's Emergency Accommodation Centre (WEAC)

<b>Address</b>	9611 - 101A Avenue
<b>Phone</b>	780-423-5302
<b>Website</b>	<a href="http://www.e4calberta.org">www.e4calberta.org</a>
<b>Clients</b>	Women only (including transgender women), 18 years and older
<b>Hours</b>	<ul style="list-style-type: none"> <li>• Open 24/7. But closed every third Friday of the month between 9:00am – 4:00pm for cleaning.</li> <li>• New intake waiting list begins at 7:30am</li> <li>• Register by phone. Clients will be contacted as beds become available; clients without a phone may check back frequently for availability.</li> <li>• Residents have a 12:00am curfew</li> </ul>
<b>Food</b>	Meals for residents: <ul style="list-style-type: none"> <li>• Breakfast (self-serve): 8:00am – 8:45am</li> <li>• Lunch (self-serve): 12:00pm – 1:00pm</li> <li>• Supper (self-serve): 4:30pm – 5:20pm</li> </ul>
<b>Capacity</b>	64 Beds 40 beds - double occupancy rooms 24 beds - dorm – room setting

## 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>	Male, female, and transgender youth 15-21 years; zero tolerance for drugs, alcohol and weapons. Youth 15 years require consent of legal guardian.
<b>Hours</b>	<ul style="list-style-type: none"> <li>• Intake begins at 9:00pm</li> <li>• Clients leave at 8:30am</li> </ul>

<b>Services</b>	<ul style="list-style-type: none"> <li>• Showers and laundry</li> <li>• Food</li> <li>• Clothing and toiletries</li> <li>• Referrals to other resources and access to youth workers</li> </ul>
<b>Capacity</b>	24 beds

## 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 harm self or others
<b>Hours</b>	Intake 24/7 <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>Food</b>	<ul style="list-style-type: none"> <li>• Breakfast, Lunch, Supper available for purchase</li> </ul>
<b>Capacity</b>	66 Private Rooms (\$15/night) 82 Dormitory Beds (\$12/night)

## E4C Youth Housing Program (Transitional Housing)

<b>Phone</b>	Referral Line: 780-479-7075 (Self-referrals over the phone), Monday to Friday: 9:00am – 5:00pm Crisis Unit: 780-427-3390 (After-Hours Emergency Placements)
<b>Clients</b>	Youth 14-17 years
<b>Hours</b>	24/7
<b>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 hygiene items</li> <li>• Referrals to other programs and access to support</li> </ul>
<b>Capacity</b>	15 beds

## Community and Social 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 eligibility
<b>Hours</b>	Available 24 hours
<b>Service</b>	<ul style="list-style-type: none"> <li>• For unexpected, emergency situations that present a severe health or safety risk</li> <li>• May cover: food, clothing household items, basic transportation, emergency medical needs, temporary shelter</li> </ul>

## Child and Family Services – Child Intervention Services

<b>Phone</b>	<p>24 Hour Crisis Unit: 780-422-2001</p> <p>24 Hour Child Abuse Hot Line: 1-800-387-5437</p> <p>After-hours office at 1-800-638-0715 (Press 1 for Red Deer or south of Red Deer; Press 2 for north of Red Deer).</p>
<b>Clients Served</b>	Families with children under the age of 18 years
<b>Services</b>	<ul style="list-style-type: none"> <li>• Responds directly to emergency situations and to concerns from people in the community about children who might need protection</li> <li>• Offers referrals for further assessment, and investigates and protects children at risk</li> <li>• Offers information, resources, and support for children and families in crisis</li> </ul>

## Mental Health Crisis Response Team

<b>Phone</b>	780-342-7777
<b>Clients Served</b>	Adults 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 dial 3 for medical clinic
	If no answer, try calling again - do not leave a message on the voice mail.
<b>Website</b>	<a href="http://www.bmhc.net">www.bmhc.net</a>
<b>Clients Served</b>	Individuals and families with complex health and psycho-social needs who are experiencing multiple barriers to accessing health care providers.

<b>Hours</b>	<p><b>Clinic Hours:</b> Mon to Thurs: 8:00am – 8:00pm          Fri: 8:00am – 4:30pm          Sat: 9:00am – 12:00pm</p> <p><b>Closed all stats:</b> Closed December 25, 26 2018 and January 1, 2019.</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>
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## 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, working poor, newcomers, and people dealing with homelessness.
<b>Hours</b>	<p>Mid-October to mid-May:</p> <ul style="list-style-type: none"> <li>Monday to Friday from 9:00am – 3:00pm <b>Closed all stats. Holiday closure: December 25, 26, 27, 2018.</b></li> </ul>
<b>Services</b>	<ul style="list-style-type: none"> <li>Blankets and winter outerwear</li> </ul>

## 211

<b>Phone</b>	211
<b>Clients</b>	Individuals of all ages, service providers and ‘helping – professionals’ who are searching out services for their clients
<b>Hours</b>	Available 24 hours, 7 days a week
<b>Service</b>	<ul style="list-style-type: none"> <li>Information and referrals for 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</li> </ul>

## Distress Line

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

# Outreach, Transport and Crisis Services

## 24/7 Crisis Diversion Team

<b>Phone</b>	Call <b>211 and press 3</b> to access the 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>	<p>211 and EPS dispatch 24/7 teams from:</p> <ul style="list-style-type: none"> <li>• Boyle Street Community Services</li> <li>• HOPE Mission (Man Down Van) may provide bag lunches, hot – chocolate, clothing and other basic needs items</li> </ul> <p>The teams provide crisis intervention services when someone is:</p> <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> <p>Please note the van has some capacity to provide response to clients with limited mobility and/or wheelchair access</p> <p><b>In emergency situations, call 911 directly.</b>  <b>For a non-emergency crisis, call 211 and press 3 to dispatch the 24/7 Crisis Diversion Team.</b>  <b>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.</b></p> <p><b>*Please see the Extreme Weather Protocol for Winter Emergency Response on the Homeward Trust website for more information.</b></p>

## Boyle Street Community Services – Winter Warming Bus

<b>Phone</b>	780-554-2795
<b>Client</b>	All, (but wheel chair inaccessible)
<b>Hours</b>	<p>December 07, 2018 – April 30, 2019</p> <p>Monday to Saturday: 2:00pm – 9:15pm</p> <p>Sunday: 1:00pm – 8:15pm</p>
<b>Food Items Service</b>	<p>Snacks, sandwiches, hot – chocolate, coffee</p> <p>Blankets, winter clothing</p> <p>Transportation to warming centres and shelters</p>

# Outreach, Transport and Crisis Services

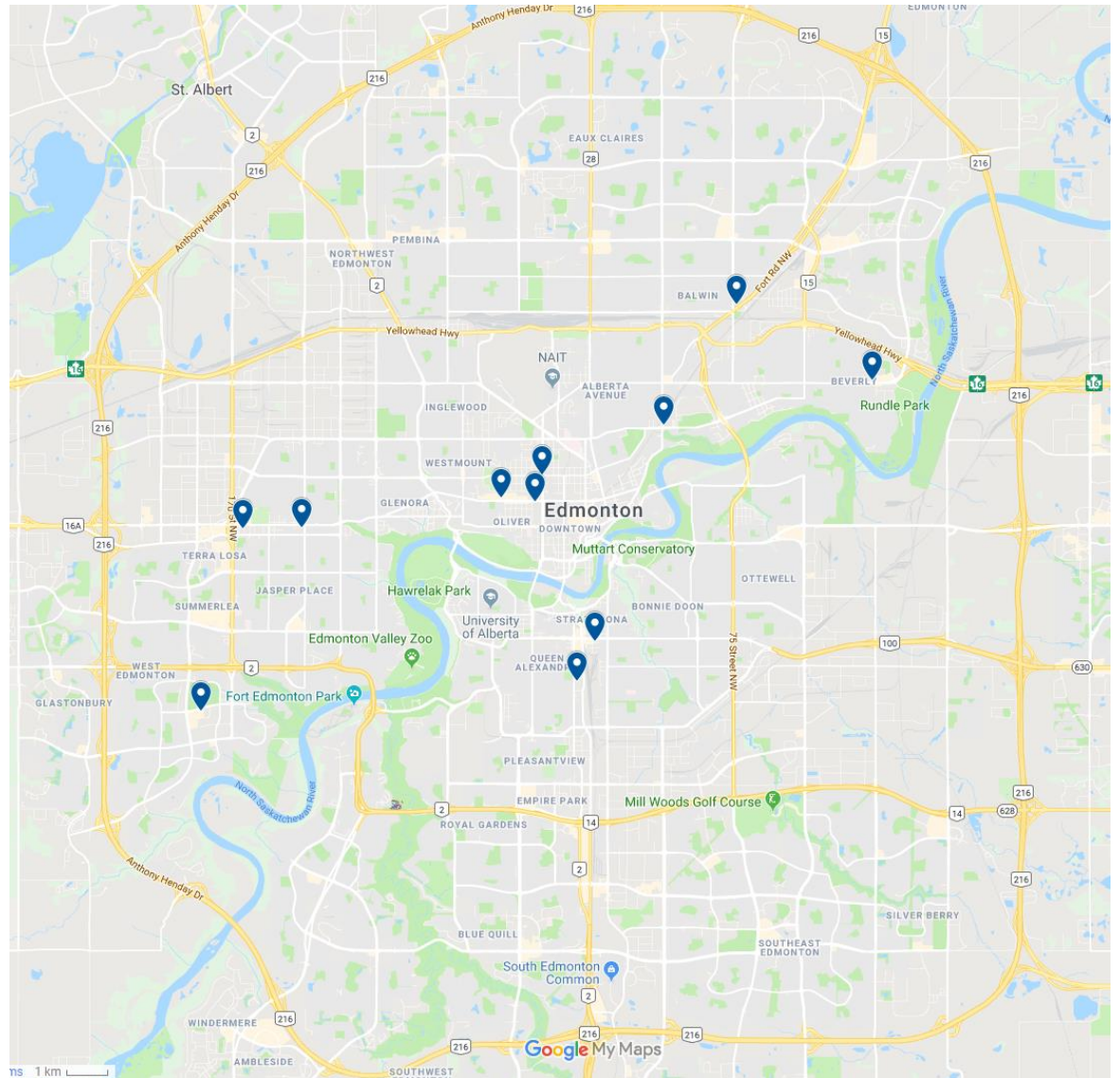
## Winter Warming Bus Pick-up Schedule:

<b>Monday to Saturday Locations</b>	<b>Time</b>
Centennial Bottle Depot (10036 168 St NW)	2:00-3:15 p.m.
Callingwood McDonald's (6741 177 St NW)	3:30-4:15 p.m.
McDonald's (8132 112 Ave NW)	5:45-6:15 p.m.
Strathcona Bottle Depot (10347 73 Ave NW)	4:30-5:30 p.m.
Abbotsfield Library (3410 119 Ave NW)	6:15-6:30 p.m.
Mosaic Centre (12758 Fort Rd NW)	6:30-7:00 p.m.
Neighbour Centre (10050 81 Ave NW)	8:45-9:15 p.m.
7-11 Convenience Store (10658 109 St NW)	7:15-7:30 p.m.
Jasper Place Wellness Centre (15626 100A Ave NW)	8:00-8:15 p.m.
Oliver Square McDonald's (11660 104 Ave NW)	7:45-8:00 p.m.
Tim Hortons (10365 111 St NW)	7:30-7:45 p.m.

<b>Sunday Locations</b>	<b>Time</b>
Centennial Bottle Depot (10036 168 St NW)	1:00-2:15 p.m.
Callingwood McDonald's (6741 177 St NW)	2:30-3:15 p.m.
McDonald's (8132 112 Ave NW)	4:45-5:15 p.m.
Strathcona Bottle Depot (10347 73 Ave NW)	3:30-4:30 p.m.
Abbotsfield Library (3410 119 Ave NW)	5:15-5:30 p.m.
Mosaic Centre (12758 Fort Rd NW)	5:30-6:00 p.m.
Neighbour Centre (10050 81 Ave NW)	7:45-8:15 p.m.
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Tim Hortons (10365 111 St NW)	6:30-6:45 p.m.

# Outreach, Transport and Crisis Services

## MAP - Winter Warming Bus Stop Locations





# Outreach, Transport and Crisis Services

## Salvation Army Crossroads Women's Outreach Van

<b>Phone</b>	587-990-9708
<b>Clients Served</b>	Women
<b>Hours</b>	Call for information

## Streetworks Van

<b>Phone</b>	780-990-6641
<b>Clients Served</b>	All (in the inner city)
<b>Hours</b>	Every night from 8:30pm – 12:00am Tuesday and Thursday from 1:00pm to 3:30pm <ul style="list-style-type: none"><li>• Individuals can call for pick-up of used sharps containers and drop-off of safe-injection supplies and condoms. Cannot provide transport or crisis response.</li></ul>

## AHS EMS (City Centre Paramedic Response Unit)

<b>Phone</b>	780-407-3666
<b>Clients</b>	Individuals in need of urgent or emergent crisis response
<b>Hours</b>	Monday to Thursday: 7:00am – 5:30pm (winter hours TBD)
<b>Services</b>	<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 (Outreach) 780-474-7421 (Drop-in)
<b>Clients Served</b>	Adults engaged in street-based sex work and survival sex work
<b>Hours</b>	<b>Street Outreach Hours (location varies):</b> <ul style="list-style-type: none"><li>• Tuesday 9:30pm – 12:00am</li><li>• Friday and Saturday 9:30pm – 1:00am</li></ul> <b>Drop-In Hours (call for address):</b> <ul style="list-style-type: none"><li>• Fridays 4:50pm – 7:20pm</li><li>• Saturdays 4:00pm – 7:00pm</li><li>• Sundays 4:00pm – 7:00pm</li></ul>

# Outreach, Transport and Crisis Services

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
- Neighbour Centre