

Winter Emergency Response Guide 2019-20

Version 2.0: January 07, 2020

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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 2019-2020 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. Changes will be reflected in the next version of the WER Guide.

Boyle Street Community Services – Drop-In

Address	10116 - 105 Avenue (Drop-In accessible through front entrance)
Phone	780-424-4106
Website	www.boylestreet.org
Clients	All are welcome
Hours	<ul style="list-style-type: none"> Monday to Sunday: 8:00 am - 8:00pm (doors close at 6:30 pm, no re-entry)
Food	<ul style="list-style-type: none"> Lunch is served, Monday to Friday, at 11:30am.
Services	<ul style="list-style-type: none"> Housing Services Mental Health Support and assistance connecting to medical care Information and resources to substance abuse treatment programs, and services (Mobile Outreach and Addiction Team) Aboriginal Residential School Survivors, supports Inner City Recreation & Wellness Program Family and Youth Services Clean needle exchange (partnered with Street Works) Referrals to applicable programming, ID storage, assistance completing forms Inner City Connections in collaboration with Child and Family Services <i>Waterwings</i> - an Employment Readiness Program

Jasper Place Wellness Centre – Drop-In

Address	15626 - 100A Avenue
Phone	780-481-4001
Website	www.jpwc.ca
Clients	All
Hours	<ul style="list-style-type: none"> Regular Program & Services: Monday to Thursday: 9:00am – 11:00am
Hours	<p>Medical Clinic</p> <ul style="list-style-type: none"> Monday, Tuesday, and Thursday: 1:30pm – 4:00pm Wednesday: 11:30am – 5:30pm (Birth Control Centre) Friday: 9:00am – 12:30pm
Hours	<p>Winter Warming Hours Drop – In</p> <p>Monday to Sunday: 6:00pm – 9:00 pm</p> <p>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"> Computer skills Financial skills Income tax clinic

Mosaic Centre – Drop-In

Address	12758 Fort Road
Phone	780-722-3247
Website	www.mosaiccentre.com
Clients	Adults
Hours	<ul style="list-style-type: none"> • Drop-In Hours: Monday to Thursday: 11:00am – 7:00pm Friday, Saturday, Sunday and Holidays: 4:00pm – 7:00pm • Holiday Closures: Closed all statutory holidays.
Services	<ul style="list-style-type: none"> • Soup, coffee and pre-packaged food • Emergency winter wear • First aid • Laundry and haircuts • Basic toiletries • Computer, telephone and fax access • Alcohol and drug recovery guidance • Cultural Programs • Laundry Services • Collective Kitchen

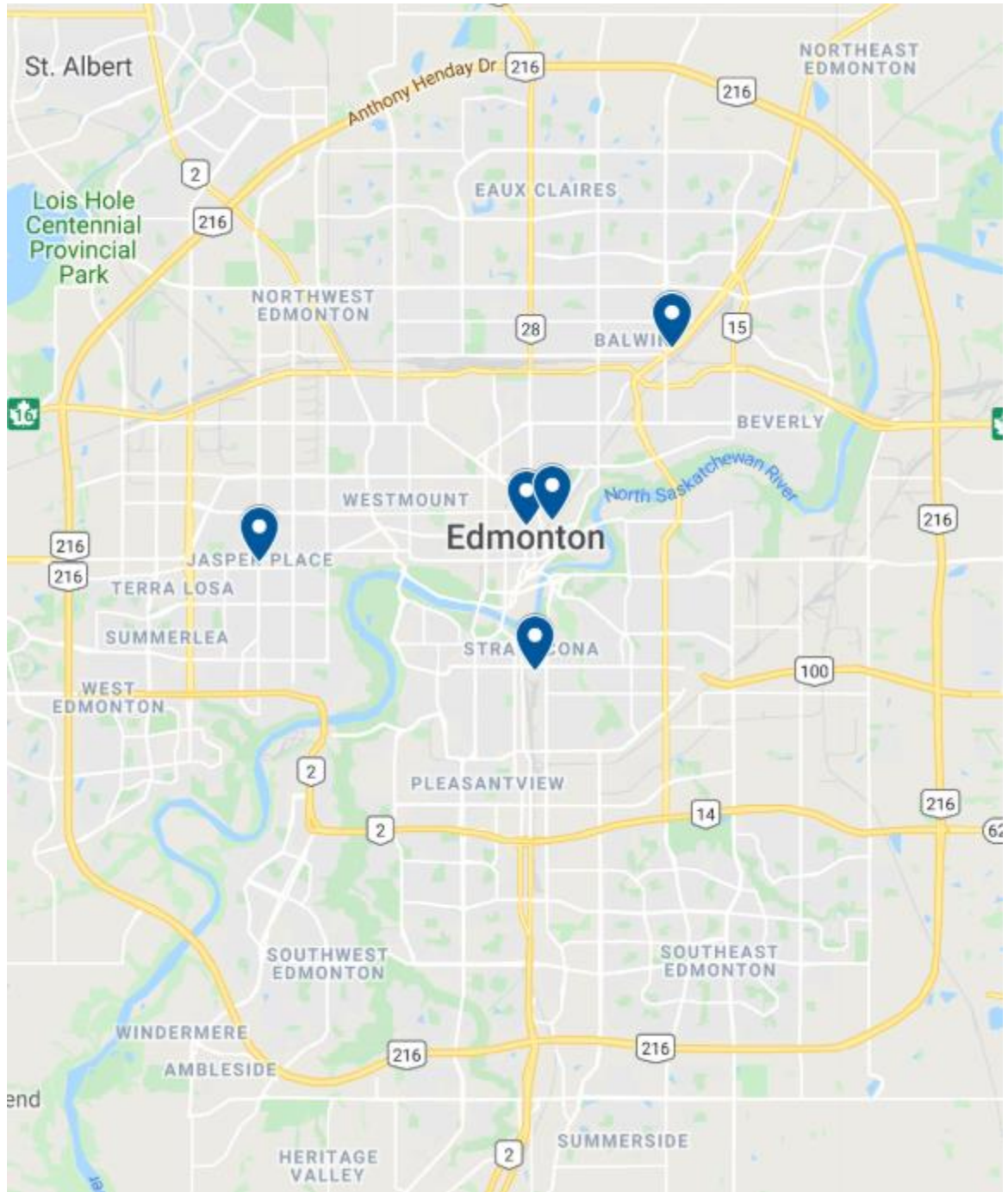
The Neighbour Centre – Drop-In

Address	10050 - 81 Avenue NW
Phone	780-250-6839
Website	www.theseed.ca
Clients	All adults
Hours	<ul style="list-style-type: none"> • Drop-In Hours: Monday to Friday: 3:00pm – 10:00pm (except Thursday, December 12, 2019: 8:00pm – 10:00pm) Saturday to Sunday: 5:00pm – 10:00pm • Holiday Closures: Closed November 7, 8, December 21, and 24, 2019. Also closed all statutory holidays.
Services	<ul style="list-style-type: none"> • Food (light meals and snacks, no food hampers) <ul style="list-style-type: none"> ○ Hot lunch available on Mondays, Wednesdays, and Fridays at 3:00pm • Emergency Clothing • Showers, Laundry Facilities (not available on weekends) • Public Phone • Medical Services - first aid, medical foot care • Employment and life change support • Connections to housing resources • Indigenous resources • Games and musical instruments • Offers safe injection supplies

Bissell Centre – Community Space

Address	Bissell Centre West - 10530 - 96 Street
Phone	780-423-2285
Website	www.bissellcentre.org
Clients	18 years and older
Hours	<ul style="list-style-type: none">• Drop-In Hours: Monday to Friday: 8:00am – 7:00pm• Holiday Closures: Closed December 21 to 27, 2019 and January 1, 2020
Services	<ul style="list-style-type: none">• Coffee, Snack and lunch items• Laundry, showers & washrooms• Various kitchen, education, culture, and arts programs.• Housing Services• Employment Services and Casual Labour (Monday – Friday 7:00am – 4:30pm December 24, 25, 26, 2019 and January 1, 2020)• Taxes (Mondays 9:00am – 1:00pm)• 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)• Mental Health Community Liaison Program (by appointment)• Fetal Alcohol Syndrome Supports (by appointment)• Housing Supports (by appointment)• Inner City Victim Services (by appointment)• Respite Child Care (by appointment)• Family Supports (by appointment)• Free Programs occur throughout the week includes: daily smudging, housing workshops, computer workshops, income tax filing, art classes, cooking classes, sharing circles.

Map: WER Funded Agency Drop-Ins



Canadian Native Friendship Centre

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

The Mustard Seed

Address	10635 - 96 Street
Phone	780-426-5600
Website	www.theseed.ca
Twitter	@themustardseed1 (Edmonton, Calgary, Sundre)
Clients	All * <i>Note: Zero tolerance of alcohol and drugs, wheelchair inaccessible</i>
Hours	<ul style="list-style-type: none"> • Drop-In Hours: Tuesday: 3:00pm – 8:00pm Wednesday and Thursday: 5:00pm to 10:00pm Friday: 3:00pm to 8:00pm Saturday: 3:00pm to 6:00pm Also offers various activities and programs outside drop-in hours. Contact for details.
Food	Tuesday to Friday: Dinner served from 7:00pm – 8:00pm Saturday: Dinner served from 5:00pm – 6:00pm
Services@10635 96st	<p>The Mustard Seed Church</p> <ul style="list-style-type: none"> • Women’s Lunch Group: Wednesday at 10:30am – 1:00pm • Access to Employment Coach, and Life Coach: by appointment • Access to Wellness Advocate: by appointment • Afternoon activities: may vary during the season • Evening activities: 8:00pm – 9:30pm (sewing group, karaoke, Bible study, movies, recovery group, etc.) • Art class: Monday and Thursday at 12:30pm – 2:30pm. • Food Bank <ul style="list-style-type: none"> ○ Open to the public Tuesday and Thursday: 1:00pm – 2:30pm, first come first served. ○ Open to students and employed people: Wednesday 8:00pm, first come first served (*Must bring ID and live within the designated surrounding area) • Free bread available (depending on supply)

Drop-In Centres

Services@10137
150st

Christian Care Centre

- Drop-In Hours: Tuesday to Friday: 9:00am – 11:30am
- Access to Wellness Advocate: by appointment
- Breakfast available
- Clothing closet (winter clothing available)

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

Address 9526 - 106 Avenue

Phone 780-429-2626

Clients Men and women 55 years and older

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

- Food** Monday to Friday:
- Breakfast at 9:30am
 - Lunch at 12:00pm
 - Supper at 5:00pm

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

Dickinsfield Amity House – Main Site

Address 9213 - 146 Avenue

Phone 780-478-5022

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

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

- Food**
- Community lunch every first and third Wednesday of the month from 11:30am to 12:30pm

- Services**
- Social Worker
 - Free phone
 - Photocopier and fax machines
 - Clothing and small household items
 - Art class (Wednesday 1:30pm to 3:30pm, depending on availability)

Dickinsfield Amity House – Londonderry Site

Address	Londonderry Community League, 14224 74 Street (second floor, elevator available)
Phone	780-412-1062
Clients	All (those under 18 need to be accompanied by an adult)
Hours	<ul style="list-style-type: none">Monday, Wednesday, Friday: 8:30am – 12:00pm, and 1:00pm – 4:00pm
Food	<ul style="list-style-type: none">Community lunch on the second Friday of the month from 11:30am to 12:30pm
Services	<ul style="list-style-type: none">OutreachCoffee and breadMicrowave

Boyle Street Community Services - Youth Unit

Address	10116 - 105 Avenue
Phone	587-336-5480, 587-338-7996 (Youth Outreach Worker)
Website	www.boylestreet.org
Clients	Youth 16 to 24 years
Hours	<ul style="list-style-type: none"> Monday to Thursday: 9:00am – 4:30pm Friday: 1:00pm – 4:30pm Closed 12:00pm to 1:00pm
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. Laundry

Old Strathcona Youth Society

Address	10325 - 83 Ave NW
Phone	780-496-5947
Website	www.osys.ca
Clients	Youth aged 14-24
Hours	<ul style="list-style-type: none"> Tuesday, Wednesday, Thursday: 1:00pm – 9:00pm Friday and Saturday: 2:00pm – 6:00pm
Services	<ul style="list-style-type: none"> Student Legal Services every other Thursday Boyle McCauley Health Nurses available every other Thursday Movie Night Thursday Collective kitchen on Fridays Recreation on Saturdays Medical bus available on Wednesday afternoons Art and music opportunities Video games on Tuesdays Information & referral, advocacy, and outreach

iHuman Youth Society

Address	9635 - 102A Avenue
Phone	780-421-8811
Website	www.ihuman.org
Clients	Youth 12 to 24 years
Hours	<ul style="list-style-type: none"> Monday to Friday: 1:00pm – 6:00pm Holiday Closures: Closed December 25 to 27, 2019 and January 1, 2010
Services	<ul style="list-style-type: none"> Art, design, music, and fashion programs that foster positive self-worth and encourage reintegration into the community Referrals to addictions counselling, legal advocacy, and human services Hot beverages, snacks, clothing and toiletries (depending on availability) Free mental health clinic and access to medical support on site

Tegler Youth Centre (Hope Mission)

Address	3805 - 118 Avenue NW Edmonton, AB T5W 0Z8
Phone	780-448-5820
Website	www.hopemission.com
Clients	Youth in grades 6 to 12 (a waiver needs to be signed by a parent or legal guardian)
Hours	<ul style="list-style-type: none"> Monday to Friday: 3:00pm – 8:00 pm Saturday: 3:00pm – 7:00pm
Activities	<ul style="list-style-type: none"> Climbing wall Indoor skate park Games room and Media Arts Centre Mentorship for youth

Crystal Kids Youth Centre

Address	8718 - 118 Avenue
Phone	780-479-5283 ext. 227 780-479-5753 ("Kids" Line)
Website	www.crystalkids.org
Clients	Youth, Seniors
Hours	<p>Centre for Youth Hours:</p> <ul style="list-style-type: none"> Monday and Tuesday: 3:00pm – 8:00pm Wednesday: 3:00pm – 6:00pm Thursday: 1:30pm – 8:00pm Friday: 3:00pm – 8:00pm (extended hours for teens ages 13 – 18 until 10:00pm) Saturday: 11:00am – 5:00pm
Food	<ul style="list-style-type: none"> Daily after school snacks Supper at 5:00pm Saturday mid-afternoon meals Seniors (55+) breakfast on Wednesday mornings from 11:30am – 12:45 pm
Services	<ul style="list-style-type: none"> Outreach Worker Literacy Program

Youth Empowerment and Support Services (YESS) Armoury Centre

Address	10310 - 85 Avenue
Phone	780-468-7070 ext. 305
Website	www.yess.org
Clients	Youth 15-24 years
Hours	<ul style="list-style-type: none"> Monday: 9:00am – 8:00pm Tuesday to Thursday: 9:00am – 4:00pm Friday: 9:00am – 2:00pm, 5:00pm – 8:00pm Saturday: 9:00am – 2:00pm Sunday: 9:00am – 8:00pm
Services	<ul style="list-style-type: none"> Employment program, recreational activities, workshops, community presentations, housing referrals, QSA Medical care: Monday afternoon, Wednesday and Friday mornings Addictions and mental health referrals, needle exchange program, health4two, sober space, GSA Showers, laundry, access to personal care items, clothing, hot meals and healthy snacks 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.

Hope Mission

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

Marian Centre

Address	10528 - 98 Street
Phone	780-424-3544
Website	www.mariancentreedmonton.ca
Clients	All
Hours	<p>Monday, Tuesday, Thursday, and Saturday:</p> <ul style="list-style-type: none"> • Lunch at 12:30pm – 1:15pm <p>Monday, Tuesday, and Thursday:</p> <ul style="list-style-type: none"> • Sandwiches and water (back door) at 2:00pm – 3:00pm <p>Closures: Closed at the end of every month for a few days during cheque week.</p>
Services	<p>Clothing:</p> <ul style="list-style-type: none"> • Fridays at 10:30am – 11:30am (clothing offered primarily for men)

The Rock Outreach

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

Robertson Wesley United Church

Address	10209 - 123 Street
Phone	780-482-1587
Website	www.rwuc.org
Clients	All are welcome
Hours	<ul style="list-style-type: none"> • Community dinner on the second Saturday of each month at 5:00pm – 6:00pm, except in December. • Community dinner on the first Saturday of December at 5:00pm – 6:00pm. • Magic Pantry Bagged Lunches are available Mondays, Tuesdays, and Thursdays from 12:00 pm – 1:00 pm.

Trinity Lutheran Church

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

Edmonton's Food Bank

Address	11508 - 120 Street (Main Location)
Phone	780-425-4190
Website	www.edmontonsfoodbank
Clients	All who require food assistance, based on need
Hours	<ul style="list-style-type: none"> • Monday to Friday: 8:30am – 4:00pm (Excluding Holidays)
Note:	Provide valid identification for each person in your household and proof of Edmonton residency (eg. bills, rent receipt)
	<u>Bread Runs:</u>
Southside	<p>Garneau United Church 11148-84 Avenue</p> <ul style="list-style-type: none"> • Time: Saturdays from 7:00am to 9:30am
Southside	<p>Millwoods United Church 15 Grand Meadow Crescent</p> <ul style="list-style-type: none"> • Time: Saturdays from 10:00am to 11:00am
Northside	<p>Freedom Centre 4925-134 Avenue</p> <ul style="list-style-type: none"> • Time: Wednesdays, from 10:00am to 11:00am

West End	<p><u>Free Bread (Depending on Availability):</u></p> <p>Jasper Place Child and Family Resource Society Cabrini Centre Main floor 16811 88 Avenue - 780-489-2243</p> <ul style="list-style-type: none"> Monday and Tuesday 8:30am to 6:00pm
North Side	<p>Dickinfield Amity House (2 locations)- 9213- 146 Avenue - 780-478-5022</p> <ul style="list-style-type: none"> Monday, Tuesday, Wednesday, Friday 9:00 am - until bread is gone <p>Londonderry Community League Hall 144224-74 Street 2nd Floor - 780-412-1062</p> <ul style="list-style-type: none"> Monday, Wednesday, Friday 9:00 am – until bread is gone

Salvation Army – Edmonton Centre of Hope

Address	9611 - 102 Avenue
Phone	780-429-4274
Clients	All
Hours	<p>Fridays:</p> <ul style="list-style-type: none"> Free breakfast from 7:30am – 8:00am <p>Wednesdays:</p> <ul style="list-style-type: none"> Free afternoon soup from 3:00pm – 4:00pm <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

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

Hope Mission Intox Centre 24/7

Address	9908 - 106 Avenue
Phone	780-422-2018
Website	www.hopemission.com
Clients	Males only, 18 years and older, under severe influence of drugs or alcohol.
Hours	<ul style="list-style-type: none"> • Open 24 hours a day, 7 days a week • Day intake from 9:00am – 2:00pm • Night intake at 8:30pm (no shut down)
Capacity	70 mats

Hope Mission Women's Emergency Shelter (WEM)

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

Hope Mission MEN - Day Shelter

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

Hope Mission (Youth)

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

The George Spady Centre Society

Address	10015 - 105A Avenue
Phone	780-424-8335
Clients	Men or women (gender neutral friendly), 18 years and older, under the influence, wheelchair accessible
Hours	<ul style="list-style-type: none"> • Intake begins at 8:00pm, runs until space is no longer available. • Clients must leave by 7:00am. <p>Daytime:</p> <ul style="list-style-type: none"> • 20 daytime mats available from 4:00pm during winter warming for intoxicated individuals
Services	<ul style="list-style-type: none"> • Showers and laundry service • Meals provided • Basic health care needs addressed • Referral to medical and mental health services if needed • Safety information provided • Information about treatment options provided • Housing First referrals for Coordinated Access • Oxygen tanks available
Capacity	<ul style="list-style-type: none"> • 60 mats for men and women • 20 daytime mats for intoxicated individuals • 6 detox beds for women • 21 detox beds for men

The Neighbour Centre

Address	10014 - 81 Avenue (Trinity Lutheran Church)
Phone	780-991-7358
Clients	Men or women, 18 years and older, low intoxication, wheelchair accessible
Hours	<ul style="list-style-type: none"> • Pre-register at the Neighbour Centre (10050 - 81 Avenue) before 10:00pm • Intake at 10:00pm • Opens at 10:00pm • Closes at 6:00am
Capacity	40 mats

Women's Emergency Accommodation Centre (WEAC)

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

Youth Empowerment and Support Services (YESS) – Nexus Shelter

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

Salvation Army – Edmonton Centre of Hope (Transitional Housing)

Address	9611 - 102 Avenue
Phone	780-429-4274
Clients	Men only, 18 years and older. Low tolerance for behaviour such as clients who are threatening to harm self or others. Zero tolerance for alcohol and/or drugs.
Hours	Intake 24/7 <ul style="list-style-type: none"> • Clients must vacate rooms between 10:00 AM – 3:00 PM but can remain in building.
Food	<ul style="list-style-type: none"> • Breakfast, Lunch, Supper available for purchase
Capacity	82 Dormitory Beds (\$12/night) 66 Private Rooms (\$14/night) – Start off in the dorms, then can transition to private rooms

E4C Youth Housing Program (Transitional Housing)

Phone	Referral Line: 780-479-7075 (Self-referrals over the phone), Monday to Friday: 8:30am – 4:30pm. Closed on holidays.
Clients	High-risk youth 14-17 years
Hours	Intake 24/7: Curfew: Sunday – Thursday at 11:00pm, Friday and Saturday at 1:00am
Services	<ul style="list-style-type: none"> • Showers and laundry • Breakfast, lunch, and dinner • Bus tickets (limited availability) • Clothing (depends on availability) and hygiene items • Referrals to other programs and access to support
Capacity	15 co-ed beds

Community and Social Services Crisis Unit - Financial Benefit

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

Child and Family Services – Child Intervention Services

Phone	<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>
Clients Served	Families with children under the age of 18 years
Services	<ul style="list-style-type: none"> • Responds directly to emergency situations and to concerns from people in the community about children who might need protection • Offers referrals for further assessment, and investigates and protects children at risk • Offers information, resources, and support for children and families in crisis

Mental Health Crisis Response Team

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

Boyle McCauley Health Centre (Medical Clinic)

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

Edmonton Emergency Relief Services

Address	10255 104 Street
Phone	780-428-4422
Clients	Victims of fire or other disasters, working poor, newcomers, and people dealing with homelessness.
Hours	Mid-October to mid-May: <ul style="list-style-type: none"> Monday to Friday from 9:00am – 3:00pm Closed all stats.
Services	<ul style="list-style-type: none"> Blankets and winter outerwear

211

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

Distress Line

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

Outreach, Transport and Crisis Services

24/7 Crisis Diversion Team

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

Boyle Street Community Services – Winter Warming Bus

Phone	780-554-2795
Client	All, (but wheelchair inaccessible)
Hours	<i>See below</i>
Food Items	Snacks, sandwiches, hot – chocolate, coffee Blankets, winter clothing
Service	Transportation to warming centres and shelters

Outreach, Transport and Crisis Services

Winter Warming Bus Pick-up Schedule:

Monday to Saturday Locations	Time
Centennial Bottle Depot (10036 168 St NW)	1:30-2:45 p.m.
Callingwood McDonald's (6741 177 St NW)	3:00-3:45 p.m.
Strathcona Bottle Depot (10347 73 Ave NW)	4:00-5:30 p.m.
Stadium McDonald's (8132 112 Ave NW)	5:45-6:00 p.m.
Mosaic Centre (12758 Fort Rd NW)	6:15-6:30 p.m.
7-11 Convenience Store (10658 109 St NW)	7:00-7:15 p.m.
Oliver Square McDonald's (11660 104 Ave NW)	7:15-7:30 p.m.
Jasper Place Wellness Centre (15626 100A Ave NW)	7:45-8:00 p.m.
Neighbour Centre (7221 104 St NW)	8:30 p.m.
Boyle Street Community Services (10116 105 Ave NW)	9:00 p.m.

Sunday Locations	Time
Centennial Bottle Depot (10036 168 St NW)	12:30-1:45 p.m.
Callingwood McDonald's (6741 177 St NW)	2:00-2:45 p.m.
Strathcona Bottle Depot (10347 73 Ave NW)	3:00-4:30 p.m.
Stadium McDonald's (8132 112 Ave NW)	4:45-5:00 p.m.
Mosaic Centre (12758 Fort Rd NW)	5:15-5:30 p.m.
7-11 Convenience Store (10658 109 St NW)	6:00-6:15 p.m.
Oliver Square McDonald's (11660 104 Ave NW)	6:15-6:30 p.m.
Jasper Place Wellness Centre (15626 100A Ave NW)	6:45-7:00 p.m.
Neighbour Centre (7221 104 St NW)	7:30 p.m.
Boyle Street Community Services (10116 105 Ave NW)	8:00 p.m.

Outreach, Transport and Crisis Services

Salvation Army Crossroads Women's Outreach Van

Phone	780-474-4324 (Information only)
Clients Served	Women
Hours	Call for information

Streetworks Van

Phone	780-990-6641
Clients Served	All (in the inner city)
Hours	Every night from 8:30pm – 12:00am Tuesday and Thursday from 1:00pm – 3:30pm <ul style="list-style-type: none">• 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.

AHS EMS (City Centre Paramedic Response Unit)

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

E4C Crossroads Outreach Van

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

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
- Bissell Centre