Citizens call 311 or use 311 App to report an encampment

Park Rangers are notified by 311 to investigate site

The inactive site is added to the clean-up schedule

City crews clean up site as soon as possible

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Park Rangers assess level of risk to determine closure and clean-up date.* Location shared with Boyle Street Outreach

Boyle Street Outreach staff visit site to connect people with essential services, resources and housing, where possible (within 24–48 hours)

Park Rangers provide closure and clean-up date to the encampment

Park Rangers ensure individuals have vacated the location. Encampment is added to the cleanup queue

Edmonton Police Service, Fire Rescue Service and Emergency Medical Services are called as necessary

*Closure and clean-up is prioritized by level of risk posed to the health and well-being of people in the encampment and the surrounding community

**Response times and closure decisions may be affected by COVID-19