

Winter Emergency Response 2016-2017

Resource Guide

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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 and the 211 database. 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 updated in November at the start of each WER season and therefore does not capture unanticipated changes in hours and activities during the season. ***For detailed and current information about agencies and the services they offer, please contact the agencies directly.***

Revisions to the information in this guide are welcome, and should be directed to Rumbi Zinyemba at rzinyemba@homewardtrust.ca .

Boyle Street Community Services – Drop-In

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

Jasper Place Wellness Centre – Drop-In

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

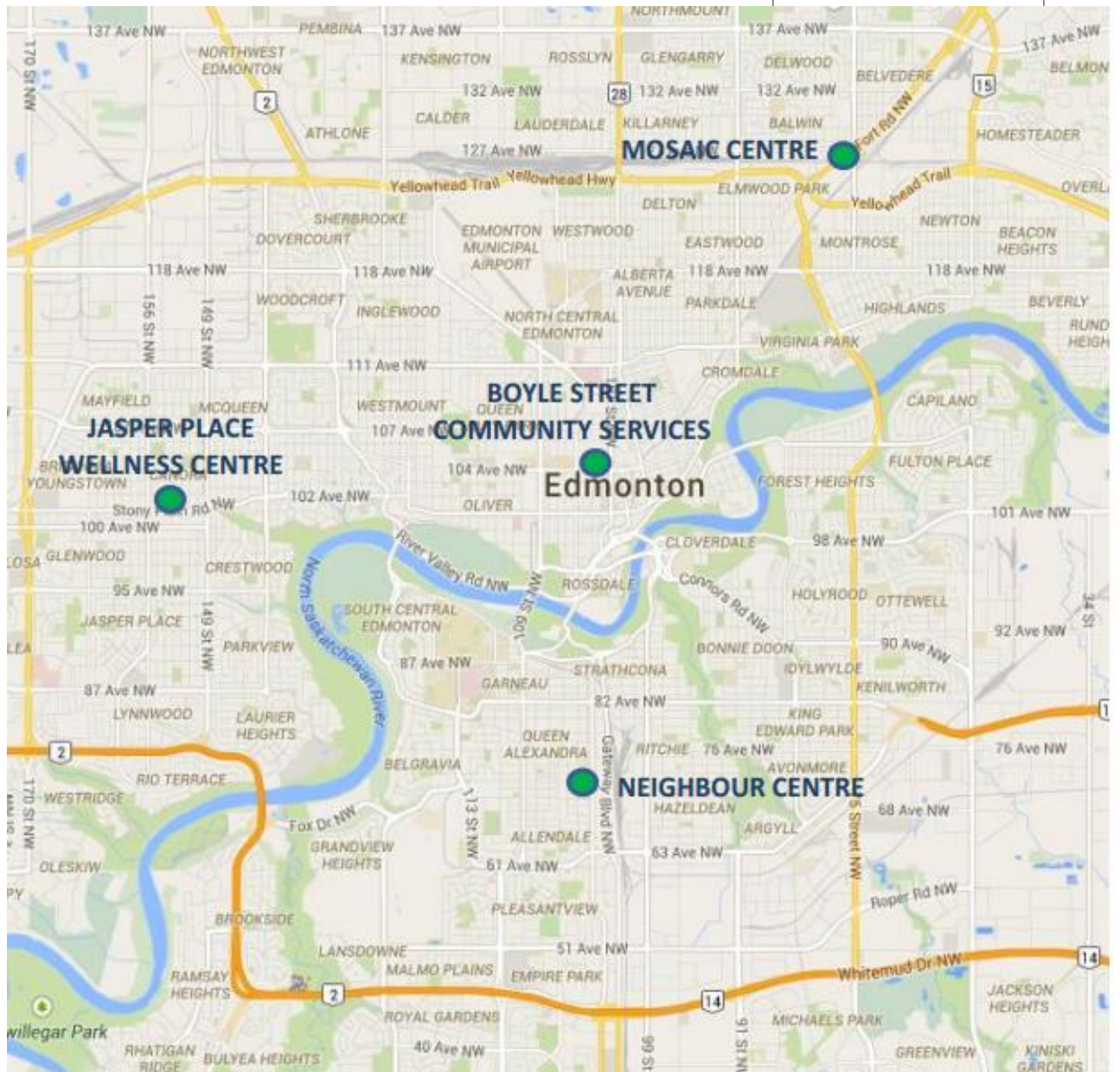
Mosaic Centre – Drop-In

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

The Neighbour Centre – Drop-In

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

WER Drop-Ins



Map: WER Funded Agencies Drop-Ins

Bissell Centre – Drop-In

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

Canadian Native Friendship Centre

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

Drop-In Centres

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

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

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

Amity House

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

Drop-In Centres

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

Youth Drop-In Centres

Boyle Street Community Services High Risk Youth Unit

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

Old Strathcona Youth Society

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

iHuman Youth Society

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

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)

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

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
Hours	Centre for Youth Hours: <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:am – 5:00pm
Food	<ul style="list-style-type: none"> • Daily after school snacks • Supper at 5:00 pm • Saturday mid-afternoon meals
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
Clients	Youth 15-24
Hours	<ul style="list-style-type: none"> • Monday – Friday: 9:00am – 4:00pm
Services	<ul style="list-style-type: none"> • Recreational activities, workshops, community presentations and referrals

Youth Drop-In Centres

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

Hope Mission

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

Marian Centre

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

St. Peter's (Rock) Lutheran Church

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

Robertson Wesley United Church

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

Christian Care Centre

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

B's Diner/Trinity Lutheran Church

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

Edmonton Food Bank

Address	10209 123 Street
Phone	780-425-4190
Website	www.edmontonsfoodbank
Clients	All
Hours	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 1st, 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

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

Hope Mission Intox Centre 24/7

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

Hope Mission Women's Emergency Shelter (WEM)

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

SHELTERS

Hours	24/7 shelter with trailers installed for overflow for men (also 24 hours)
Capacity	<p>8:00pm to 8.30 am reset time. *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.</p> <ul style="list-style-type: none"> • Day capacity: 50 women and an additional 10 mats for people with low mobility • Night capacity: 70 women only (<i>low mobility men are carried over to WES for the night at 8:30pm</i>)

Hope Mission MEN

Address	9908 106 Avenue, 2 nd floor (only during the day. This is the youth location at night) Night location: trailers (WES)
Phone	780-717-7649
Clients	Men only *Light intoxication (drugs or alcohol)
Hours	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 nd floor day time location (usually the youth location at night).
Capacity	<p>Day time capacity: 170 mats (potentially 175 if necessary) Night time capacity: 50 men</p> <p>*please note there are no longer any couples' mats available</p>

Hope Mission (Youth)

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

The George Spady Centre Society

Address	10015 105A Avenue
Phone	780-424-8335
Clients	Men or women, 18 years and older, under the influence
Hours	24/7 <ul style="list-style-type: none"> • Intake begins at 8:00pm, runs until space is no longer available. • Clients must leave by 7:00am.
Capacity	<ul style="list-style-type: none"> • 60 mats for men • 20 day time mats for intoxicated individuals • 6 detox beds for women • 21 detox beds for men <p>Daytime: 10 mats available in shelter for sleeping</p> <ul style="list-style-type: none"> • 20 daytime mats during winter warming for intoxicated individuals
Other Services	<ul style="list-style-type: none"> • Showers in 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

Women's Emergency Accommodation Centre (WEAC)

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

- Supper: 5:00-6:00pm– self serve

Inner City Youth Housing Project (Transitional Housing)

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

Youth Empowerment and Support Services (YESS) – Nexus Shelter

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

Salvation Army Addictions & Residential Centre: 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 self or others
Hours	Intake up to 9:00 PM. <ul style="list-style-type: none"> • Clients must vacate rooms between 10:00 AM - 3:00 PM but can remain in building. Curfew is 12:00 midnight
Capacity	<ul style="list-style-type: none"> • 66 Private Rooms (\$16/night) • 82 Dormitory Beds (\$12/night)
Food	<ul style="list-style-type: none"> • Breakfast, Lunch, Supper available for purchase

YMCA Downtown Housing

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

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

E4C Youth Housing Program (Transitional Housing)

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

Human Services Crisis Unit financial benefit

Phone	780-644-5135 or 1-866-644-5135 (toll free)
Clients Served	Families, singles, and childless couples – subject to assessment and suitability
Hours	<ul style="list-style-type: none"> • Call after 4:30pm. (Client will be referred to HRE local office if call made during office hours) • For emergency situations, will pay for: hotel accommodation, food, prescriptions, transport to shelters and for medical emergencies if client is deemed eligible

Child and Family Services – Crisis Unit

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

Mental Health Crisis

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

Boyle McCauley Health Centre (Medical Clinic)

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

Edmonton Emergency Relief Services

Address	10255 104 Street
Phone	780-428-4422

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

Red Cross

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

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

Phone	Call 211 and press 3 to access the dedicated dispatch line
Clients Served	People experiencing non-emergency/non-violent crisis in Edmonton
Hours	24/7, 365 days a year
Services	<ul style="list-style-type: none"> • 211 and EPS will dispatch 24/7 teams from Boyle Street Community Services and HOPE Mission (Man Down Van) to non-emergency calls for help. The teams provide crisis intervention services when someone is: <ul style="list-style-type: none"> ○ Experiencing a medical or mental health (non-emergency) crisis ○ There is a potential safety concern for the individual involved ○ Possibly intoxicated, or otherwise impaired • Please note the van has some capacity to provide response to clients with limited mobility and/or wheelchair access

Hope Mission Ministry Van (Man Down)

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

Salvation Army Crossroads Women's Outreach Van

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

TRANSPORT, OUTREACH AND CRISIS SERVICES

Streetworks Van

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

AHS EMS (City Centre Paramedic Response Unit)

Phone	780-407-666
Clients	Urgent or emergent Crisis Response
Hours	Monday to Friday 10:00 am – 6:30 pm (may extend hours in the winter)
	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
Website	http://e4calberta.org/programs-services/community-and-collaborations/crossroads-outreach/
Clients Served	Women involved in street prostitution, escort, and massage services
Hours	Tuesday, Wednesday, Thursdays & Fridays: 8:30pm – 12:00am

Boyle Street Community Services – Winter Warming Bus

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

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

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

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



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