Neighbourhood Response

edmonton.ca
**ILLEGAL GAMBLING**

You see “under the table” gambling or betting on sports.

[1-800-742-7818](tel:1-800-742-7818)
Alberta Gaming and Liquor Complaint Line

[aglc.ca/contact-us](http://aglc.ca/contact-us)
Alberta Gaming and Liquor Commission

**Take action.** Provide information and/or evidence. Be detailed and keep a record of all events.

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**OVER-SERVING ALCOHOL**

You witness the continued serving of alcohol to individuals who are clearly intoxicated, e.g. slurred speech, stumbling/falling or aggressive behaviour.

[1-800-742-7818](tel:1-800-742-7818)
Alberta Gaming and Liquor Complaint Line (open until 3:30 a.m.)

[aglc.ca/contact-us](http://aglc.ca/contact-us)
Alberta Gaming and Liquor Commission

**Take action.** Be detailed and keep a record of all events.

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**BUSINESS CONCERNS**
You see people smoking or vaping tobacco or cannabis in non-smoking areas.

You see a patio over capacity.

311
City of Edmonton

Take action. When calling about a patio or smoking violation, state your concern, provide the location and the requested information.

You witness staff drinking or participating in unsafe activities on the job.

You notice staff are unlicensed or paid illegally.

work.alberta.ca
Alberta Labour, click on Occupational Health and Safety
aglc.ca/contact-us
Alberta Gaming and Liquor Commission

work.alberta.ca
Alberta Labour, click on Employment Standards, Compliance and Enforcement
aglc.ca/contact-us
Alberta Gaming and Liquor Commission
UNCONSCIOUS IN PUBLIC

You see an unconscious or unresponsive person in public.

911
Medical emergency

Take action. Provide information and/or evidence about a crime, wanted individual or suspicious activity. Be detailed and keep a record of all events.

INTOXICATION IN PUBLIC

You see an extremely intoxicated individual in public or witness a group or individual drinking in public.

211 press 3
24/7 Crisis Diversion
780-423-4567
Edmonton Police non-emergency line

Take action. Call 211 and press 3 to access the 24/7 Crisis Diversion team. Call the non-emergency police line to report the incident.

NOTE: With the 24/7 Crisis Diversion Initiative, teams respond around the clock, 365 days a year to people in non-emergency crisis on Edmonton streets. People are connected to safe and appropriate support services and police and medical responders are freed up to focus on emergency situations. This is a voluntary service and an individual can decline the support.
**ILLEGAL DRUG USE OR DEALS**

You witness illegal drug activity or a suspicious interaction taking place in public.

- **#377 or 780–423–4567**
  Edmonton Police non-emergency line
- **1–800–222–8477**
  Crime Stoppers
- **911**
  Medical emergency (for overdose)

**tipsoft.com**

Crimestoppers, click on Submit a Web Tip.

**Take action.** Provide detailed information and observations about a crime, wanted individual or suspicious activity.

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**DRIVING WHILE IMPAIRED**

You see someone who you believe is driving while impaired by alcohol, cannabis or other drugs.

- **911**
  Emergency services

**Take action.** Call 911 and report an impaired driver to the Curb the Danger program.
You notice a child is alone, lost or being abused.

911
Emergency Services

1–800–387–5437 or 310–0000
Child Abuse Hotline

Take action. If the child is alone, ask for their name and call either number above. Child abuse can be reported to both numbers. Give a detailed account of what you witnessed.

You see youth sleeping in a public place, abusing substances or experiencing a mental health concern.

911
Emergency

211 press 3
24/7 Crisis Diversion

780–427–4491
Children’s Mental Health Crisis Line and Response Team

Take action. Call 911 in an emergency. If it’s not an emergency and you aren’t sure who to call, dial 211.
**PUBLIC NUDITY OR SEX**

- **911**
  - Emergency Services
  - **#377 or 780–423–4567**
  - Edmonton Police non-emergency line

  **Take action.** Call 911 if you are currently witnessing sexual activity or public nudity.

**PUBLIC URINATION OR DEFECATION**

- **311**
  - City of Edmonton

  **Take action.** Be prepared to provide location details. City of Edmonton will clean up human waste on public property. If the incident occurred on private property, the City of Edmonton will provide instruction on how to clean up a human waste incident outdoors. The City of Edmonton does not provide cleaning services on private property.

  **Note:** All incidents reported to 311 will be used to inform and improve City of Edmonton services.
You witness personal property being damaged.

#377 or 780–423–4567
Edmonton Police non-emergency line

**EPS Mobile App**
Edmonton Police Service

**Take action.** Provide details to the dispatcher. If reporting the crime on the EPS app, click on Report a Crime, pick the appropriate category and follow the prompts to answer the questionnaire.

Your car or bike is stolen.

#377 or 780–423–4567
Edmonton Police non-emergency line

**EPS Mobile App**
Edmonton Police Service

**Take action.** Provide details to the dispatcher. If reporting the crime on the EPS app, click on Report a Crime, pick the appropriate category and follow the prompts to answer the questionnaire.
You see a private or public property on fire.

911
Emergency Services

Take action. Provide details to the dispatcher.

You are concerned about an outdoor fire pit.

edmonton.ca/firepits
City of Edmonton

311
City of Edmonton

Take action. Talk to the individual first. If you are unable to resolve it, call 311. Visit edmonton.ca/firepits for more information about fire pit safety.
<table>
<thead>
<tr>
<th><strong>VIOLENCE</strong></th>
<th><strong>THREATS, STALKING &amp; HARASSMENT</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>You see or are involved in a violent situation.</td>
<td>You witness criminal harassment in your neighbourhood. E.g. People watching a house, lurking around vehicles, etc.</td>
</tr>
<tr>
<td>911 Emergency Services</td>
<td>You are receiving threats.</td>
</tr>
<tr>
<td>Take action. Find a safe spot, then call and provide details to the dispatcher.</td>
<td>911 Emergency Services</td>
</tr>
<tr>
<td>You witness senior abuse.</td>
<td>#377 or 780–423–4567 Edmonton Police non-emergency line</td>
</tr>
<tr>
<td>911 Emergency Services, if someone is in danger</td>
<td>Take action. If you experience verbal threats in-person, call 911. Provide details to the dispatcher. If you receive threats through email, text or over the phone, report the crime on the EPS app. If you see criminal harassment behaviour, call the Edmonton Police non-emergency line.</td>
</tr>
<tr>
<td>#377 or 780–423–4567 Edmonton Police non-emergency line</td>
<td>780–477–2929 Seniors Protection Partnership</td>
</tr>
<tr>
<td>780–454–8888 Senior Abuse Line</td>
<td>780–454–8888 Senior Abuse Line</td>
</tr>
<tr>
<td>Take action. Provide details to the dispatcher.</td>
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</tr>
<tr>
<td><strong>HARASSMENT, VIOLENCE &amp; ABUSE</strong></td>
<td></td>
</tr>
</tbody>
</table>
You witness or are a victim of sexual assault.

911
Emergency Services, if you are in immediate danger

780-423-4121
Sexual Assault Centre crisis line, 24 hours

Take action. Report the sexual assault to 911 if you see or experience it happening. For support and counselling, contact the crisis line.

You witness or are experiencing domestic violence.

911
Emergency Services, if you are in immediate danger

#377 or 780-423-4567
Edmonton Police non-emergency line

310-1818
Toll-free Family Violence Line

780-455-6880
Today Family Violence Help Centre

780-496-4777
City of Edmonton, Individual and Family Well-being

Take action. Report the situation to 911 if you observe or experience abuse.
**You’ve found a lost pet.**

**edmonton.ca/pets**
City of Edmonton

**311**
City of Edmonton

**Take action.** Visit edmonton.ca/pets for steps to take if your pet is lost. If you’ve found a lost pet, report it by calling 311 and providing the requested information.

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**You see a wild animal within city limits.**

**edmonton.ca/wildlife**
City of Edmonton

**311**
City of Edmonton

**780-427-3574**
Alberta Fish and Wildlife

**Take action.** Visit edmonton.ca/wildlife for more information. To report an ill, injured or aggressive coyote call 311. For all other large wildlife, call Alberta Fish and Wildlife and report the sighting.
LOITERING AND PANHANDLING

You witness people loitering or panhandling outside a business or on a street corner.

211 press 3
24/7 Crisis Diversion

780–423–4567
Edmonton Police non-emergency line

Take action. Call 211 and press 3 to access the 24/7 Crisis Diversion team. Call the non-emergency police line to report the incident.

GRAFFITI AND VANDALISM

You see vandalized public or private property (i.e. graffiti).

edmonton.ca/graffiti
City of Edmonton

311 App
City of Edmonton

EPS App
Edmonton Police

311
City of Edmonton

#377 or 780–423–4567
Edmonton Police

Take action. Visit edmonton.ca/graffiti to apply for the Professional Graffiti Cleaning Program for removal at no cost to the property owner. To report it on the 311 app, click New Request, Graffiti/Vandalism and choose the appropriate option. Take a photo and fill out the online report.
**You see a person regularly sleeping in public areas.**

**311**
City of Edmonton

**211 press 3**
24/7 Crisis Diversion

**587-336-5688**
Boyle Street Community Services
Street Outreach

**Take action.** Contact the City for any concerns about homelessness on public land. Call 24/7 Crisis Diversion for non-emergency support for shelter, intoxication and mental health. Boyle Street Community Services Street Outreach connects with those living rough.

**You come across a homeless camp, tent or shelter on public or private property.**

**311**
City of Edmonton

**Take action.** Be prepared to provide camp location details. City of Edmonton Park Rangers will visit the camp within four days. Individuals using the camp will be connected to support services and housing options by the Boyle Street Outreach team. The camp will be scheduled for cleanup by Parks maintenance crews.
You see someone who is experiencing a psychosis or mental health crisis.

780–342–7777
Community Urgent Services and Stabilization Team (24 hours)

1–877–303–2642
Mental Health Helpline (24 hours)

780–482–HELP (4357)
Distress line (24 hours)

211 press 1
Community information and referral

Take action. Call 911 if you or someone else is in danger.

You see someone threatening or attempting suicide.

911
Emergency Services

780–342–7777
Community Urgent Services and Stabilization Team (24 hours)

1–877–303–2642
Mental Health Helpline (24 hours)

780–482–HELP (4357)
Distress line (24 hours)

Take action. Call 911 if you or someone else is in danger.
You see an unkept public park.

Take action. To report the problem on the 311 app, click on New Request, Parks, Park Maintenance. Take a photo and fill out the online report. If calling 311, provide the requested information.

You see a sidewalk that needs repair or a road with potholes.

Take action. To report the problem on the 311 app, click on New Request, Roads & Sidewalk Maintenance and choose the appropriate option. Take a photo and fill out the online report. If calling 311, provide the requested information.
You see litter or an overflowing garbage can on public property.

edmonton.ca/litter
City of Edmonton

311 App
City of Edmonton

311
City of Edmonton

Take action. To report the problem online, click Report Litter. To report it on the 311 app, take a photo of the dumpster or garbage can of concern. To report the problem on the 311 app, click New Request, Litter, Litter Public Property. Take a photo and fill out the online report. If calling 311, provide the requested information. Your complaint will be investigated. If the issue can’t be resolved with the property owner or manager, Capital City Clean Up will visit the site and clean it up.

You see a dead animal on public property.

permits.edmonton.ca
City of Edmonton

311 App
City of Edmonton

311
City of Edmonton

Take action. To report the problem online, click on Bylaw and Animal Complaints. To report it on the 311 app, click New Request, Litter, Dead Animal Removal. Take a photo and fill out the online report. If calling 311, provide the requested information.

VANDALISM, LITTER OR DAMAGE
**PARKING VIOLATIONS**

You see someone is parked in your paid parking spot.

- **311 App**
  City of Edmonton

- **311**
  City of Edmonton

**Take action.** Before calling the City of Edmonton, speak to the property manager or parking authority or service to see if they can address the concern. To report the problem on the 311 app, click New Request, Parking Enforcement and choose the appropriate option. Take a photo and fill out the online report. If calling 311, provide the requested information.

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**LIGHTS OUT IN STREET OR PARK**

You notice a street light is burnt out.

- **311 App**
  City of Edmonton

- **311**
  City of Edmonton

**Take action.** To report the problem on the 311 app, click New Request, Streetlights, Street Maintenance. Take a photo and fill out the online report. If calling 311, provide the requested information.
You see a tree on public property in need of maintenance.

**Take action.** To report the problem on the 311 app, click New Request, Trees. Take a photo and fill out the online report. If calling 311, provide the requested information.

You notice a playground or Green Shack requires structural maintenance.

**Take action.** To report the problem on the 311 app, click New Request, Parks, Structure/Playground Damage. Take a photo and fill out the online report. If calling 311, provide the requested information.
**CRIME AND DISORDER PROPERTY**

**You suspect a neighbouring home of criminal activity or disorder.**

### #377 or 780–423–4567
Edmonton Police non-emergency line

### 1–866–960–SCAN (7226)
Alberta Justice and Solicitor General, Community Safety

### solgps.alberta.ca
Alberta Justice and Solicitor General, Community Safety

**Take action.** Make a complaint about a suspicious property. Once an investigator is assigned, they will make contact.

**A neighbouring property is unsafe, unsightly or derelict.**

### permits.edmonton.ca
City of Edmonton

### 311
City of Edmonton

**Take action.** To report the problem online, click on Nuisance Property. If calling 311, state that you are calling about a problem property. The complaint will be forwarded to the appropriate area.
NUISANCE PROPERTY

A property does not appear to meet Alberta Health’s Minimum Housing and Health Standards.

- [alberthahealthservices.ca/eph](http://alberthahealthservices.ca/eph)  
  Alberta Health Services
- [edmonton.ca/landlordtenantadvisoryboard](http://edmonton.ca/landlordtenantadvisoryboard)  
  City of Edmonton
- [780–496–5959](tel:780-496-5959)  
  Landlord and Tenant Advisory Board
- [811](tel:811)  
  Alberta Health Services

Take action. To file a complaint, call 811 or visit alberthahealthservices.ca/eph and click on ‘Complaints / Questions.’ To speak to an advisor, call the Landlord and Tenant Advisory Board or visit edmonton.ca/landlordtenantadvisoryboard.

Nearby properties are continuously noisy or disruptive at night.

- [#377 or 780–423–4567](tel:#377 or 780-423-4567)  
  Edmonton Police non-emergency line

Take action. Call and report the issue.
You step on a needle and it punctures your skin.

811
Alberta Health Link

You find a needle on your property or public property.

edmonton.ca/needles
edmonton.ca/ecostations
City of Edmonton

Take action. You can safely handle and dispose of a needle by picking it up with gloved hands or tongs. Place the needle in a metal or plastic container, then wash your hands with soap and warm water. Do not bend, snap or re-cap the needle and do not throw the needle in the recycle or trash. Safely stored found needles can be taken to an Eco Station for proper disposal. Although it is always important to use caution, there is minimal risk with picking up a used needle.

You find a needle in a public place.

edmonton.ca/needles
City of Edmonton/needles

311 press 3
City of Edmonton

Take action. Explain where you found the needle and the operator will guide you through safe disposal of the needle.
You see what appears to be a gang threatening someone.

911 Emergency Services
780-414-GANG (4264) EPS Gang Hotline

Take action. Call 911 if you see the occurrence in progress. Do not approach the gang but capture as much detail as you safely can.

You witness gang-related activity or advertising of weapons.

911 Emergency Services
780-414-GANG (4264) EPS Gang Hotline

Take action. Call 911 if you see the occurrence in progress. Do not approach the gang but capture as much detail as you safely can.
REPORT A JOHN

You see a car pick up a sex trade worker.

#377 or 780–423–4567
Edmonton Police non-emergency line

1–800–222–8477
Crime Stoppers

780–471–6137
CEASE

edmontonpolice.ca
Edmonton Police Service, Report a john. If it's safe, record the licence plate or vehicle model.

tipsoft.com
Crimestoppers, click on Submit a Web Tip.

Take action. Provide detailed information about what you witnessed. If it's safe, record the licence plate or vehicle model.

DOOR–TO–DOOR SALES

A door–to–door salesperson is trying to sell household energy products, which are now prohibited.

Door–to–door salespeople are harassing you after you’ve declined their product.

780–427–4088
Consumer Contact Centre, Service Alberta

Take action. Provide detailed information to the Consumer Contact Centre about your experience.

GANG ACTIVITY, REPORT A JOHN

DOOR–TO–DOOR SALES