

Neighbourhood Response

edmonton.ca



NEIGHBOURHOOD
Empowerment Team





ILLEGAL GAMBLING



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



1-800-742-7818

Alberta Gaming and Liquor
Complaint Line



[aglc.ca/contact-us](https://www.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.



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.



You observe labour being exchanged for alcohol.



1-800-742-7818

Alberta Gaming and Liquor
Complaint Line (open until 3:30 a.m.)

[aglc.ca/contact-us](https://www.aglc.ca/contact-us)

Alberta Gaming and Liquor Commission

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



SMOKING & PATIO VIOLATIONS



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.



UNETHICAL EMPLOYMENT



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



work.alberta.ca

Alberta Labour, click on Occupational Health and Safety

aglc.ca/contact-us

Alberta Gaming and Liquor Commission



You notice staff are unlicensed or paid illegally.



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.

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.



INTOXICATION IN PUBLIC



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



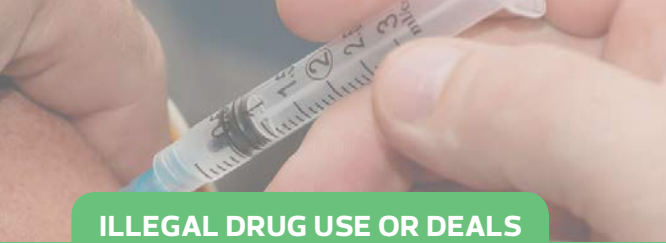
211 press 3

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.



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.



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.



HARMED OR ABANDONED CHILD



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.



UNDERAGE CONCERNS



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



You see someone nude in public.



You witness any type of sexual activity in a public place.



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 DEFECACTION



You notice someone urinating or defecating in public.



You see the results of public urination or defecation on public or private property.



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.*



PROPERTY OR VEHICLE DAMAGE



THEFT



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.



FIRE



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.

VIOLENCE



You see or are involved in a violent situation.



911
Emergency Services

Take action. Find a safe spot, then call and provide details to the dispatcher.



You witness senior abuse.



911
Emergency Services, if someone is in danger

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

780-477-2929
Seniors Protection Partnership

780-454-8888
Senior Abuse Line

Take action. Provide details to the dispatcher.

THREATS, STALKING & HARASSMENT



You are receiving threats.



You witness criminal harassment in your neighbourhood. E.g. People watching a house, lurking around vehicles, etc.



911
Emergency Services

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

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.



SEXUAL ASSAULT



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.

DOMESTIC VIOLENCE



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.



LOST OR WANDERING PET



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.



WILD ANIMAL IN CITY LIMITS



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



GRAFFITI AND VANDALISM



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.



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.

HOMELESSNESS



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.

CAMPS, TENTS OR SHELTERS



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.



MENTAL HEALTH



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.



PARK, SIDEWALK OR ROAD DAMAGE



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



311 App

City of Edmonton



311

City of Edmonton

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 an unkept public park.



311 App

City of Edmonton



311

City of Edmonton

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.

LITTER



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.



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.



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.



GREENERY MAINTENANCE



You see a tree on public property in need of maintenance.



311 App

City of Edmonton



311

City of Edmonton

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.



PLAYGROUND MAINTENANCE



You notice a playground or Green Shack requires structural maintenance.



311 App

City of Edmonton



311

City of Edmonton

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.



albertahealthservices.ca/eph
Alberta Health Services

[edmonton.ca/
landlordtenantadvisoryboard](https://edmonton.ca/landlordtenantadvisoryboard)
City of Edmonton



780-496-5959
Landlord and Tenant Advisory Board

811
Alberta Health Services

Take action. To file a complaint, call 811 or visit albertahealthservices.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
Edmonton Police non-emergency line

Take action. Call and report the issue.



NEEDLES



You step on a needle and it punctures your skin.



811

Alberta Health Link



edmonton.ca/needles

City of Edmonton

Take action. Call Health Link.



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 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.



GANG ACTIVITY



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.

Document at a Glance:

	Business Concerns		Homelessness
	Intoxication & Substance Abuse		Mental Health
	Underage Concerns		Litter
	Inappropriate Behaviour		Parks & Streets
	Theft, Damage or Fire		Property Concerns
	Harassment, Violence & Abuse		Needles
	Animal Concerns		Gang Activity & Report a John
	Loitering, Panhandling, Graffiti & Vandalism		Door-to-Door Sales