**You see “under the table” gambling.**

- **1-800-272-8876** Alberta Gaming and Liquor Complaint Line
- **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.

---

**You see people smoking in non-smoking areas.**

- **311** City of Edmonton

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

---

**You see a patio over capacity.**

- **1-800-272-8876** Alberta Gaming and Liquor Complaint Line (open until 3:30 a.m.)
- **aglc.ca/contact-us** Alberta Gaming and Liquor Commission

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

---

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

---

**You observe 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
A door-to-door salesperson is trying to sell household energy products, which are now prohibited.

Doorman 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.

The TSVRA introduces enforceable restrictions on the possession, promotion, display, sale and use of these products to help support our goal to de-normalize the consumption of tobacco and vaping products.

tobaccovapingenforcement@ahs.ca
for more information

1-833-476-4743
Environmental Public Health Program

AGGRESSIVE PANHANDLING

You witness aggressive panhandling outside a business or on a street corner.

211 press 3
24/7 Crisis Diversion

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

Take action. If they are not appropriately dressed for the weather, or appear in distress call 211 and press 3 to access the 24/7 Crisis Diversion team.

Also, call the non-emergency police line to report the incident.

GRAFFITI AND VANDALISM

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

edmonton.ca/graffiti
City of Edmonton

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

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.

BUSINESS CONCERNS

PANHANDLING, GRAFFITI & VANDALISM
UNCONSCIOUS IN PUBLIC

You see an unconscious or unresponsive person in public.

911 Medical emergency

Take action. If you see someone in medical distress, unresponsive or unconscious call 911.

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

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

Take action. If you see someone who appears intoxicated or otherwise impaired call 211 and press 3 to access the 24/7 Crisis Diversion team.
Also, for groups, call the non-emergency police line to report the incident.

DRUG USE

You witness 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)

p3tips.com/Drill.aspx
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.
You notice a child is alone, lost or being abused.

911 Emergency Services
1-800-387-5437 Child Abuse Hotline
780-422-2001 Children Services Edmonton Region

Take action. If the child is alone, ask for their name and call one of the numbers above. Child abuse can be reported to any of the numbers.

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
780-407-1000 Addiction and Mental Health Crisis Team, Child and Adolescent (ages 5–17)

Take action. Call 911 in an emergency. If it is not an emergency and you are not sure who to call, call either 24/7 Crisis Diversion or the Addiction and Mental Health Crisis Team.

You see someone nude in public.

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.

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

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

You observe personal property that has been damaged.

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

Report a Crime Online
Edmonton Police Service

Take action. Provide details to the dispatcher. If reporting the crime online, visit edmontonpolice.ca/ReportACrimeOnline. Pick the appropriate category and follow the prompts to answer the questionnaire.

THEFT

Your car or bike was stolen.

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

Report a Crime Online
Edmonton Police Service

Take action. Provide details to the dispatcher. If reporting the crime online, visit edmontonpolice.ca/ReportACrimeOnline. 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.

911 Emergency Services

You witness criminal harassment in your neighbourhood. A person watching a house, lurking around, etc. with the intention of monitoring someone.

#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, or if you see criminal harassment behaviour, call the Edmonton Police non-emergency line.

**SEXUAL ASSAULT**

You are receiving threats.

911 Emergency Services

You witness or are a victim of sexual assault.

911 Emergency Services, if you are in immediate danger

1–866–403–8000
Alberta One Line for Sexual Violence

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

Report a Crime Online
Sexual assaults can be reported through EPS’ online reporting tool or by way of the non-emergency number.

Take action. Call 911 if you are currently witnessing or experiencing a sexual assault. For support and counselling, call or text the Alberta One Line for Sexual Violence.

**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

Take action. Report the situation to 911 if you observe or experience abuse.

**HARASSMENT, VIOLENCE & ABUSE**
You see a wild animal within city limits.

You found a lost pet.

**You see or are involved in an emergency medical distress on transit.**

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

**You want to report harassment, disorder and/or suspicious behaviour on the bus, LRT or transit property.**

**Take action.** Use one of the safety resources available:
- Red alarm buttons located on all LRT cars at multiple locations.
- Red alarm pull handles located above the door on some LRT cars.
- Yellow alarm strips located inside the LRT cars over the windows.

These tools connect riders directly with ETS security personnel.

**You or another person is involved in an incident while on Edmonton Transit.**

**Take action.** Use one of the safety resources available:
- Blue emergency phones are on all LRT platforms and transit centres.
- Red emergency buttons are at all transit public washrooms.
- Speak to a uniformed ETS employee.

These tools connect riders directly with ETS security personnel.
**HOMELESSNESS**

You see a person regularly sleeping in public areas.

211 press 3
24/7 Crisis Diversion

**Take action.** Call 24/7 Crisis Diversion and be prepared to provide as much detail as possible about the person and their location to the dispatcher.

---

You come across an encampment, 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.

780-424-2424
Access 24/7 Adult Intake

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 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 assistance in resolving a litter or overflowing garbage concern is needed, Capital City Clean Up may offer assistance. Contact via email - capitalcitycleanup@edmonton.ca

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**
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/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.

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.

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.

You notice a playground or Greenshack 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.
A property is showing signs of a serious disregard for general maintenance and upkeep.

**311**
City of Edmonton

[edmonton.ca/city_government/bylaws/nuisances](edmonton.ca/city_government/bylaws/nuisances)
City of Edmonton

**Take action.** To file a complaint, call 311 or visit 311.edmonton.ca/reports/list_services and click on the appropriate issue.

---

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

[albertahealthservices.ca/eph](albertahealthservices.ca/eph)
Alberta Health Services, Environmental Public Health

**Take action.** To report concerns or request service from AHS-Environmental Public Health, visit ephisahs.albertahealthservices.ca/create-case and fill in the online form.

---

A building is vacant or abandoned, unsecured and accessible to the public.

**311**
City of Edmonton

[edmonton.ca/problemproperties](edmonton.ca/problemproperties)
City of Edmonton, Problem Property Initiative

**Take action.** To report an unsecured vacant property, call 311 or email communitypropertysafetyteam@edmonton.ca.

---

A property is having a significant harmful impact on the surrounding area, poses a risk to tenants and surrounding residents, and/or has a recurring history of serious violations/complaints or noncompliance.

**311**
City of Edmonton

[edmonton.ca/problemproperties](edmonton.ca/problemproperties)
City of Edmonton, Problem Property Initiative

**Take action.** To report a problem property online, visit edmonton.ca/problemproperties and click on the confidential Report a Problem Property form. If calling 311, state that you are calling about a problem property. The complaint will be forwarded to the appropriate area.
Are you a victim or survivor of a crime and in need of support?

1-888-509-1193
Victim Services (Alberta)

Are you a victim of a crime and in need of support?

780-421-2217
Crime and Trauma-Informed Support Services (CTSS)

CTSS@edmontonpolice.ca
 Crime and Trauma-Informed Support Services (CTSS)

Is the victim or survivor of a crime under 18 years of age?

1-800-638-0715
Child Abuse Hotline

Take action. To be connected to victims’ supports, contact Crime and Trauma-Informed Support Services (CTSS).

Has your community experienced a traumatic incident and would like support?

CommunitySafety@edmonton.ca
Community After Incident Response (CAIR)

You witness a crime at a property.

Someone enters a person’s private property without permission of the owner or his/her agent and without lawful authority.

Nearby properties are continuously noisy or disruptive at night.

You suspect a neighbouring home of drug trafficking, prostitution, child exploitation or gang-related activity.

You are a victim or survivor of a crime and in need of support?

Is the victim or survivor of a crime under 18 years of age?

Has your community experienced a traumatic incident and would like support?

Are you a victim of a crime and in need of support?

You witness a crime at a property.

Someone enters a person’s private property without permission of the owner or his/her agent and without lawful authority.

Nearby properties are continuously noisy or disruptive at night.

You suspect a neighbouring home of drug trafficking, prostitution, child exploitation or gang-related activity.

You are a victim or survivor of a crime and in need of support?

Is the victim or survivor of a crime under 18 years of age?

Has your community experienced a traumatic incident and would like support?

Are you a victim of a crime and in need of support?

You witness a crime at a property.

Someone enters a person’s private property without permission of the owner or his/her agent and without lawful authority.

Nearby properties are continuously noisy or disruptive at night.

You suspect a neighbouring home of drug trafficking, prostitution, child exploitation or gang-related activity.

You are a victim or survivor of a crime and in need of support?

Is the victim or survivor of a crime under 18 years of age?

Has your community experienced a traumatic incident and would like support?

Are you a victim of a crime and in need of support?

You witness a crime at a property.

Someone enters a person’s private property without permission of the owner or his/her agent and without lawful authority.

Nearby properties are continuously noisy or disruptive at night.

You suspect a neighbouring home of drug trafficking, prostitution, child exploitation or gang-related activity.

You are a victim or survivor of a crime and in need of support?
**NEEDLES**

**You step on a needle and it punctures your skin.**

**780–408–LINK (5465)**
Alberta Health Link

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

Take action. Call Health Link.

**You find a needle on your property or private property.**

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

Take action. Call Health Link.

**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 recap 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. Needles found on private property may also be removed by contacting Boyle Street Ventures (Hiregood) at 780–426–0500.

**You find a needle in a public place.**

**edmonton.ca**
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.

**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.
Drug poisonings happen in your neighbourhood.

The street drug supply is contaminated with often unknown amounts of synthetic opioids such as fentanyl and carfentanil. Just a small amount can result in an unintentional overdose or poisoning. Drug poisonings are occurring in neighbourhoods all across our city, many in private homes where people are often using alone.

You need more information on the signs of opioid poisoning.

- Slow or no breathing
- Gurgling or snoring sounds
- Can’t wake them up
- Pale face, blue lips or nails
- Cold and damp skin
- Choking or throwing up

You need to access a supervised consumption site.

Supervised consumption sites are available at Boyle McCauley Health Centre and George Spady Society.

You, or someone you know, needs to get a free naloxone kit.

Free at any pharmacy in Alberta and other community locations. Visit the Alberta Health Services website to find a location nearest you.

albertahealthservices.ca/info/Page16025.aspx
Alberta Health Services

Take action. Alberta is in the middle of a drug poisoning crisis. Learn about the signs and how to administer naloxone in the event of an emergency.

You see someone who you think might be experiencing a drug poisoning (overdose).

911 Immediate Help
211 + Press 3 Someone is in distress
1-888-688-NORS (6677) National Overdose Response Service if you plan on using drugs alone
What is 211?

211 Alberta connects Albertans to a full range of community, government, social and health services. It’s free, confidential and available 24/7 in over 170 languages. To reach 211, dial 2-1-1, text INFO to 211 or visit www.ab.211.ca for live chat and online search.
Document at a Glance:

- Business Concerns
- Loitering, Graffiti & Vandalism
- Intoxication & Substance Abuse
- Underage Concerns
- Inappropriate Behaviour
- Theft, Damage or Fire
- Harassment, Violence & Abuse
- Animal Concerns
- Transit Safety
- Homelessness
- Mental Health
- Vandalism, Litter or Damage
- Parks & Streets
- Property Concerns
- Victim of a Crime
- Needles
- Gang Activity
- Drug Poisoning Resources
- 211