

Neighbourhood Response

NET@edmonton.ca



NEIGHBOURHOOD
Empowerment Team





ILLEGAL GAMBLING



You see “under the table” gambling.



1-800-272-8876

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.



1-800-272-8876

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 in non-smoking areas.



You see a patio over capacity.



311

City of Edmonton
7 AM – 7 PM, 6 days/week
Closed Sundays and statutory holidays

Take action. When calling about a patio, 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



TOBACCO, SMOKING AND VAPING REDUCTION ACT (TSVRA)

Use of the products to help support the goal to de-normalize the consumption of tobacco and vaping products.



For information on policies, business concerns or enforcement email

tobaccovapingenforcement@ahs.ca



1-833-476-4743

Environmental Public Health Program

Mon – Fri, 8:30 AM – 4 PM



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.



1-877-427-4088

Consumer Contact Centre,
Service Alberta

Mon – Fri, 8:15 AM – 4:30 PM



<https://open.alberta.ca/publications/dealing-with-door-to-door-sales>

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



AGGRESSIVE PANHANDLING



GRAFFITI AND VANDALISM



You witness a person being threatened, insulted, coerced or intimidated by someone panhandling.



211 press 3

24/7 Crisis Diversion

#377 or 780-423-4567

Edmonton Police non-emergency line (within city limits)

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.



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



edmonton.ca/graffiti

City of Edmonton



311

City of Edmonton, 7 AM – 7 PM, 6 days/week
Closed Sundays and statutory holidays



311 App

City of Edmonton

#377 or 780-423-4567

Edmonton Police non-emergency line

Take action. Visit edmonton.ca/graffiti to apply to 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.



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



DRIVING WHILE IMPAIRED



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)



[edmontonpolice.ca/CrimeFiles/CrimeStoppers](https://www.edmontonpolice.ca/CrimeFiles/CrimeStoppers)

Crimestoppers, Select Country, Province, City, Agency. Click continue.

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



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



UNDERAGE CONCERNS



You notice a child is alone, lost or being abused.



911

Emergency Services

1-800-638-0715

Child and Family 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 either number. Stay with the child until help arrives.



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



911

Emergency Services

211 press 3

24/7 Crisis Diversion

780-407-1000

Addiction and Mental Health Crisis Team,
Child and Adolescent (ages 5-17)

1-800-668-6868

Kids Help Phone



kidshelpphone.ca

Kids Help Phone

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.



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



311

City of Edmonton

7 AM - 7 PM, 6 days/week

Closed Sundays and statutory holidays

Take action. Be prepared to provide location details. All incidents reported to 311 will be used to inform and improve City of Edmonton Services. The City of Edmonton will clean up human waste on public property however it does not provide cleaning services on private property. Instructions on how to clean human waste will be provided if the incident is on private property.



PROPERTY OR VEHICLE DAMAGE



THEFT



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

edmontonpolice.ca/reportacrimeonline

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.



Your car or bike was stolen.



#377 or 780-423-4567

Edmonton Police non-emergency line



Report a Crime Online

Edmonton Police Service

edmontonpolice.ca/reportacrimeonline

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.



Bike Index Edmonton

Bike Index is a non-profit online bicycle registry, offering FREE online bike registry services. It's a simple solution to prove ownership, alert the community if your bike has been stolen, and search a bicycle you found to find its owner.
bikeedmonton.ca/stolen-bikes

FIRE



You see a private or public property on fire.



911
Emergency Services

Take action. Provide details to the dispatcher.



You are interested in fire safety and prevention information.



edmonton.ca/residential_
neighbourhoods/home-fire-
safety



You are concerned about an outdoor fire pit.



edmonton.ca/firepits
City of Edmonton



311
City of Edmonton
7 AM – 7 PM, 6 days/week
Closed Sundays and statutory holidays

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

Elder Abuse Intake and Information Line

Take action. Provide details to the dispatcher.

THREATS, STALKING & HARASSMENT



You are receiving threats.



You witness criminal harassment in your neighbourhood. A person watching a house, lurking around or seeming to be monitoring someone.



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, or 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

1-866-403-8000

Alberta ONE LINE for Sexual Violence

#377 or 780-423-4567

Edmonton Police non-emergency line



Report a Crime Online

Edmonton Police Service

edmontonpolice.ca/reportacrimeonline

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 experience 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

Call or text

Choose 1) for Family Violence Info Line.

Choose 2) for the Bullying Helpline.

780-455-6880

Today Family Violence Help Centre

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



LOST OR WANDERING PET



WILD ANIMAL IN CITY LIMITS



You found a lost pet.



edmonton.ca/pets

City of Edmonton



311

City of Edmonton

7 AM - 7 PM, 6 days/week

Closed Sundays and statutory holidays

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.



You see a wild animal not ordinarily seen within city limits or you see a wild animal behaving abnormally.



edmonton.ca/wildlife

City of Edmonton



311

City of Edmonton

7 AM - 7 PM, 6 days/week

Closed Sundays and statutory holidays

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.



TRANSIT SAFETY



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



911

Emergency Services

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.



780-442-4900

Call or text Transit Watch

Take action. Use one of the safety resources available:

Speak to a **uniformed ETS employee.**

Blue emergency phones are on all LRT platforms and some transit centres.

Red emergency buttons are at all transit public washrooms.

These tools connect riders directly with ETS security personnel.



You experience or witness another person involved in an active, dangerous situation.

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 the LRT operator.

HOMELESSNESS



You see a person sleeping in public areas.



211 press 3

24/7 Crisis Diversion

Take action. Call 211 and ask about Street Outreach Services or provide as much detail as possible and information will be relayed to Boyle Street Outreach or Bissell Centre Outreach Housing Team. They are trained to assist vulnerable individuals and help connect them to a safe, warm location.

CAMPS, TENTS OR SHELTERS



You come across an encampment, tent or shelter on public or private property.



311

City of Edmonton

7 AM – 7 PM, 6 days/week

Closed Sundays and statutory holidays



311 App

City of Edmonton

Take action. Be prepared to provide details of the camp location. The Encampment Response Team (ERT) will visit the camp within four days. The ERT assess the site's status and prioritizes responses. During an encampment closure, The ERT offers onsite support and transportation to the Government of Alberta's Navigation and Support Centre. City cleanup crews clear and sanitize vacant sites.



MENTAL HEALTH



You see someone who is struggling with mental health, experiencing a mental health crisis or psychosis.



780-424-2424

Access 24/7 Adult Intake

1-877-303-2642

Mental Health Helpline (24 hours)

988

Suicide Crisis Help Line

Call, Chat and Text

211

Mental health supports and resources

Take action. Call 911 if you or someone else is in danger. Call 211 for mental health supports and resources



You see someone experiencing suicidal thoughts or attempting suicide.



911

Emergency Services

1-877-303-2642

Mental Health Helpline (24 hours)

988

Suicide Crisis Help Line

Call, Chat and Text

1-844-702-7483

Brite line (2SLGBTQIA+ Support Line)



edmonton.cmha.ca/brochure/brite-line

Brite line (2SLGBTQIA+ Support Line)



1-855-242-3310

Hope for Wellness Line
(Indigenous Support Line)



hopeforwellness.ca

Hope for Wellness Line

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

City of Edmonton
7 AM - 7 PM, 6 days/week
Closed Sundays and statutory holidays



311 App

City of Edmonton

Take action. To report the problem on the 311 app, click on New Request, Road 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

City of Edmonton
7 AM - 7 PM, 6 days/week
Closed Sundays and statutory holidays



311 App

City of Edmonton

Take action. To report the problem on the 311 app, click on New Request, Parks & Trees. 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 or private property.



edmonton.ca/programs_services/capital-city-clean-up

City of Edmonton



311

City of Edmonton

7 AM - 7 PM, 6 days/week

Closed Sundays and statutory holidays



311 App

City of Edmonton

Take action. To report the problem online, click Report *Litter*. Take a photo and fill out the online report.

To report it on the 311 app, take a photo of the dumpster or garbage can of concern. On the app, click *New Request, Litter/Waste*, either *Litter Public Property, Litter Private Property* or *Overflowing Garbage Cans*.

If calling 311, provide the requested information.



You see a dead animal on public property.



311

City of Edmonton

7 AM - 7 PM, 6 days/week

Closed Sundays and statutory holidays



311 App

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/Waste, 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

City of Edmonton
7 AM - 7 PM, 6 days/week
Closed Sundays and statutory holidays



311 App

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.



LIGHTS OUT IN STREET OR PARK



You notice a street light is burnt out.



311

City of Edmonton
7 AM - 7 PM, 6 days/week
Closed Sundays and statutory holidays



311 App

City of Edmonton

Take action. To report the problem on the 311 app, click New Request, Street/Traffic Lights & Signs, Streetlight 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

City of Edmonton
7 AM - 7 PM, 6 days/week
Closed Sundays and statutory holidays



311 App

City of Edmonton

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



PLAYGROUND MAINTENANCE



You notice a playground or Greenshack requires structural maintenance.



311

City of Edmonton
7 AM - 7 PM, 6 days/week
Closed Sundays and statutory holidays



311 App

City of Edmonton

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



RESIDENTIAL LIVING STANDARDS



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



open.alberta.ca/publications/minimum-housing-and-health-standards

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.



TENANT SUPPORT



You are having a dispute with your landlord or tenant.



780-496-5959

City of Edmonton, Tenant Support



edmonton.ca/programs_services/housing/tenant-support

City of Edmonton, Tenant Support

Take action. Call for one-on-one supports, referrals or mediation with landlords to stabilize housing. Visit online for advice and information about the Residential Tenancies Act, navigation to provincial tribunal to resolve disputes. See online for dates and locations of the free Rent Ready courses.

NUISANCE PROPERTY



A property is showing signs of a serious disregard for general maintenance and upkeep.



311

City of Edmonton, 7 AM – 7 PM, 6 days/week
Closed Sundays and statutory holidays



311 App

City of Edmonton



edmonton.ca/city_government/bylaws

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.

UNSECURED VACANT PROPERTY



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



311

City of Edmonton, 7 AM – 7 PM, 6 days/week
Closed Sundays and statutory holidays



edmonton.ca/cpst

Community Property Safety Team (CPST), Edmonton Fire Rescue Services

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



PROBLEM PROPERTY



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
7 AM - 7 PM, 6 days/week
Closed Sundays and statutory holidays



**[https://www.edmonton.ca/
residential_neighbourhoods/
problem-properties-of-edmonton](https://www.edmonton.ca/residential_neighbourhoods/problem-properties-of-edmonton)**

City of Edmonton, Problem Properties
In Edmonton

Take action. To report a problem property online, visit [edmonton.ca/problemproperties](https://www.edmonton.ca/problemproperties). Scroll down. Click on Report a Problem Property Confidentially. Click form or scroll down to fill in the form. If calling 311, state that you are calling about a problem property. The complaint will be forwarded to the appropriate area.



CRIME, TRESPASSING AND PROPERTY DISTURBANCES



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.



911

Emergency Services, if you see a crime in progress, and/or someone is in immediate danger.

#377 or 780-423-4567

Edmonton Police non-emergency line, if a crime has occurred and there is no current danger



Report a Crime Online

Edmonton Police Service
edmontonpolice.ca/reportacrimeonline

Take action. Call and report the issue. Or report the crime or disturbances online.



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



1-866-960-SCAN (7226)

Alberta Sheriffs, Safer Communities and Neighbourhoods (SCAN)



alberta.ca/report-suspicious-property

Alberta Sheriffs, Safer Communities and Neighbourhoods (SCAN)



780-414-GANG (4264)

Edmonton Police Gang Hotline

#377 or 780-423-4567

Edmonton Police non-emergency line, if a crime has occurred and there is no current danger

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



VICTIM OF A CRIME



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



780-421-2217

Crime and Trauma-Informed Support Services (CTSS)



edmontonpolice.ca/CTSS

Crime and Trauma-Informed Support Services (CTSS). Email CTSS@edmontonpolice.ca for more information.



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



edmonton.ca/residential_neighbourhoods/community_safety/community-after-incident-response

Community After Incident Response (CAIR)

Take action. If your community has experienced a traumatic event please contact Community Safety Initiatives who through a partnership with various agencies may provide support to communities impacted by significant incidents (such as a homicide, public suicide, hate crime, etc). Support includes; providing a safe space for the community members to talk about what occurred and the effects it has had on them and access to mental health resources to help healing. You can visit the website or email CommunitySafety@edmonton.ca



NEEDLES



You are poked by a needle that punctures your skin.



780-408-LINK (5465)

Alberta Health Link

811



edmonton.ca/needles

City of Edmonton

Take action. Call Health Link for next steps for your health. Visit the City of Edmonton's website for information about reporting the needle.



You find a needle in a public place.



edmonton.ca/needles

Safe Needle Disposal



311 press 3

City of Edmonton

7 AM - 7 PM, 6 days/week

Closed Sundays and statutory holidays

Take action. Call 311 or use the 311 App to report the location of the needle. The City will coordinate pick up and disposal.



You find a needle on your property or private 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 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.

Contact Hiregood at **780-426-0500** for information you need to pick up and dispose of the needle safely.



GANG ACTIVITY



You see what appears to be gang-related activity including threatening someone or advertising 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 POISONING RESOURCES



Drug poisonings can happen in all neighbourhoods

Supervised consumption services are available at:



780-422-7333 ext. 280

Radius Community Health and Healing

780-424-8335 ext. 227

George Spady Centre

1-888-688-NORS (6677)

National Overdose Response Service if you plan on using drugs alone.



The Digital Overdose Response System (DORS) app allows Albertans using opioids or other substances to mobilize emergency response to their location if they become unconscious.



You see someone who may be experiencing a drug poisoning (overdose).

Look for signs of an 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



911

Emergency Services

Take action. If comfortable and prepared, administer naloxone or ask people in the vicinity if they can administer naloxone.



You or someone you know needs a naloxone kit.



albertahealthservices.ca/dsa/Page13663.aspx

Naloxone is a drug that temporarily reverses the effects of an opioid poisoning or overdose. Naloxone is not a substitute for emergency medical support, always call 911 when administering naloxone.

Naloxone kits are free at any pharmacy in Alberta and at many community locations. Visit the Alberta Health Services website to find a location nearest you.



DRUG POISONING RESOURCES



Using drugs alone?

Given the increased toxicity of the drug supply, using alone is especially dangerous.

- Use with others and take turns
- Let someone you trust know your plan to use
- Start low and go slow
- Avoid mixing drugs
- Carry a naloxone kit



1-888-688-NORS (6677)

National Overdose Response Service if you plan on using drugs alone.



www.dorsapp.ca

Download the Digital Overdose Response System (DORS)



Need information on Supervised Consumption Service (SCS)



211

Supervised consumption services are available at George Spady Society and Radius Community Health & Healing.

780-422-7333 ext. 280

Radius Community Health and Healing

780-424-8335 ext. 227

George Spady Centre

Document at a Glance:

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

Edmonton

NET@edmonton.ca



NEIGHBOURHOOD
Empowerment Team