

# Winter Emergency Response Guide 2019-20

**Version 1.5: November 29, 2019**

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## Overview and Methodology

This resource guide was prepared in partnership with Alberta 211 – Edmonton and Area and Homeward Trust. Homeward Trust coordinates the Winter Emergency Response (WER) Strategic Planning Committee and communications activities for WER. The guide contains basic information about agencies, drop-ins, shelters and transportation services operating during the 2019-2020 winter season. The provided information includes regular hours of operation, extended hours if available for the winter season, and general information about services and resources. \*

The information in this guide was provided verbatim by agency representatives in telephone and email conversations through 211 representatives. The list of agencies included here was populated from suggestions put forward by members of the WER Strategic Planning Committee, of which, those included were deemed most relevant during the winter months.

The WER Resource Guide is compiled in November at the start of each WER season. It will be updated monthly unless major changes are needed, and will be distributed by 211 Alberta – Edmonton and Area as well as made available online at <http://homewardtrust.ca/>. When printing, please remember the WER Guide may not capture unanticipated changes in agency hours and activities during the season. For a more comprehensive list of agencies, services, and the latest information, please contact 211.

**\*In emergency situations, please call 911 directly.**

## Reporting Changes

If you notice incorrect information regarding a service or agency you are involved with, please report those changes to 211 Alberta – Edmonton and Area by dialing 2-1-1 or by emailing [info@211edmonton.com](mailto:info@211edmonton.com). Changes will be reflected in the next version of the WER Guide.

## Boyle Street Community Services – Drop-In

<b>Address</b>	10116 - 105 Avenue (Drop-In accessible through front entrance)
<b>Phone</b>	780-424-4106
<b>Website</b>	<a href="http://www.boylestreet.org">www.boylestreet.org</a>
<b>Clients</b>	All are welcome
<b>Hours</b>	<ul style="list-style-type: none"> <li>Monday to Friday: 9:00 am - 4:30pm</li> </ul>
<b>Food</b>	<ul style="list-style-type: none"> <li>Lunch is served, Monday to Friday, at 11:30am.</li> </ul>
<b>Services</b>	<ul style="list-style-type: none"> <li>Housing Services</li> <li>Mental Health Support and assistance connecting to medical care</li> <li>Information and resources to substance abuse treatment programs, and services (Mobile Outreach and Addiction Team)</li> <li>Aboriginal Residential School Survivors, supports</li> <li>Inner City Recreation &amp; Wellness Program</li> <li>Family and Youth Services</li> <li>Clean needle exchange (partnered with Street Works)</li> <li>Referrals to applicable programming, ID storage, assistance completing forms</li> <li>Inner City Connections in collaboration with Child and Family Services</li> <li><i>Waterwings</i> - an Employment Readiness Program</li> </ul>

## Jasper Place Wellness Centre – Drop-In

<b>Address</b>	15626 - 100A Avenue
<b>Phone</b>	780-481-4001
<b>Website</b>	<a href="http://www.jpwc.ca">www.jpwc.ca</a>
<b>Clients</b>	All
<b>Hours</b>	<ul style="list-style-type: none"> <li><b>Regular Program &amp; Services:</b> Monday to Thursday: 9:00am – 11:00am</li> </ul>
<b>Hours</b>	<p><b>Medical Clinic</b></p> <ul style="list-style-type: none"> <li>Monday, Tuesday, and Thursday: 1:30pm – 4:00pm</li> <li>Wednesday: 11:30am – 5:30pm (Birth Control Centre)</li> <li>Friday: 9:00am – 12:30pm</li> </ul>
<b>Hours</b>	<p><b>Winter Warming Hours Drop – In</b></p> <p>Monday to Sunday: 6:00pm – 9:00 pm</p> <p>Connection to housing, coffee and snacks, winter coats, hats, gloves, first aid, safe injection supplies, and basic toiletries available</p> <ul style="list-style-type: none"> <li>Computer skills</li> <li>Financial skills</li> <li>Income tax clinic</li> </ul>

## Mosaic Centre – Drop-In

<b>Address</b>	12758 Fort Road
<b>Phone</b>	780-722-3247
<b>Website</b>	<a href="http://www.mosaiccentre.com">www.mosaiccentre.com</a>
<b>Clients</b>	Adults
<b>Hours</b>	<ul style="list-style-type: none"> <li>• <b>Drop-In Hours:</b> Monday to Thursday: 11:00am – 7:00pm Friday, Saturday, Sunday and Holidays: 4:00pm – 7:00pm</li> <li>• <b>Holiday Closures:</b> Closed all statutory holidays.</li> </ul>
<b>Services</b>	<ul style="list-style-type: none"> <li>• Soup, coffee and pre-packaged food</li> <li>• Emergency winter wear</li> <li>• First aid</li> <li>• Laundry and haircuts</li> <li>• Basic toiletries</li> <li>• Computer, telephone and fax access</li> <li>• Alcohol and drug recovery guidance</li> <li>• Cultural Programs</li> <li>• Laundry Services</li> <li>• Collective Kitchen</li> </ul>

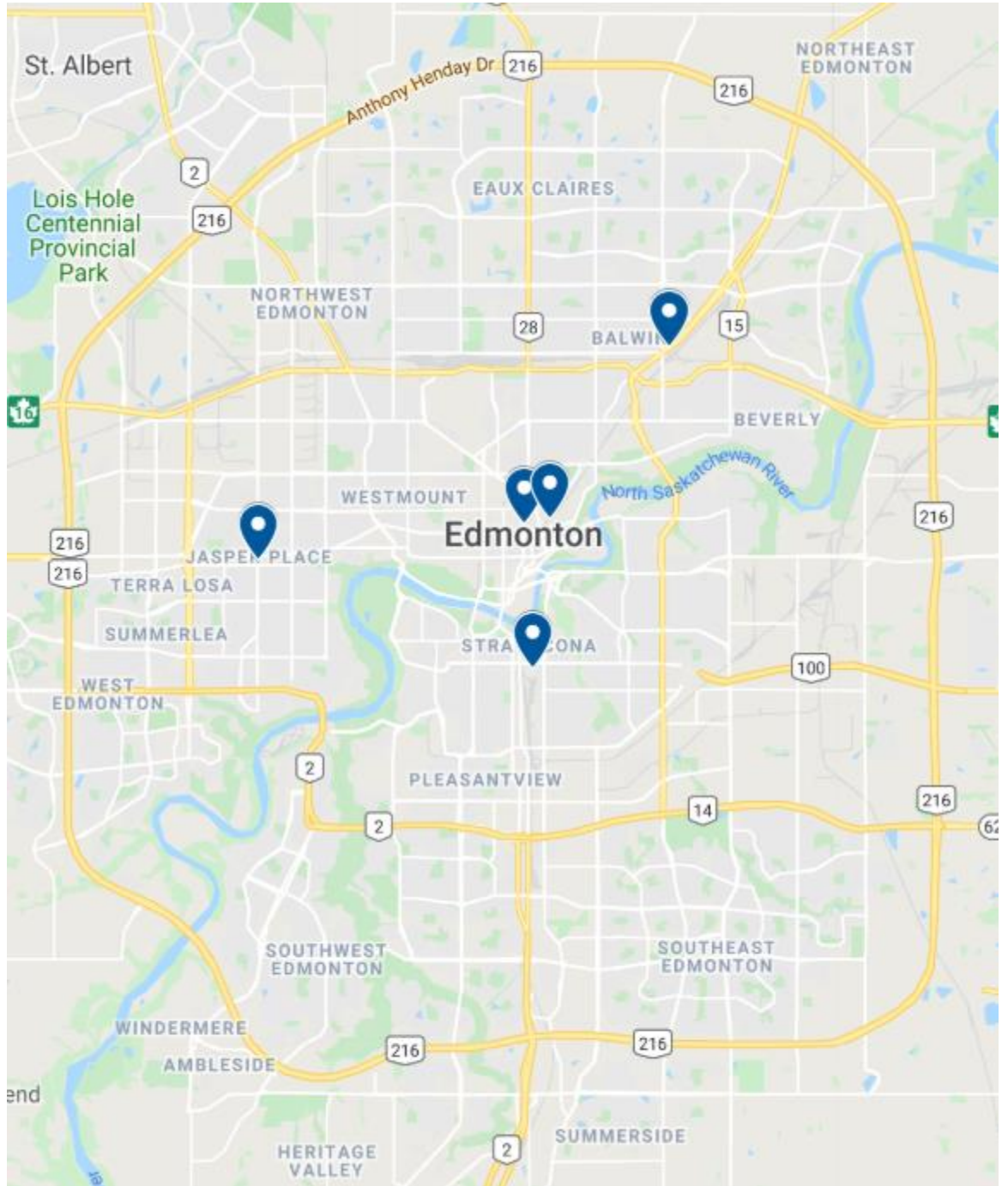
## The Neighbour Centre – Drop-In

<b>Address</b>	10050 - 81 Avenue NW
<b>Phone</b>	780-439-5216
<b>Website</b>	<a href="http://www.theseed.ca">www.theseed.ca</a>
<b>Clients</b>	All adults
<b>Hours</b>	<ul style="list-style-type: none"> <li>• <b>Drop-In Hours:</b> Monday to Friday: 3:00pm – 10:00pm Saturday to Sunday: 5:00pm – 10:00pm</li> <li>• <b>Holiday Closures:</b> Closed November 7 and 8, 2019. Also closed all statutory holidays.</li> </ul>
<b>Services</b>	<ul style="list-style-type: none"> <li>• Food (light meals and snacks, no food hampers)</li> <li>• Emergency Clothing</li> <li>• Showers, Laundry Facilities</li> <li>• Public Phone</li> <li>• Medical Services - first aid, medical foot care</li> <li>• Employment and life change support</li> <li>• Connections to housing resources</li> <li>• Indigenous resources</li> <li>• Games and musical instruments</li> <li>• Offers safe injection supplies</li> </ul>

## Bissell Centre – Community Space

<b>Address</b>	Bissell Centre West - 10530 - 96 Street
<b>Phone</b>	780-423-2285
<b>Website</b>	<a href="http://www.bissellcentre.org">www.bissellcentre.org</a>
<b>Clients</b>	18 years and older
<b>Hours</b>	<ul style="list-style-type: none"> <li>• <b>Drop-In Hours:</b> Monday to Friday: 8:00am – 2:00pm</li> </ul>
<b>Services</b>	<ul style="list-style-type: none"> <li>• Coffee, Snack and lunch items</li> <li>• Laundry, showers &amp; washrooms</li> <li>• Various kitchen, education, culture, and arts programs.</li> <li>• Housing Services</li> <li>• Employment Services and Casual Labour (Monday – Friday 7:00am – 4:30pm December 24, 25, 26, 2019 and January 1, 2020)</li> <li>• Taxes (Mondays 9:00am – 1:00pm)</li> <li>• Community Closet offers free gently-used clothing and hygiene items (Monday to Friday 9:00am to 11:45am (can only be accessed once a week), closed stat holidays)</li> <li>• Mental Health Community Liaison Program (by appointment)</li> <li>• Fetal Alcohol Syndrome Supports (by appointment)</li> <li>• Housing Supports (by appointment)</li> <li>• Inner City Victim Services (by appointment)</li> <li>• Respite Child Care (by appointment)</li> <li>• Family Supports (by appointment)</li> <li>• Free Programs occur throughout the week includes: daily smudging, housing workshops, computer workshops, income tax filing, art classes, cooking classes, sharing circles.</li> </ul>

## Map: WER Funded Agency Drop-Ins



## Canadian Native Friendship Centre

<b>Address</b>	11728 - 95 Street
<b>Phone</b>	780-761-1900
<b>Fax</b>	780-760-1900
<b>Clients</b>	All ages
<b>Hours</b>	<ul style="list-style-type: none"> <li>• <b>Drop-In Hours:</b> Monday to Friday: 8:30am – 4:30pm Closed for lunch at 12:00pm – 1:00pm daily</li> </ul>
<b>Services</b>	<ul style="list-style-type: none"> <li>• Drop-in centre</li> <li>• Coffee and snacks</li> <li>• Resources, computers and referral services</li> <li>• Culturally relevant programs including Cree language, Powwow dance practice, traditional arts and crafts, Metis Jigging</li> </ul>

## The Mustard Seed

<b>Address</b>	10635 - 96 Street
<b>Phone</b>	780-426-5600
<b>Website</b>	<a href="http://www.theseed.ca">www.theseed.ca</a>
<b>Twitter</b>	@themustardseed1 (Edmonton, Calgary, Sundre)
<b>Clients</b>	All * <i>Note: Zero tolerance of alcohol and drugs, wheelchair inaccessible</i>
<b>Hours</b>	<ul style="list-style-type: none"> <li>• <b>Drop-In Hours:</b> Tuesday: 3:00pm – 8:00pm Wednesday and Thursday: 5:00pm to 10:00pm Friday: 3:00pm to 8:00pm Saturday: 3:00pm to 6:00pm Also offers various activities and programs outside drop-in hours. Contact for details.</li> </ul>
<b>Food</b>	Tuesday to Friday: Dinner served from 7:00pm – 8:00pm Saturday: Dinner served from 5:00pm – 6:00pm
<b>Services@10635 96st</b>	<p><b>The Mustard Seed Church</b></p> <ul style="list-style-type: none"> <li>• Women’s Lunch Group: Wednesday at 10:30am – 1:00pm</li> <li>• Access to Employment Coach, and Life Coach: by appointment</li> <li>• Access to Wellness Advocate: by appointment</li> <li>• Afternoon activities: may vary during the season</li> <li>• Evening activities: 8:00pm – 9:30pm (sewing group, karaoke, Bible study, movies, recovery group, etc.)</li> <li>• Art class: Monday and Thursday at 12:30pm – 2:30pm.</li> <li>• Food Bank <ul style="list-style-type: none"> <li>○ Open to the public Tuesday and Thursday: 1:00pm – 2:30pm, first come first served.</li> <li>○ Open to students and employed people: Wednesday 8:00pm, first come first served (*Must bring ID and live within the designated surrounding area)</li> </ul> </li> <li>• Free bread available (depending on supply)</li> </ul>



# Drop-In Centres

Services@10137  
150st

## Christian Care Centre

- Drop-In Hours: Tuesday to Friday: 9:00am – 11:30am
- Access to Wellness Advocate: by appointment
- Breakfast available
- Clothing closet (winter clothing available)

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

<b>Address</b>	9526 - 106 Avenue
<b>Phone</b>	780-429-2626
<b>Clients</b>	Men and women 55 years and older
<b>Hours</b>	<ul style="list-style-type: none"><li>• Monday to Friday: 8:00am – 6:30pm</li><li>• Saturday and Sunday: 10:30am – 6:30pm</li></ul>
<b>Food</b>	Monday to Friday: <ul style="list-style-type: none"><li>• Breakfast at 9:30am</li><li>• Lunch at 12:00pm</li><li>• Supper at 5:00pm</li></ul>
<b>Services</b>	<ul style="list-style-type: none"><li>• Access to outings for sporting events, festivals, swimming and more</li><li>• Flu clinics, access to public health nurses</li><li>• Showers, change of clothing, and haircuts</li><li>• In-house recreation like board games, pool, and card</li></ul>

## Dickinsfield Amity House – Main Site

<b>Address</b>	9213 - 146 Avenue
<b>Phone</b>	780-478-5022
<b>Clients</b>	All (those under 18 need to be accompanied by an adult)
<b>Hours</b>	<ul style="list-style-type: none"><li>• Monday to Friday: 8:30am – 4:00pm</li><li>• Tuesday: 8:30am – 8:30pm</li></ul>
<b>Food</b>	<ul style="list-style-type: none"><li>• Community lunch every first and third Wednesday of the month from 11:30am to 12:30pm</li></ul>
<b>Services</b>	<ul style="list-style-type: none"><li>• Social Worker</li><li>• Free phone</li><li>• Photocopier and fax machines</li><li>• Clothing and small household items</li><li>• Art class (Wednesday 1:30pm to 3:30pm, depending on availability)</li></ul>

## Dickinsfield Amity House – Londonderry Site

<b>Address</b>	Londonderry Community League, 14224 74 Street (second floor, elevator available)
<b>Phone</b>	780-412-1062
<b>Clients</b>	All (those under 18 need to be accompanied by an adult)
<b>Hours</b>	<ul style="list-style-type: none"><li>Monday, Wednesday, Friday: 8:30am – 12:00pm, and 1:00pm – 4:00pm</li></ul>
<b>Food</b>	<ul style="list-style-type: none"><li>Community lunch on the second Friday of the month from 11:30am to 12:30pm</li></ul>
<b>Services</b>	<ul style="list-style-type: none"><li>Outreach</li><li>Coffee and bread</li><li>Microwave</li></ul>

## Boyle Street Community Services - Youth Unit

<b>Address</b>	10116 - 105 Avenue
<b>Phone</b>	587-336-5480, 587-338-7996 (Youth Outreach Worker)
<b>Website</b>	<a href="http://www.boylestreet.org">www.boylestreet.org</a>
<b>Clients</b>	Youth 16 to 24 years
<b>Hours</b>	<ul style="list-style-type: none"> <li>Monday to Thursday: 9:00am – 4:30pm</li> <li>Friday: 1:00pm – 4:30pm</li> <li>Closed 12:00pm to 1:00pm</li> </ul>
<b>Services</b>	<ul style="list-style-type: none"> <li>Basic needs provision, including clothing, warm meals, hot showers</li> <li>High Risk Youth project with services that focus on self-care and harm-reduction</li> <li>Links to other BSCS services and resources, including Housing and Mental Health supports, and Recreation and Cultural programs.</li> <li>Laundry</li> </ul>

## Old Strathcona Youth Society

<b>Address</b>	10325 - 83 Ave NW
<b>Phone</b>	780-496-5947
<b>Website</b>	<a href="http://www.osys.ca">www.osys.ca</a>
<b>Clients</b>	Youth aged 14-24
<b>Hours</b>	<ul style="list-style-type: none"> <li>Tuesday, Wednesday, Thursday: 1:00pm – 9:00pm</li> <li>Friday and Saturday: 2:00pm – 6:00pm</li> </ul>
<b>Services</b>	<ul style="list-style-type: none"> <li>Student Legal Services every other Thursday</li> <li>Boyle McCauley Health Nurses available every other Thursday</li> <li>Movie Night Thursday</li> <li>Collective kitchen on Fridays</li> <li>Recreation on Saturdays</li> <li>Medical bus available on Wednesday afternoons</li> <li>Art and music opportunities</li> <li>Video games on Tuesdays</li> <li>Information &amp; referral, advocacy, and outreach</li> </ul>

## iHuman Youth Society

<b>Address</b>	9635 - 102A Avenue
<b>Phone</b>	780-421-8811
<b>Website</b>	<a href="http://www.ihuman.org">www.ihuman.org</a>
<b>Clients</b>	Youth 12 to 24 years
<b>Hours</b>	<ul style="list-style-type: none"><li>Monday to Friday: 1:00pm – 6:00pm.</li></ul>
<b>Services</b>	<ul style="list-style-type: none"><li>Art, design, music, and fashion programs that foster positive self-worth and encourage reintegration into the community</li><li>Referrals to addictions counselling, legal advocacy, and human services</li><li>Hot beverages, snacks, clothing and toiletries (depending on availability)</li><li>Free mental health clinic and access to medical support on site</li></ul>

## Tegler Youth Centre (Hope Mission)

<b>Address</b>	3805 - 118 Avenue NW Edmonton, AB T5W 0Z8
<b>Phone</b>	780-448-5820
<b>Website</b>	<a href="http://www.hopemission.com">www.hopemission.com</a>
<b>Clients</b>	Youth in grades 6 to 12 (a waiver needs to be signed by a parent or legal guardian)
<b>Hours</b>	<ul style="list-style-type: none"><li>Monday to Friday: 3:00pm – 8:00 pm</li><li>Saturday: 3:00pm – 7:00pm</li></ul>
<b>Activities</b>	<ul style="list-style-type: none"><li>Climbing wall</li><li>Indoor skate park</li><li>Games room and Media Arts Centre</li><li>Mentorship for youth</li></ul>

## Crystal Kids Youth Centre

<b>Address</b>	8718 - 118 Avenue
<b>Phone</b>	780-479-5283 ext. 227 780-479-5753 ("Kids" Line)
<b>Website</b>	<a href="http://www.crystalkids.org">www.crystalkids.org</a>
<b>Clients</b>	Youth, Seniors
<b>Hours</b>	<p><b>Centre for Youth Hours:</b></p> <ul style="list-style-type: none"> <li>Monday and Tuesday: 3:00pm – 8:00pm</li> <li>Wednesday: 3:00pm – 6:00pm</li> <li>Thursday: 1:30pm – 8:00pm</li> <li>Friday: 3:00pm – 8:00pm (extended hours for teens ages 13 – 18 until 10:00pm)</li> <li>Saturday: 11:00am – 5:00pm</li> </ul>
<b>Food</b>	<ul style="list-style-type: none"> <li>Daily after school snacks</li> <li>Supper at 5:00pm</li> <li>Saturday mid-afternoon meals</li> <li>Seniors (55+) breakfast on Wednesday mornings from 11:30am – 12:45 pm</li> </ul>
<b>Services</b>	<ul style="list-style-type: none"> <li>Outreach Worker</li> <li>Literacy Program</li> </ul>

## Youth Empowerment and Support Services (YESS) Armoury Centre

<b>Address</b>	10310 - 85 Avenue
<b>Phone</b>	780-468-7070 ext. 305
<b>Website</b>	<a href="http://www.yess.org">www.yess.org</a>
<b>Clients</b>	Youth 15-24 years
<b>Hours</b>	<ul style="list-style-type: none"> <li>Monday: 9:00am – 8:00pm</li> <li>Tuesday to Thursday: 9:00am – 4:00pm</li> <li>Friday: 9:00am – 2:00pm, 5:00pm – 8:00pm</li> <li>Saturday: 9:00am – 2:00pm</li> <li>Sunday: 9:00am – 8:00pm</li> </ul>
<b>Services</b>	<ul style="list-style-type: none"> <li>Employment program, recreational activities, workshops, community presentations, housing referrals, QSA</li> <li>Medical care: Monday afternoon, Wednesday and Friday mornings</li> <li>Addictions and mental health referrals, needle exchange program, health4two, sober space, GSA</li> <li>Showers, laundry, access to personal care items, clothing, hot meals and healthy snacks</li> <li>The above services are available during Resource Hours from Mon-Fri 9am-4pm. All other hours are Winter Drop-In Hours and offer limited services.</li> </ul>

## Hope Mission

<b>Address</b>	9908 - 106 Avenue
<b>Phone</b>	780-422-2018
<b>Website</b>	<a href="http://www.hopemission.com">www.hopemission.com</a>
<b>Clients</b>	All are welcome; light tolerance for intoxication
<b>Hours</b>	<p>Monday to Friday:</p> <ul style="list-style-type: none"> <li>• Breakfast: 7:30am – 8:15am</li> <li>• Lunch: 12:00pm – 12:45pm</li> <li>• Dinner: 4:30pm – 5:15pm</li> </ul> <p>Weekends and Holidays:</p> <ul style="list-style-type: none"> <li>• Brunch: 10:45am</li> <li>• Dinner: 4:15pm</li> </ul>

## Marian Centre

<b>Address</b>	10528 - 98 Street
<b>Phone</b>	780-424-3544
<b>Website</b>	<a href="http://www.mariancentreedmonton.ca">www.mariancentreedmonton.ca</a>
<b>Clients</b>	All
<b>Hours</b>	<p>Monday, Tuesday, Thursday, and Saturday:</p> <ul style="list-style-type: none"> <li>• Lunch at 12:30pm – 1:15pm</li> </ul> <p>Monday, Tuesday, and Thursday:</p> <ul style="list-style-type: none"> <li>• Sandwiches and water (back door) at 2:00pm – 3:00pm</li> </ul> <p><b>Closures:</b> Closed at the end of every month for a few days during cheque week.</p>
<b>Services</b>	<p>Clothing:</p> <ul style="list-style-type: none"> <li>• Fridays at 10:30am – 11:30am (clothing offered primarily for men)</li> </ul>

## The Rock Outreach

<b>Address</b>	11004 - 96 Street
<b>Phone</b>	780-426-1122
<b>Email</b>	<a href="mailto:info@therockedm.ca">info@therockedm.ca</a>
<b>Clients</b>	All
<b>Hours</b>	<p>Tuesday, Wednesday and Thursday:</p> <p>Hot Breakfast at 7:00am – 9:00am</p>

## Robertson Wesley United Church

<b>Address</b>	10209 - 123 Street
<b>Phone</b>	780-482-1587
<b>Website</b>	<a href="http://www.rwuc.org">www.rwuc.org</a>
<b>Clients</b>	All are welcome
<b>Hours</b>	<ul style="list-style-type: none"> <li>Community dinner on the second Saturday of each month at 5:00pm – 6:00pm, except in December.</li> <li>Community dinner on the first Saturday of December at 5:00pm – 6:00pm.</li> <li>Magic Pantry Bagged Lunches are available Mondays, Tuesdays, and Thursdays from 12:00 pm – 1:00 pm.</li> </ul>

## Trinity Lutheran Church

<b>Address</b>	10014 - 81 Avenue
<b>Phone</b>	780-433-1604
<b>Clients</b>	All
<b>Hours</b>	Runs early October to early June on the first and third Tuesday of each month: <ul style="list-style-type: none"> <li>Dinner at 6:00pm – 8:00pm</li> </ul>

## Edmonton's Food Bank

<b>Address</b>	11508 - 120 Street (Main Location)
<b>Phone</b>	780-425-4190
<b>Website</b>	<a href="http://www.edmontonsfoodbank">www.edmontonsfoodbank</a>
<b>Clients</b>	All who require food assistance, based on need
<b>Hours</b>	<ul style="list-style-type: none"> <li>Monday to Friday: 8:30am – 4:00pm (Excluding Holidays)</li> </ul>
<b>Note:</b>	Provide valid identification for each person in your household and proof of Edmonton residency (eg. bills, rent receipt)
	<b><u>Bread Runs:</u></b>
<b>Southside</b>	<b>Garneau United Church</b> 11148-84 Avenue <ul style="list-style-type: none"> <li>Time: Saturdays from 7:00am to 9:30am</li> </ul>
<b>Southside</b>	<b>Millwoods United Church</b> 15 Grand Meadow Crescent <ul style="list-style-type: none"> <li>Time: Saturdays from 10:00am to 11:00am</li> </ul>
<b>Northside</b>	<b>Freedom Centre</b> 4925-134 Avenue <ul style="list-style-type: none"> <li>Time: Wednesdays, from 10:00am to 11:00am</li> </ul>

<p><b>West End</b></p>	<p><b><u>Free Bread (Depending on Availability):</u></b>  <b>Jasper Place Child and Family Resource Society</b>                  Cabrini Centre Main floor 16811 88 Avenue - 780-489-2243</p> <ul style="list-style-type: none"> <li>Monday and Tuesday 8:30am to 6:00pm</li> </ul>
<p><b>North Side</b></p>	<p><b>Dickinfield Amity House</b> (2 locations)- 9213- 146 Avenue - 780-478-5022</p> <ul style="list-style-type: none"> <li>Monday, Tuesday, Wednesday, Friday 9:00 am - until bread is gone</li> </ul> <p><b>Londonderry Community League Hall</b> 144224-74 Street 2<sup>nd</sup> Floor - 780-412-1062</p> <ul style="list-style-type: none"> <li>Monday, Wednesday, Friday 9:00 am – until bread is gone</li> </ul>

**Salvation Army – Edmonton Centre of Hope**

<p><b>Address</b></p>	<p>9611 - 102 Avenue</p>
<p><b>Phone</b></p>	<p>780-429-4274</p>
<p><b>Clients</b></p>	<p>All</p>
<p><b>Hours</b></p>	<p>Fridays:</p> <ul style="list-style-type: none"> <li>Free breakfast from 7:30am – 8:00am</li> </ul> <p>Wednesdays:</p> <ul style="list-style-type: none"> <li>Free afternoon soup from 3:00pm – 4:00pm</li> </ul> <p>Daily bread bin between 9:00am and 3:00pm on a first - come, first - served basis depending on availability.</p>



## Hope Mission Shelter Information

**Please Note: Clients may visit the office at Hope Mission, 9908 – 106 Avenue (main entrance) to speak to staff 24/7, about shelter hours and information.**

## Hope Mission Warming Shelter

<b>Address</b>	9908 - 106 Avenue
<b>Phone</b>	780-422-2018
<b>Website</b>	<a href="http://www.hopemission.com">www.hopemission.com</a>
<b>Clients</b>	Couples, single males, 24 years and older, light tolerance for intoxication
<b>Hours</b>	<ul style="list-style-type: none"> <li>• Opens at 8:00pm</li> <li>• Check in at 8:30pm – 12:00am</li> <li>• Clients leave at 6:45am</li> </ul>
<b>Capacity</b>	140 mats

## Hope Mission Herb Jamieson Centre

<b>Address</b>	10014 - 105A Avenue
<b>Phone</b>	780-429-3470
<b>Website</b>	<a href="http://www.hopemission.com">www.hopemission.com</a>
<b>Clients</b>	Males only, 24 years and older Zero tolerance for intoxication
<b>Hours</b>	<ul style="list-style-type: none"> <li>• Opens at 7:00pm</li> <li>• At 7:30am clients leave <b>except</b> people with a medical note and people who work at night</li> <li>• New clients register for service – daily 2:00 pm to 3:00 pm</li> </ul>
<b>Capacity</b>	319 beds

## Hope Mission Intox Centre 24/7

<b>Address</b>	9908 - 106 Avenue
<b>Phone</b>	780-422-2018
<b>Website</b>	<a href="http://www.hopemission.com">www.hopemission.com</a>
<b>Clients</b>	Males only, 18 years and older, under severe influence of drugs or alcohol.
<b>Hours</b>	<ul style="list-style-type: none"> <li>• Open 24 hours a day, 7 days a week</li> <li>• Day intake from 9:00am – 2:00pm</li> <li>• Night intake at 8:30pm (no shut down)</li> </ul>
<b>Capacity</b>	70 mats

## Hope Mission Women's Emergency Shelter (WEM)

<b>Address</b>	9908 - 106 Avenue
<b>Phone</b>	780-422-2018
<b>Website</b>	<a href="http://www.hopemission.com">www.hopemission.com</a>
<b>Clients</b>	Females, 16 years and older, light tolerance for intoxication
<b>Hours</b>	<ul style="list-style-type: none"> <li>• Open 24 hours a day, 7 days a week</li> <li>• Registration at 8:00pm – 8:30 am</li> <li>• Clients already registered for the night may stay during the day</li> </ul>
<b>Capacity</b>	70 beds

## Hope Mission MEN - Day Shelter

<b>Address</b>	Trailers – (by the Herb Jamieson location, 10014 - 105A Avenue)
<b>Phone</b>	780-422-2018
<b>Website</b>	<a href="http://www.hopemission.com">www.hopemission.com</a>
<b>Clients</b>	Males 16 years and older, light intoxication
<b>Hours</b>	<ul style="list-style-type: none"> <li>• Open 24 hours a day, 7 days a week</li> <li>• Opens at 7:30am</li> <li>• Closes at 8:00pm</li> </ul>
<b>Capacity</b>	50 mats

## Hope Mission (Youth)

<b>Address</b>	Trailers – (by the Herb Jamieson location, 10014 - 105A Avenue)
<b>Phone</b>	780-422-2018
<b>Website</b>	<a href="http://www.hopemission.com">www.hopemission.com</a>
<b>Clients</b>	Youth, 16-24 years, light intoxication
<b>Hours</b>	<ul style="list-style-type: none"> <li>• Open 24 hours a day, 7 days a week</li> <li>• Opens at 9:00pm</li> <li>• Last intake at 2:00am</li> <li>• Closes at 8:00am</li> </ul>
<b>Capacity</b>	65 mats

## The George Spady Centre Society

<b>Address</b>	10015 - 105A Avenue
<b>Phone</b>	780-424-8335
<b>Clients</b>	Men or women (gender neutral friendly), 18 years and older, under the influence, wheelchair accessible
<b>Hours</b>	<ul style="list-style-type: none"> <li>• Intake begins at 8:00pm, runs until space is no longer available.</li> <li>• Clients must leave by 7:00am.</li> </ul>
<b>Services</b>	<p><b>Daytime:</b></p> <ul style="list-style-type: none"> <li>• 20 daytime mats available from 4:00pm during winter warming for intoxicated individuals</li> <li>• Showers and laundry service</li> <li>• Meals provided</li> <li>• Basic health care needs addressed</li> <li>• Referral to medical and mental health services if needed</li> <li>• Safety information provided</li> <li>• Information about treatment options provided</li> <li>• Housing First referrals for Coordinated Access</li> <li>• Oxygen tanks available</li> </ul>
<b>Capacity</b>	<ul style="list-style-type: none"> <li>• 60 mats for men and women</li> <li>• 20 daytime mats for intoxicated individuals</li> <li>• 6 detox beds for women</li> <li>• 21 detox beds for men</li> </ul>

## Women's Emergency Accommodation Centre (WEAC)

<b>Address</b>	9611 - 101A Avenue
<b>Phone</b>	780-423-5302
<b>Website</b>	<a href="http://www.e4calberta.org">www.e4calberta.org</a>
<b>Clients</b>	Women only (including transgender women), 18 years and older
<b>Hours</b>	<ul style="list-style-type: none"> <li>• Open 24/7. But closed every fourth Friday of the month between 9:00am – 4:00pm for cleaning.</li> <li>• New intake sign - up begins at 5:00am</li> <li>• Register by phone. Clients will be contacted as beds become available; clients without a phone may check back frequently for availability.</li> <li>• Residents have a 12:00am curfew</li> </ul>
<b>Food</b>	<p>Meals for residents:</p> <ul style="list-style-type: none"> <li>• Breakfast (self-serve): 8:00am to 8:45am</li> <li>• Lunch (self-serve): 12:00pm to 1:00pm</li> <li>• Supper (self-serve): 4:30pm to 5:20pm</li> </ul>
<b>Capacity</b>	<p>64 Beds</p> <p>40 beds - double occupancy rooms</p> <p>24 beds - dorm – room setting</p>

## Youth Empowerment and Support Services (YESS) – Nexus Shelter

<b>Address</b>	9310 - 82 Avenue
<b>Phone</b>	780-468-7070 ext. 232
<b>Clients</b>	Male, female, and transgender youth 15-21 years. Youth 15 years require consent of legal guardian.
<b>Hours</b>	<ul style="list-style-type: none"> <li>• Intake begins at 9:00pm, clients leave at 8:30am</li> </ul>
<b>Services</b>	<ul style="list-style-type: none"> <li>• Showers and laundry</li> <li>• Food</li> <li>• Clothing and toiletries</li> <li>• Referrals to other resources and access to youth workers</li> </ul>
<b>Capacity</b>	24 beds

## Salvation Army – Edmonton Centre of Hope (Transitional Housing)

<b>Address</b>	9611 - 102 Avenue
<b>Phone</b>	780-429-4274
<b>Clients</b>	Men only, 18 years and older. Low tolerance for behaviour such as clients who are threatening to harm self or others. Zero tolerance for alcohol and/or drugs.
<b>Hours</b>	<p>Intake 24/7</p> <ul style="list-style-type: none"> <li>• Clients must vacate rooms between 10:00 AM – 3:00 PM but can remain in building.</li> <li>• Breakfast, Lunch, Supper available for purchase</li> </ul>
<b>Food</b>	
<b>Capacity</b>	<p>82 Dormitory Beds (\$12/night)</p> <p>66 Private Rooms (\$14/night) – Start off in the dorms, then can transition to private rooms</p>

## E4C Youth Housing Program (Transitional Housing)

<b>Phone</b>	Referral Line: 780-479-7075 (Self-referrals over the phone), Monday to Friday: 8:30am – 4:30pm. Closed on holidays.
<b>Clients</b>	High-risk youth 14-17 years
<b>Hours</b>	Intake 24/7: Curfew: Sunday – Thursday at 11:00pm, Friday and Saturday at 1:00am
<b>Services</b>	<ul style="list-style-type: none"> <li>• Showers and laundry</li> <li>• Breakfast, lunch, and dinner</li> <li>• Bus tickets (limited availability)</li> <li>• Clothing (depends on availability) and hygiene items</li> <li>• Referrals to other programs and access to support</li> </ul>
<b>Capacity</b>	15 co-ed beds

## Community and Social Services Crisis Unit - Financial Benefit

<b>Phone</b>	780-644-5135 or 1-866-644-5135 (toll free)
<b>Clients Served</b>	Families, singles, and childless couples – subject to eligibility
<b>Hours</b>	Available 24 hours
<b>Service</b>	<ul style="list-style-type: none"> <li>• For unexpected, emergency situations that present a severe health or safety risk</li> <li>• May cover: food, clothing household items, basic transportation, emergency medical needs, temporary shelter</li> </ul>

## Child and Family Services – Child Intervention Services

<b>Phone</b>	<p>24 Hour Crisis Unit: 780-422-2001</p> <p>24 Hour Child Abuse Hot Line: 1-800-387-5437</p> <p>After-hours office at 1-800-638-0715 (Press 1 for Red Deer or south of Red Deer; Press 2 for north of Red Deer).</p>
<b>Clients Served</b>	Families with children under the age of 18 years
<b>Services</b>	<ul style="list-style-type: none"> <li>• Responds directly to emergency situations and to concerns from people in the community about children who might need protection</li> <li>• Offers referrals for further assessment, and investigates and protects children at risk</li> <li>• Offers information, resources, and support for children and families in crisis</li> </ul>

## Mental Health Crisis Response Team

<b>Phone</b>	780-342-7777
<b>Clients Served</b>	Adults facing a mental health crisis
<b>Hours</b>	24/7
<b>Services</b>	Mental health assessment

## Boyle McCauley Health Centre (Medical Clinic)

<b>Address</b>	10628 96 Street
<b>Phone</b>	780-422-7333 dial 3 for medical clinic If no answer, try calling again - do not leave a message on the voice mail.
<b>Website</b>	<a href="http://www.bmhc.net">www.bmhc.net</a>
<b>Clients Served</b>	Individuals and families with complex health and psycho-social needs who are experiencing multiple barriers to accessing health care providers.
<b>Hours</b>	<b>Clinic Hours:</b> Mon to Thurs: 8:00am – 8:00pm Fri: 8:00am – 4:30pm Sat: 9:00am – 12:00pm <b>Closed all stats.</b>  <b>Walk-ins are seen only in the evenings (5:00pm to closing) and on Saturdays from 9:00am to 12:00pm.</b>

## Edmonton Emergency Relief Services

<b>Address</b>	10255 104 Street
<b>Phone</b>	780-428-4422
<b>Clients</b>	Victims of fire or other disasters, working poor, newcomers, and people dealing with homelessness.
<b>Hours</b>	Mid-October to mid-May: <ul style="list-style-type: none"> <li>Monday to Friday from 9:00am – 3:00pm</li> </ul> <b>Closed all stats.</b>
<b>Services</b>	<ul style="list-style-type: none"> <li>Blankets and winter outerwear</li> </ul>

## 211

<b>Phone</b>	211
<b>Clients</b>	Individuals of all ages, service providers and ‘helping – professionals’ who are searching out services for their clients
<b>Hours</b>	Available 24 hours, 7 days a week
<b>Service</b>	<ul style="list-style-type: none"> <li>Information and referrals for childcare, parenting, government subsidies, employment, addictions, legal services, counselling, support groups, education, family and domestic violence issues, basic needs, immigrant / newcomer services, medical concerns, mental health issues, youth programs and more</li> </ul>

## Distress Line

<b>Phone</b>	780-482-4357 (HELP)
<b>Hours</b>	Available 24 hours, 7 days a week
<b>Service</b>	<ul style="list-style-type: none"><li>• A confidential and non-judgmental listening service for people experiencing difficulties, challenges or loss in their lives, suicidal crisis and / or abusive situations</li></ul>

# Outreach, Transport and Crisis Services

## 24/7 Crisis Diversion Team

<b>Phone</b>	Call <b>211 and press 3</b> to access the dispatch line
<b>Clients Served</b>	People experiencing non-emergency/non-violent crisis in Edmonton
<b>Hours</b>	24/7, 365 days a year
<b>Services</b>	<p>211 and EPS dispatch 24/7 teams from:</p> <ul style="list-style-type: none"> <li>Boyle Street Community Services</li> <li>HOPE Mission (Man Down Van) may provide bag lunches, hot – chocolate, clothing and other basic needs items</li> </ul> <p>The teams provide crisis intervention services when someone is:</p> <ul style="list-style-type: none"> <li>Experiencing a medical or mental health (non-emergency) crisis</li> <li>There is a potential safety concern for the individual involved</li> <li>Possibly intoxicated, or otherwise impaired</li> </ul> <p>Please note the van has some capacity to provide response to clients with limited mobility and/or wheelchair access</p> <p><b>In emergency situations, call 911 directly.</b>  <b>For a non-emergency crisis, call 211 and press 3 to dispatch the 24/7 Crisis Diversion Team.</b>  <b>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.</b></p> <p><b>*Please see the Extreme Weather Protocol for Winter Emergency Response on the Homeward Trust website for more information.</b></p>

## Boyle Street Community Services – Winter Warming Bus

<b>Phone</b>	780-554-2795
<b>Client</b>	All, (but wheelchair inaccessible)
<b>Hours</b>	<i>To Be Announced</i>
<b>Food Items</b>	Snacks, sandwiches, hot – chocolate, coffee Blankets, winter clothing
<b>Service</b>	Transportation to warming centres and shelters



# Outreach, Transport and Crisis Services

## Winter Warming Bus Pick-up Schedule:

*To Be Announced*

## MAP - Winter Warming Bus Stop Locations

*To Be Announced*

# Outreach, Transport and Crisis Services

## Salvation Army Crossroads Women's Outreach Van

<b>Phone</b>	587-990-9708
<b>Clients Served</b>	Women
<b>Hours</b>	Call for information

## Streetworks Van

<b>Phone</b>	780-990-6641
<b>Clients Served</b>	All (in the inner city)
<b>Hours</b>	Every night from 8:30pm – 12:00am Tuesday and Thursday from 1:00pm – 3:30pm <ul style="list-style-type: none"><li>• Individuals can call for pick-up of used sharps containers and drop-off of safe-injection supplies and condoms. Cannot provide transport or crisis response.</li></ul>

## AHS EMS (City Centre Paramedic Response Unit)

<b>Phone</b>	780-407-3666
<b>Clients</b>	Individuals in need of urgent or emergent crisis response
<b>Hours</b>	Monday to Thursday: 7:00am – 5:30pm (winter hours TBD)
<b>Services</b>	<ul style="list-style-type: none"><li>• Medical Assessment</li><li>• Minor Treatments</li><li>• Connection to Primary Care or Addiction and Mental Health</li><li>• Assist with connection to other services</li></ul>

## E4C Crossroads Outreach Van

<b>Phone</b>	780-405-6539 (Outreach) 780-474-7421 (Drop-in)
<b>Clients Served</b>	Adults engaged in street-based sex work and survival sex work
<b>Hours</b>	<b>Street Outreach Hours (location varies):</b> <ul style="list-style-type: none"><li>• Tuesday 9:30pm – 12:00am</li><li>• Friday and Saturday 9:30pm – 1:00am</li></ul> <b>Drop-In Hours (call for address):</b> <ul style="list-style-type: none"><li>• Fridays 4:50pm – 7:20pm</li><li>• Saturdays 4:00pm – 7:00pm</li><li>• Sundays 4:00pm – 7:00pm</li></ul>

# Outreach, Transport and Crisis Services

The funding for the Winter Emergency Response Program was provided through Homeward Trust Edmonton by the resources of the Government of Alberta and the City of Edmonton. These funds are distributed between the following WER funded agencies:

- Boyle Street Community Services Drop-In
- Jasper Place Wellness Centre Drop-In
- Mosaic Centre Drop-In
- Neighbour Centre
- Bissell Centre