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We would like to thank the directory volunteers who worked on this publication. Without your time, skills and energies the quality of this publication would suffer. A special thanks to Joyce, Liz, Julia, and Margaret. Thank-you.

We strive to make the Directory of Senior Services as error-free as possible, but if you do find information that is not correct, please let us know. We would also appreciate any other suggestions on how to make the publication better for next time.

Call 780.701.9012 or email dloper@mysage.ca. Thank you.

Alberta Seniors and Community Supports and the City of Edmonton, Family and Community Support Services sustain **Sage** Directory of Senior Services through generous grants. Their financial support makes this publication possible.

Although **Sage** monitors the content of this publication, claims made by advertisers are not endorsed by the agency. Listed Prices are subject to change. Please contact the site for current pricing.

ABOUT THE COVER

The front cover of this directory was created by one of our own in the senior-serving community. Terrie Shaw is a respected artist now living in Sherwood park but formerly from Nova Scotia. She is the Assistant Director at Strathcona Place Senior Centre in south Edmonton. For over 20 years, she has shared her many talents with the seniors.

The cover features current senior members of her Centre.

Terrie Shaw utilized her collage painting technique, acrylic paints, and her artistic skills to render this wonderful painting.

View the original at **Sage**, 3rd floor.

Our Directory of Senior Services is a dynamic publication which is always in the process of being updated and expanded. Is your agency, organization or business in the Directory? Please note, non-profit senior-serving organizations are given free listings. For-profit businesses are required to take out an ad in order to have a listing. So if someone isn't here - let them know that you missed them in the Directory of Senior Services. Non-profits please contact David Loper, Communications Coordinator at 780.701.9012 or dloper@MySage.ca. For-profits, and those inquiring about advertising in the Directory please contact Karen McDonald at 780.701.9008 or kmcdonald@MySage.ca.

Crisis and Emergency

Chapter Contents

- Crisis and Emergency
- Shelters for Abused Persons
- General Assistance
- Environmental - Household Crisis
- Disaster and Emergency Relief

CRISIS AND EMERGENCY

EMERGENCY: Dial 911

- Police - Fire - Ambulance

DEAF ACCESS - Dial 711

Mental Health Help Line
(24 hours) Toll Free 1.877.303.2642

Seniors Abuse Help Line
(24 hours) 780.454.8888

Offers a 24 hour telephone line providing confidential listening and support for those experiencing or dealing with Seniors' Abuse.

The Support Network Distress Line
(24 hours) 780.482.HELP(4357)

Provides free, confidential listening and support for those in crisis or distress. Available 24-hours, seven days a week.

Sexual Assault Centre Crisis Line
(24 hours) 780.423.4121

HEALTHLink Alberta
780.408.LINK (5465)

Poison Centre 1.800.332.1414

Homeward Trust

Phone: 780.496.2630

Email: info@homewardtrust.ca

- Winter Emergency Resources in Edmonton: A list of Shelters, Warming Centres, Emergency Resources, Food and Drop-In, and Other Services.
- If you want the latest edition of this information please contact Beverly Eastham at: beastham@homewardtrust.ca or 780.496.7612

Emergency Social Services

(After 4:30 pm & on weekends)
780.644.5135 TDD 780.427.1561

SHELTERS FOR ABUSED PERSONS

Sage Seniors' Safe House 780.702.1520
Lurana Shelter Crisis Phone (Edm) 780.424.5875

A Safe Place (Sherwood Park) 780.464.7233
WIN House Edmonton 780.479.0058

Women's Emergency Accommodation Centre

9611 101A Ave. NW T5H 0C8

Phone: 780.423.5302

Email: vbird@e4calberta.org

www.e4calberta.org

- Women's Emergency Accommodation Centre (WEAC) offers short-term emergency housing to homeless and transient women who have little or no income.

Crisis & Emergency

GENERAL ASSISTANCE

City of Edmonton

311

Edmonton Emergency Relief Services Society

10255 104 St. T5J 1B1

Phone 780.428.4422

Contact: Heather McCallum

Email: heathmacc@telus.net

www.eerss.ca

Hours of Operation:

Mon-Fri 10:00 am-3:00 pm (Winter/Fall)

Tues-Sat 10:00 am-3:00 pm (Spring/Summer)

- Provides material relief for victims of fire or disaster.
- Operates a thrift store that offers new and used items at very low cost prices tailored to fit most budgets.
- Offers free coats and blankets during winter months. Referral preferred.

Your Community Connection -

Get Help - Give Help – Dial 211
 Outside Edmonton 780.482.4636
 (INFO) 780.482.7273

Provincial Government Listings

780.310.0000
 Deaf, hearing or speech impaired
 TDD/TTY 780.427.9999 or
 1.800.232.7215

For more information about Senior Services call Sage 780.423.5510

Phonebusters (telemarketing fraud complaints)
 Toll Free 1.888.495.8501

Sage Seniors' Safe House
 There is a shelter
 Call 780.702.1520

The Support Network

#400, 10025 106 St. NW T5J 1G4

Phone: 780.482.0198

Contact: Nancy McC Calder

Email: admin@thesupportnetwork.com

www.thesupportnetwork.com

Office hours:

Mon-Fri - 8:30 am -4:30 pm

Distress Line (DL) 780.482.HELP(4357)

Provides free, confidential listening and support for those in crisis or distress. Available 24-hours, seven days a week.

Online Crisis Support 780.482.0198

Provides free, confidential, short-term crisis support service through Live Crisis Chat, Crisis Support Blog and Crisis Email.

ENVIRONMENTAL - HOUSEHOLD CRISIS

Environment Emergency Complaint

1.800.222.6514

Humane Society

(S.P.C.A. Animal Shelter) 780.471.1774

Alberta One Call

(Buried Cables) 1.800.242.3447

Bell/Telus Repair/Telephone Trouble 611

Drainage Trouble 780.496.1717

Gas Emergency (ATCO) 780.420.5585
or 1.800.511.3447

Industrial Accidents

(Fatality/Serious Injury) 780.415.8690

Power Trouble 780.412.4500

Roadway Maintenance 780.496.1700

Water Trouble 780.412.6800

DISASTER & EMERGENCY RELIEF

Canadian Red Cross

9931 106 Street, Edmonton

Phone: 780.423.2680

If you require after hours assistance please call 1.888.800.6493

www.redcross.ca

- The Canadian Red Cross assists families and individuals who have been affected by disaster.
- Assistance is available for the first 72 hours after a disaster.
- The Canadian Red Cross provides shelter, food, clothing, hygiene kits, other basic necessities.

Disaster Preparedness Program

- Canadian Red Cross advises all Canadians to 'be prepared and expect the unexpected'. You should be prepared to take care of yourself for a minimum of 72 hours after a disaster. We advise you to: Know the risks, make a plan and have an emergency kit.
- We offer education and information sessions on emergency preparedness.

WE SUPPORT



United Way



MEMBERSHIP AT Sage

Sage offers annual, two-year and lifetime memberships to seniors as well as a corporate rate for non-profit and for-profit businesses.

The benefits of membership are:

- Subscription to the **Sage** Link
- Easy access to programs, activities and courses
- A reduction in course fees
- Free use of our public access computers
- Participation in **Sage** clubs and groups

Sage supports the seniors of Edmonton by:

- Providing housing and guardianship services
- Providing important information resources that seniors need
- Assisting with government forms
- Managing **Sage** Seniors' Safe House
- Offering a broad range of programs, activities and courses
- Providing volunteer opportunities
- Performing social work services
- Engaging in advocacy on behalf of seniors

To download an application form visit us at www.MySage.ca/membership.cfm.

You can also call us at 780.423.5510 or stop by our centre located at 15 Sir Winston Churchill Square.