

## Chapter Contents

- General Assistance
- Environmental Household Crisis
- Disaster & Emergency Relief

## GENERAL ASSISTANCE

**Non-Emergency Police**  
780.423.4567

**Non-Emergency Fire**  
780.442.5445

**City of Edmonton** 311

**Seniors Information Phone Line**  
211

### Edmonton Emergency Relief Services Society

10255 104 St. NW T5J 1B1  
Phone 780.428.4422  
Contact: Cindi Hache  
www.eerss.org

Hours of Operation:  
(Winter/Fall) Mon-Fri 9am-3pm  
(Spring/Summer) Tues-Sat 9am-3pm

- 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.

### Government Listings, Government of Alberta

**Call toll-free. Dial 310.0000.**

For toll free access to any provincial government office, dial 310.0000 from anywhere in Alberta, followed by the area code and phone number of the office you wish to reach, or stay on the line to be directed to the department you wish to speak to.

Outside Alberta, call long distance 780.427.2711.

Deaf/hearing impaired callers with a TDD/TTY, call 780.427.9999 in Edmonton or 1.800.232.7215 throughout Alberta.

### The Canadian Anti-Fraud Centre

(mass marketing fraud and ID fraud complaints)

Toll Free Phone: 1.888.495.8501

Call centre reporting hours: 9am-4:45pm

Report an incident online:

[www.antifraudcentre.ca](http://www.antifraudcentre.ca)

### Free Hot Meals

#### 211 Year Round Meals List

Phone: Dial 2-1-1. If 211 is not yet available in your area, call 780.482.INFO (4636)  
[www.edmonton.cmha.ca/211](http://www.edmonton.cmha.ca/211)

### Central

#### Bent Arrow Traditional Healing Society

Parkdale School, 11648 85 St.

Phone: 780.481.3451

- Every other Friday of the month.

Contact for dates.

- Soup and Bannock 12:00pm-1:00pm.

**Bissell Centre**

East Building: 10527 96 St.

Phone: 780.423.2285

- Tuesday and Thursday except the last week of each month and statutory holidays.

- Women's Lunch 12:00pm-12:30pm (Women only and their children).

West Building: 10530 96 St.

Phone: 780.423.2285

- Monday to Friday.

- Community Space hours 8:00am-2:00pm.

- Hot Meals offered in programming at 11:00am and 1:00pm.

- Snacks put out hourly 8:00am-1:00pm.

- Closed statutory holidays.

**Boyle McCauley Health Centre**

10628 96 St.

Phone: 780.422.7333

- Women's Health Promotion Program (health info session with nutritious meal):

Thursday - Info Session 5:00pm Meal 6:00pm.

- Closed the last or 2nd last Thursday of each month, and statutory holidays. Call to confirm.

- Doors locked at 5:00pm.

- Women only (with low income).

**Boyle Street Community Services**

10116 105 Ave

Phone: 780.424.4106

- May 1 to Oct 31 - Monday to Friday Lunch 11:30am.

- Nov 1 to Apr 30 – Daily Lunch 11:30am.

- All meals are served until the food is gone.

- Closed statutory holidays from May 1 to Oct 31.

**Crystal Kids (55+ years only meal)**

8718 118 Ave

Phone: 780.479.5753

- Seniors Drop-in with Meal: Wednesday 11:30am-12:45pm.

- July and August: Wednesday 10:30am-11:45am.

- 55+ years only.

**Hope Mission**

9908 106 Ave

Phone: 780.422.2018

- Monday to Friday:

Breakfast 7:30am-8:15am

Lunch 12:00pm-12:45pm

Supper 5:00pm-5:45pm

- Weekends and Holidays:

Brunch 10:45am-11:30am

Supper 4:15pm-5:00pm

**Inner City Pastoral Ministry**

Bissell Centre West 10530 96 St.

Phone: 780.424.7652

(Main) 780.905.2060

- Sunday: Sandwiches, Fruits, Veggies, Dessert 12:00pm-1:00pm.

- Worship service at 11:00am, food is served after. Not required to attend.

- Open on holidays.

**Marian Centre**

10528 98 St

Phone: 780.424.3544

- Monday / Tuesday / Thursday / Saturday: Hot Lunch 12:30pm-1:15pm.

- Daily except Wednesday and Sunday Sandwiches (pick up from alley door) 2:00pm-3:00pm.

- Closed for 4 days at end of each month. Closed in September. Schedule varies around Christmas and Easter. Call ahead to confirm.

**Operation Friendship Seniors Society/  
McCauley Seniors' Drop-in Centre**

9526 106 Ave

Phone: 780.429.2626

- Monday to Friday Breakfast 9:30am.
- Daily Lunch 12:00pm, Supper 5:00pm.
- 55+ years only.

**The Mustard Seed**

10635 96 St

Phone: 780.426.5600

- Tuesday to Friday Supper 7:00pm-8:00pm.
- Saturday Supper 5:00pm-6:00pm.
- Zero tolerance for drugs and alcohol.
- Closed statutory holidays.

**The Salvation Army - Addiction and Residential Centre (ARC)**

9611 102 Ave

Phone: 780.429.4274 ext 224 or 229

- Friday Breakfast 7:30am-8:00am.
- Wednesday Soup Line 3:00pm-4:00pm.
- Closed statutory holidays.

**North East**

**Building Hope Compassionate Ministry Centre**

3831 116 Ave (Basement)

Phone: 780.479.4504

- Monday / Tuesday / Wednesday: Breakfast 9:00am-11:30am.
- Monday / Tuesday / Wednesday: Lunch 12:00pm-2:00pm.

**The CANDORA Society of Edmonton**

Abbotsfield Recreation Centre

3010 119 Ave

Phone: 780.474.5011

- Thursday Community Lunch 11:45am-12:45pm.
- Targeted to Northeast Edmonton

residents.

- Types of meals vary, but they usually include all food groups.

**North Central**

**Dickinsfield Amity House**

9213 146 Avenue

Phone: 780.478.5022

- 1st and 3rd Wednesday of each month.
- Community Lunch 11:30am-12:30pm.
- Monday to Friday Snack 8:30am-4:00pm.
- 2nd and 4th Tuesday of each month  
Cooking Club - Free, but participants must help in preparing the meal. Starts 9:30am-11:00am.

**Londonderry Community League Hall**

14224 74 St

Phone: 780.412.1062

- 2nd Friday of each month: Community Lunch 11:00am-12:00pm.
- Monday and Friday: Free Bread 8:30am until bread runs out.
- Wednesday Cooking Club - Free, but participants must help in preparing the meal. Starts 9:30am-11:00am.

**West**

**Jasper Place Wellness Centre**

15210 Stony Plain Road

Phone: 780.481.4001

- Monday and Tuesday Lunch 11:15am-12:15pm
- Closed statutory holidays.
- Targeted to low income and homeless individuals.
- Does not offer hot meals.

## West Central

### The Edmonton Native Healing Centre

Suite 101 11813 123 St

Phone: 780.482.5522

- Monday Sandwiches 11:30am-12:30pm,
- Wednesday Soup and Bannock Lunch 12:00pm-12:30pm.
- Closed statutory holidays.
- Targeted to low income and homeless

### Canadian Mental Health Association – Edmonton Region

Phone: 780.414.6300

Contact: Office Administrator

Email: [main@cmha-edmonton.ab.ca](mailto:main@cmha-edmonton.ab.ca)

[www.edmonton.cmha.ca](http://www.edmonton.cmha.ca)

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

### 211 Alberta – Edmonton and Area, Community Information and Referral

Phone: 211

Email: [info@ab.211.ca](mailto:info@ab.211.ca)

[www.ab.211.ca](http://www.ab.211.ca)

Provides information and referrals to seniors living in Edmonton, Parkland County and Leduc County.

Live, online chat available 8am-8pm daily at [www.ab.211.ca](http://www.ab.211.ca)

Text support available by texting 211 8am-8pm daily

Outside of these areas call:

780.482.INFO (4636)

TTY access: 780.482.7273

### 24-Hour Distress Line 780.482.HELP (4357)

Provides free, confidential, short-term crisis intervention, emotional support and resources for those in crisis or distress.

Available 24-hours, seven days a week.

### Online Crisis Support

<https://edmonton.cmha.ca/online-crisis-chat/>

Provides free, confidential, short-term crisis intervention, emotional support and resources for those in crisis or distress through live Crisis Chat.

## Animal Care & Control Centre

13550 163 St. NW Edmonton Alberta T5V 0B2

Phone: 311

Outside Edmonton: 780-442-5311

Email: [311@edmonton.ca](mailto:311@edmonton.ca)

Hours of Operation:

Mon-Fri 8:30am-6:00pm, Sat 9:30am-5:00pm, Sun 11:00am-5:00pm, Closed on Holidays.

- The Animal Care & Control Centre is where Edmonton's stray and lost pets are housed. The facility takes care of animals until their rightful owners can be found or until they are transferred to an adoption agency.
- A one-stop shop for pet licensing, stray animal care and enforcement services. Houses more than 6,000 lost pets found in Edmonton each year.
- To reclaim your lost pet, please arrive no later than 5:30pm (4:30pm on weekends) to allow us enough time to process your pet's release before closing.

## Edmonton Humane Society

13620 163 St. NW T5V 0B2

Phone: 780.471.1774

Animal Protection: 780.491.3517

Email: [ehs@edmontonhumanesociety.com](mailto:ehs@edmontonhumanesociety.com)

[www.edmontonhumanesociety.com](http://www.edmontonhumanesociety.com)

## Emergency 24 Hour Animal Hospitals

### South:

#### VCA Canada Guardian Veterinary Centre Specialty & Emergency Pet Care

5620 99 St. NW T6E 1V2

Phone: 780.436.5880

<https://vcacanada.com/guardian/>

Open 24 hours

### North:

#### VCA Canada VetEmerg Animal Hospital Emergency Veterinary Hospital

12831 97 St NW T5E 4C2

Phone: 780.423.9111

<https://vcacanada.com/vetemerg>

Open 24 hours

## Fire Prevention

### Edmonton Fire Rescue Services

#### City of Edmonton

Office Address: 10465 105 St. NW

Phone: 780.496.3628

Email: [fireprevention@edmonton.ca](mailto:fireprevention@edmonton.ca)

[www.edmonton.ca](http://www.edmonton.ca)

Hours of Operation: Mon-Fri, 8am-4:30pm

- Fire Prevention's Public Education Section offers fire safety lectures and presentations to seniors' groups upon request. There is no fee for this service.
- Contact the Fire Prevention office for any information you require about fire prevention and safety.
- Visit our website and follow the links:  
Residential & Neighbourhoods  
> Fire & Safety

## ENVIRONMENTAL / HOUSEHOLD CRISIS

### Energy & Environmental Response Line

24-Hour Response Line (toll-free within Alberta): 1.800.222.6514

Calling from outside of Alberta:  
780.422.4505

**To report a wildfire:** 310-FIRE (3473)

### Alberta One Call (Buried Cables)

1.800.242.3447

[www.albertaonecall.com](http://www.albertaonecall.com)

**Bell/TELUS Repair/Telephone Trouble** 611

### Drainage and Sewer Trouble Hotline

Within City of Edmonton 311

### Gas Emergency (ATCO)

Edmonton and Area: 780.420.5585

All other areas: or 1.800.511.3447

### Workplace Accidents

(Fatality/Serious Injury reporting)

Occupational Health & Safety Contact Centre

Edmonton and area 780.415.8690

Toll-free within Alberta 1.866.415.8690

### Deaf/hard of hearing with TDD/TTY:

In Edmonton 780.427.9999

Toll-free within Alberta 1.800.232.7215

### Power Trouble

EPCOR 24 hour emergencies 780.412.4500

**Roadway Maintenance** 311

### Water Trouble

EPCOR 24 hour emergencies

780.412.6800

## DISASTER & EMERGENCY RELIEF

### Canadian Red Cross

Phone: 780.423.2680

If you have been affected by a personal disaster, such as a house fire, please call: 1.888.800.6493

[www.redcross.ca](http://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, and essential supplies.

### Disaster Preparedness Program

- 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.



## IF YOU THINK A SENIOR IS BEING ABUSED

1. Call the Seniors Abuse Helpline: **780.454.8888**
2. Contact your local police, RCMP department, or tribal police immediately when abuse involves theft, assault, or other illegal actions.
3. You can report abuse in a care facility through the Protection for Persons in Care Reporting Line (Toll Free) **1.888.357.9339**
4. Sage Seniors' Safe House Intake Line: **780.702.1520**

**24 Hour Seniors' Abuse Help Line 780.454.8888**