

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

Dial 311

Seniors Information Phone Line

Dial 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 need.

Outside Alberta, call long distance: 780.427.2711.

TDD/ TTY, call 780.427.9999 in Edmonton or 1.800.232.7215 throughout Alberta.

The Canadian Anti-Fraud Centre

For mass marketing fraud and ID fraud complaints.

Toll-Free: 1.888.495.8501

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

Report an incident online:

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

CENTRAL

Bissell Centre

West Building: 10530 96St NW

Phone: 780.423.2285

- Mon - Fri, closed on statutory holidays.
- Community Space hours: 8:00am-11am.
- Meals provided at 9:30am.
- Coffee served between 8-11am.
- Services include: showers, laundry, community closet (M,W,F), housing, mental health & supports, and mail services.

Boyle McCauley Health Centre

10628 96 St. NW

Phone: 780.422.7333

- Women's Health Promotion Program.
- Women only (with low income).

Boyle Street Community Services

10116 105 Ave. NW

Phone: 780.424.4106

- May 1 to October 31: Mon - Fri, 8:00am - 4:30pm
- November 1 to April 30: Mon - Fri, 8:00am - 4:30pm with extended Drop-In hours until 8 p.m. Mon - Sun
- Meal Service Times:
Breakfast at 8:30a.m.
Lunch at 11:30 a.m.
Late Lunch at 3:30 p.m.
- 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. NW

Phone: 780.479.5753

- Due to COVID-19, we are currently not providing an in-centre meal.
- We are providing a packed meal to go at our door from 11am - noon (provided it is safe to do so with the number of active cases in the area).
- We are in talks at the moment about what it might look like once the weather gets colder and we may be looking at a delivery service of some type to take the meals to the seniors in their homes.
- 55+ years only.

Hope Mission

9908 106 Ave. NW

Phone: 780.422.2018

- Mon - Fri:
Breakfast 7:30am-8:15am
Lunch 12:00pm-12:45pm

Supper 4:30pm-5:15pm.

- Weekends and Holidays:
Brunch 10:45am-11:30am
Supper 4:15pm-5:00pm.

Inner City Pastoral Ministry

Bissell Centre West 10530 96 St. NW

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. NW

Phone: 780.424.3544

- Mon, Tues, Thurs, Sat: Hot Lunch 12:30pm-1:15pm.
- Daily except Wed and Sun:
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. NW

Phone: 780.429.2626

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

The Mustard Seed

10635 96 St. NW

Phone: 780.426.5600

- Tues to Fri Supper 7:00pm-8:00pm.
- Sat Supper 5:00pm-6:00pm.
- Zero tolerance for drugs and alcohol.
- Closed statutory holidays.

The Salvation Army - Addiction and Residential Centre (ARC)

11434 120 St. NW

Phone: 587.525.6555

9611 102 Ave. NW

Phone: 780.429.4274, ext. 229

- Referrals
- Clothing Voucher
- Transition Specialist
- Personal goal setting & mentoring
- Community education & awareness programming
- Income Tax Service

NORTH EAST

Building Hope Compassionate Ministry Centre

3831 116 Ave. NW (Basement)

Phone: 780.479.4504

- Mon, Tues, Wed: light breakfast & lunch 9:00am-3:00 p.m.
- Homeless Outreach Needs: Emergency food hampers, Laundry, Bus tickets, On-site social workers (Wed morning), Christian counselling. Contact us to learn more about our commitments or how you can be a part.

The CANDORA Society of Edmonton Abbottsfield Recreation Centre

3006 119 Ave. NW

Phone: 780.474.5011

- Thursday community lunch 11:45am-12:45 p.m.
- Targeted to Northeast Edmonton residents.
- Types of meals vary, but they usually include all food groups.

NORTH CENTRAL

Dickinsfield Amity House

9213 146 Ave. NW

Phone: 780.478.5022

- Free bread Mon, Tues & Fri.

- Depot for the WeCan food basket society.
- Access to outreach worker (connect to resources, crisis assistance, support).
- Limited drop-in (coffee/snacks).
- We have free clothing, small household goods & books (by appointment).
- Access to computers, fax machine, photocopier.
- Community lunch - call for details.
- Volunteer opportunities.

Londonderry Community League Hall

14224 74 St. NW

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 9:30am-11:00am - free, but participants must help in preparing the meal.

WEST

Jasper Place Wellness Centre

15308 Stony Plain Road

Phone: 780.481.4001

- Services and resources for families and individuals experiencing homelessness.

Medical Clinic:

15306 Stony Plain Road

Phone: 780-757-5115

- Now accepting new patients and walk-ins.

WEST CENTRAL

The Edmonton Native Healing Centre

101, 11813 123 St. NW

Phone: 780.482.5522

www.facebook.com/EdmontonNativeHealingCenter/

EdmontonNativeHealingCenter/

- Mondays: Serving sandwiches 11:30am-1:00pm (pickup only).
- Closed on Fridays.
- Closed statutory holidays.
- Targeted to low income and homeless.

Canadian Mental Health Association – Edmonton Region

Phone: 780.414.6300

Email: main@cmha-edmonton.ab.ca

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

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.

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

www.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. T5V 0B2

Phone: 311

Outside Edmonton: 780-442-5311

Email: 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

Fund Development: 780-491-3507

Email: ehs@edmontonhumanesociety.com

www.edmontonhumanesociety.com

Emergency 24-Hour Animal Hospitals

NORTH:

VCA North Central Animal Hospital

12831 97 St NW. T5E 4C2

Phone: 780-423-9111

vcacanada.com/northcentral

Tues – Fri: 4:00 pm-12:00 am

Sat – Mon: Open 24 hours

SOUTH:

VCA Guardian Veterinary Centre

5620 99 St. NW T6E 1V2

Phone: 780-436-5880

vcacanada.com/guardian

Hours of operation: 24/7

Fire Prevention Edmonton Fire Rescue Services

City of Edmonton

Office Address: 10465 105 St. NW

Phone: 780.496.3628

Email: fireprevention@edmonton.ca

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

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

Phone: 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

Phone: 780.412.4500

Roadway Maintenance: 311

Water Trouble

EPCOR 24-hour emergencies

Phone: 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

- 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 ready and expect the unexpected. You should be ready 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 disaster and emergency preparedness.