

## Chapter Contents

- Emergency Numbers
- Shelters For Abused Persons

## EMERGENCY NUMBERS

**EMERGENCY:** Dial 911

**Police - Fire - Ambulance**

**TTY ACCESS:** Dial 711

### Seniors' Abuse Helpline

**Canadian Mental Health Association -  
Edmonton Region**

**(24 hours)** 780.454.8888

Offers a 24-hour telephone line providing confidential, crisis intervention, emotional support and resources for those experiencing or concerned about someone else experiencing seniors' abuse.

### Seniors Information Phone Line

**Canadian Mental Health Association -  
Edmonton Region**

**(24 hours)** Dial 211

Simply call 2-1-1 to be connected to information and referrals for a variety of seniors' resources.

### 24 Hour Distress Line

**Canadian Mental Health Association -  
Edmonton Region**

**(24 hours)** 780.482.HELP(4357)

Rural area: 1.800.232.7288

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

Available 24-hours, seven days a week.

### Mental Health Helpline

**(24 hours)** 1.877.303.2642

**Alberta Health Services**

Call toll free within Alberta for mental health advice.

### Child Abuse Hotline

1.800.387.KIDS(5437)

### Alberta Poison Control Centre

1.800.332.1414

### Sexual Assault Centre Support and Information Line

9 am - 9 pm daily: 780.423.4121

Office Line: 780.423.4102

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

- This line is available for anyone who has experienced sexual assault or abuse, as well as to those who are supporting anyone impacted by it.
- For anyone who has experienced sexual assault, whether recently or a long time ago, these lines can help by providing supportive listening and important information about sexual violence. The conversation is led by the caller, and the caller will never have to talk about anything they don't want to talk about. Supporters can learn more about how to be there for someone, and get support for themselves around any feelings that may come up.

## Emergency Protection Order Program

### Legal Aid Alberta - Family Law Office

Phone: 780.422.9222

All other areas: 1.866.845.3425 (toll free)

- Helps victims of family violence by providing information and lawyers who can help obtain and confirm protection orders.
- Also provides ongoing information, risk assessments, and safety plans to victims of family violence.
- This program is free and there are no eligibility requirements.

See also [ELDER ABUSE - Crisis Services](#)

## Legal Aid Alberta - Client Contact Centre

Toll-Free: 1.866.845.3425

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

See [LEGAL INFORMATION – Legal information on Decision - Making for complete listing.](#)

## Health Link Alberta

Phone: **811**

Email: [healthlink@albertahealthservices.ca](mailto:healthlink@albertahealthservices.ca)

[www.MyHealth.Alberta.ca](http://www.MyHealth.Alberta.ca)

Emergency Department wait times listed on [www.albertahealthservices.ca](http://www.albertahealthservices.ca) under Wait Times & Reporting.

## 24-Hour Emergency Income Support

Phone: 780.644.5135 (Edmonton area)

Toll-free outside Edmonton

1.866.644.5135

Email: [css.ISCC@gov.ab.ca](mailto:css.ISCC@gov.ab.ca)

Get help in an emergency with basic needs like shelter, food, clothing and transportation by calling the Income Support Contact Centre 24 hours a day, seven days a week.

## Strathcona County Elder Abuse Response Network

Phone: 780.464.4044

**Help Line (24 hours)** Phone: 780.464.7233

**Alberta Phone Line (24 hours): 1.855.4HELPAB**

[www.strathcona.ca/seniors](http://www.strathcona.ca/seniors)

- Provides information and support for seniors experiencing abuse and for those concerned about the wellbeing of a senior.
- The network has representation from community partners, including A Safe Place, the RCMP, Family and Community Services, Alberta Health Services, Covenant Health, Primary Care Network and Heartland Housing Foundation.

For additional Strathcona County resources, see [HEALTH & WELLBEING – Counselling](#), [HELP AT HOME – Home Services](#), [HELP AT HOME – Outreach](#)

## SHELTERS FOR ABUSED PERSONS

### A Safe Place

24-Hour Crisis Line: 780.464.7233

Email: [sssltd@shaw.ca](mailto:sssltd@shaw.ca)

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

The purpose of A Safe Place is to provide crisis intervention in the form of a safe shelter and supportive counselling for women and their children experiencing domestic violence.

### Hope Mission – Edmonton

9908 106 Ave. NW T5H 0N6

Phone: 780.422.2018

Email: [reception@hopemission.com](mailto:reception@hopemission.com)

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

Shelter services 24/7

See [ELDER ABUSE - Safe Accommodations](#)

### Lurana Shelter Crisis Phone

Women's Emergency (Domestic Violence) Shelter

Phone: 780.424.5875

See complete listing in ELDER ABUSE – Safe Accommodations

### Sage Seniors' Safe House

Phone: 780.702.1520

See complete listing in ELDER ABUSE – Safe Accommodations

### WIN House Edmonton

Phone: 780.479.0058

Email: info@winhouse.org

www.winhouse.org

- WIN House offers a 24-hour support and information line.
- Crisis intervention, information about abuse and safety planning.
- Emergency shelter and necessities for women with or without children.

### Women's Emergency Accommodation Centre

9611 101A Ave. NW T5H 0C8

Phone: 780.423.5302

Email: weacadmin@e4calberta.org

www.e4calberta.org

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

### Women's Shelters Canada sheltersafe.ca project

Ottawa, ON

Phone: 613.680.5119

Email: info@endvaw.ca

www.sheltersafe.ca

www.endvaw.ca

Hours of Operation: 9:00-5:00 EST for WSC / sheltersafe.ca is 24/7

- Sheltersafe.ca is an online resource helping women seeking safety from violence and abuse.
- The clickable map serves as a fast resource to connect women with the nearest shelter that can offer safety, hope and support.
- This is a resource from Women's Shelters Canada.

See also ELDER ABUSE – Safe Accommodations

## IF YOU THINK A SENIOR IS BEING ABUSED

1. Call the Seniors Abuse Helpline at **780.454.8888** (available 24 hours).
2. Contact your local police, RCMP department, or tribal police immediately when abuse involves theft, assault, or other illegal actions.
3. Report abuse in a care facility through the Protection for Persons in Care Reporting Line (**Toll Free**) **1.888.357.9339**.
4. Call the Sage Seniors Safe House Intake Line at **780.702.1520**.

