




Type of law:
CIVIL LAW

HOMELESS RIGHTS AND RESOURCES



A 2021 Alberta Guide to the Law

 **Student Legal
Services**
of Edmonton

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GENERAL

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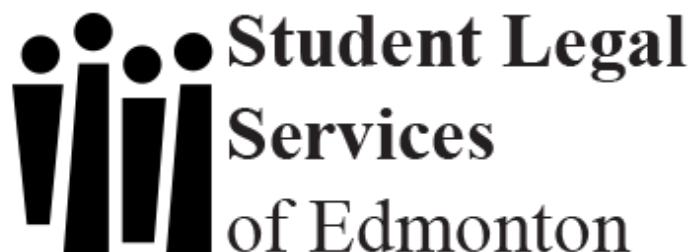


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HOMELESS RIGHTS

POLICE/SECURITY GUARDS

You only have to give a police officer your name, birth date, and address. You do not have to give that information to a security guard.



Police can only search you if you give them permission or they have another lawful reason (for example, they arrest you or have a search warrant). **You can say no to a search if the police have no other lawful reason to search you.**

You can ask a police officer for his/her name and badge number.

If you are being arrested or detained, police need to tell you why. Security guards do not need to give you a reason for making you leave a private business.

SLEEPING OUTSIDE



As a general rule, camping on public property (like in a park or on the street) is against the City of Edmonton bylaws. You can be ticketed \$100 for this.

If you camp on private property (e.g. mall, home, church, parking lot, etc.) without permission, you can be asked to leave or charged with trespassing.

PANHANDLING



In general, you can ask people for money if you are on public property.

You cannot panhandle aggressively and you must be sober. You can be fined \$250 for aggressive panhandling.

You can ask for money once, but you cannot touch people, or follow people.

Don't ask for money in a way that blocks the sidewalks or road or interferes with events. You can be charged \$100 for interfering with events or people in public parks.

Panhandling with a weapon on your person is assault. You can be arrested for this.

HOUSING



Housing first can help with costs associated with moving into an apartment like helping to pay for a damage deposit. Learn more by calling **780-496-2630**

You can also apply for subsidized housing through other housing providers (see pg. 9)

Transitional housing programs offer temporary accommodations to people transitioning into independent apartment living (see pg. 9)

If you have an apartment but can't afford rent, you may be able to access emergency assistance through Alberta Works (**780-644-9992**)

CANADIAN CHARTER OF RIGHTS AND FREEDOMS



The Charter of Rights and Freedoms (the “Charter”) is part of Canada’s constitution. It protects peoples’ rights from being breached by the government, or some entities that are closely related to government (ex. police, immigration officers, social services, municipalities, etc.).

IMPORTANT SECTIONS OF THE CHARTER

GUARANTEE OF RIGHTS AND FREEDOMS

Section 1: Allows individuals’ rights to be limited by the government where reasonable.

FUNDAMENTAL FREEDOMS

Section 2: Everyone has freedom of conscience and religion; freedom of thought, belief, opinion, and expression; freedom of peaceful assembly; and freedom of association.

DEMOCRATIC RIGHTS

Section 3: Every Canadian citizen has the right to vote in an election.

MOBILITY RIGHTS

Section 6: Every Canadian citizen has the right to enter, remain in, and leave Canada. Every Canadian citizen and every permanent resident has the right to move to, live in, and pursue a livelihood in any province.

NOTE: There is an exception that allows publicly provided social services (like AISH) to impose “reasonable residency requirements” on recipients.

LEGAL RIGHTS

Section 7: Everyone has the right to “life, liberty and security of the person.” People can only be deprived of these rights if the action is in line with “the principles of fundamental justice.”

Section 8: Everyone has the right to not have their persons or possessions searched or seized unreasonably.

Section 9: Everyone has the right not to be detained or imprisoned arbitrarily.

Section 10: Everyone, when arrested or detained, has the right:

- to be told promptly why they were arrested or detained;
- to be told of their right to talk to a lawyer AND to talk to a lawyer without delay;
- to have their detention reviewed AND to be released if their detention is unlawful.

Section 11: Anyone charged with breaking the law has the right:

- to be informed what law they broke without unreasonable delay;
- to have a trial within a reasonable time;
- to not be compelled to be a witness in their own trial;
- to be presumed innocent until proven guilty beyond a reasonable doubt in a fair and public hearing by an independent and impartial tribunal;
- to not be denied reasonable bail without just cause;
- to a trial by jury if the maximum punishment for the offence is imprisonment for 14 years or more (this does not apply to trials before a military tribunal);
- to not be found guilty unless they broke a Canadian or international law or general principles of law recognized by the international community;
- to not be tried again if found not guilty, or to not be tried and punished more than once if found guilty;
- to the lesser of two sentences if the sentence was varied between when charged and when sentenced.

Section 12: Everyone has the right against cruel and unusual treatment or punishment.

Section 13: Anyone who testifies in a trial has the right to not have their testimony used to incriminate them in another hearing, except in a prosecution for perjury or giving contradictory evidence.

Section 14: Parties and witnesses who do not understand or speak the language in which the hearing is conducted or who are deaf have the right to an interpreter.

EQUALITY RIGHTS

Section 15:

(1) The law must treat individuals equally without discrimination (including discrimination based on gender, age, race, religion, national or ethnic origin, sexual orientation, or mental or physical disability).

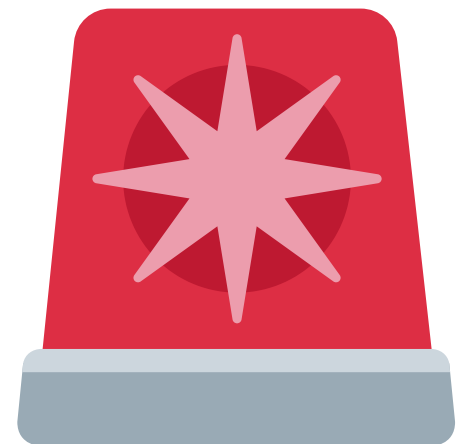
(2) if the laws are meant to improve the lives of disadvantaged individuals or groups then unequal treatment may be justifiable.

THE POLICE



When Police approach you: **STAY CALM and REMEMBER:**

- If you are not under arrest or being detained, you do not have to answer their questions. You have been detained if the police tell you or imply that you are not free to leave. You are being arrested if the police tell you that you are under arrest. You have the right to know why you are being arrested.
- If you are under arrest or being detained, all you have to do is give them your name, address, and date of birth. If you lie about any of this information, you can be charged with obstruction of justice.
- Police are not allowed to abuse, threaten, or treat you badly for any reason.
- If you're not being arrested, police can only search you if you give them permission or if they have another lawful reason such as a warrant or a public safety reason.
 - Police need to have "informed consent" from you. This means that you understand the consequences of the search when you agree.
- If you are arrested or detained, police can search you in order to ensure their safety and the public's, to prevent destruction of evidence, or to find evidence of what they arrested you for.



- Any evidence that is found during a search can be used against you. If, during the search, they find evidence connected to another crime they can charge you with that crime so long as the search itself was lawful.
- **You can refuse to allow them to search if they do not have a valid reason.**
- When you are being arrested or detained, the police have to tell you why you are being arrested or detained, tell you that you have a right to a lawyer, and inform you of the number of a legal aid service or duty counsel.
- You have to make it clear to them that you want a lawyer, and, once you do this, they have to let you speak to one in private as soon as reasonably possible. The police cannot ask you questions until you have done so.
- **If you are under 18, the police have to let you call both a lawyer and a legal guardian. Any statement you make to the police must be done in the presence of a lawyer or a legal guardian unless you specifically say that you do not want them there when you make the statement.**
 - This doesn't apply if you make a spontaneous statement to an officer before they can reasonably try to accommodate you.



The number for legal aid is **1-866-845-3425**. The number for the lawyer referral service is **1-800-661-1095**.

- **You can make a complaint about police officer conduct or a policy or service of a police force.** In the complaint you must include your name and contact information (address, telephone number, cell phone number and email). **You can make a complaint against the Edmonton Police Service through their website or their intake line at 780-421-2676.**
 - Also see our pamphlet on How to Initiate a Public Complaint against the Edmonton Police Service and /or Security Guards.



You can begin a complaint about police conduct if you were the target of improper treatment, if you witnessed improper treatment, if you have a relationship with the target of the improper conduct and they have suffered because of it, or if you are the guardian of or acting as an agent of the person who has suffered the improper treatment.

If you are making a complaint about improper treatment, you need to include the date of the offence, the identity of the police officer (name and I.D. number), and the incident description.

SECURITY GUARDS

Security guards work for private businesses or stores. They are allowed to ask you to leave, remove you, or ban you.

They have to treat you fairly. They do not need to give you a reason for why they are making you leave. If you do not leave, they can arrest you for trespassing on the property, but they have to give you a reasonable opportunity to leave.

You don't have to give a security guard any information, not even your name.

Security guards may not use unnecessary force.

Security guards usually cannot arrest or detain you. A security guard can ONLY arrest you if they see you committing a crime or running from the police. Security guards can hold you until the police come.

Security guards can only search you if they arrest you or you give them permission. They can only pat search you. They CANNOT search your bags or other belongings without you saying it's ok. When they arrest you, they can usually only search for safety reasons or if they think you will destroy evidence.



Security Guards have to treat everyone equally. If a security guard mistreats you, or discriminates against you, you can ask for their name and who they work for and make a complaint.

PANHANDLING



In general, you have the right to ask people for money if you are on public property. You can panhandle respectfully on public property as long as you are sober.

You cannot ask for money more than once, touch people, follow or threaten them, or block a pathway. **You can be fined \$250 for aggressive panhandling.**

You can be charged with assault if you panhandle with a weapon or something resembling a weapon.

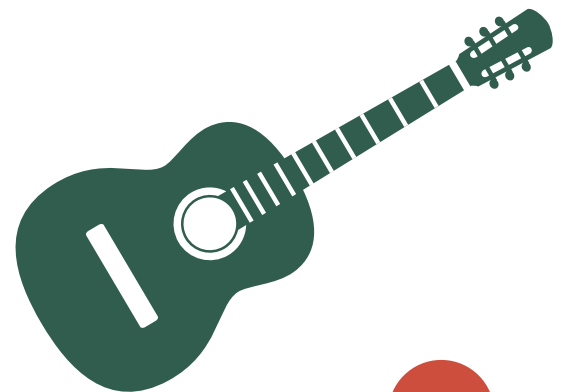
You can be fined \$100 for “disturbing the peace or enjoyment” of other people or “interfering with any events” in public parks. Asking for money may be considered a disruption.



You do not have the right to ask for money on PRIVATE property unless you have permission. Parking lots are often privately owned. You can be ticketed and charged with trespassing if you are caught on private property without permission.

You do not need a busking licence in Edmonton, but you do need a permit to busk at a transit station. Busking is when you perform, like play music, in public

You also need to follow all the by-laws that may relate to busking (e.g. you cannot block sidewalks or entrances to businesses, you cannot panhandle aggressively, noise levels must be respectful, etc.).



LOITERING

You have a right to be in a public place if it is for a valid purpose. For example, meeting a friend is a valid purpose. You may be charged for loitering under the Criminal Code if you are loitering in a way that interferes with other people.

You can be fined \$250 for loitering in a bus, LRT, or transit station. This means that you cannot stay longer in an LRT station or bus shelter than you need to catch your next bus/LRT, or longer in a bus or LRT car than you need to reach your destination.

CAMPING ON PRIVATE PROPERTY

You can camp on private property only if you have permission from the property owner. If you camp on private property without permission, you can be asked to leave or be charged with trespassing.

CAMPING ON PUBLIC PROPERTY

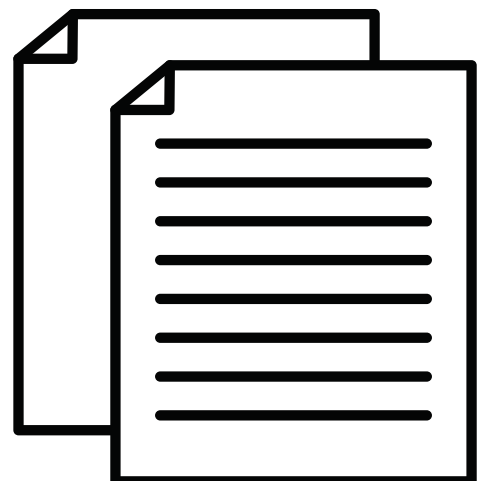
Generally, camping on public property (like in a park, on a bench, or in the river valley) is against the law and you can be ticketed \$100 for doing so.

Parkland is property owned and controlled by the City of Edmonton, like recreational areas, natural areas, or cemeteries. You cannot set up any type of permanent or temporary structure (like a tent) on city owned parkland. You are also not allowed to be on city parkland (like the river valley) between the hours of 11pm and 5am, or other times a park is closed.



If you are camping on public property and get a ticket or are arrested, consider seeking legal advice. There are situations, like when you have no other options, where camping in public may be permitted.

Your safest choice, to avoid getting a ticket, is to stay in a shelter. However, if you are turned away from all available shelters because they are full and are given a ticket for sleeping outdoors, consider seeking legal help to determine whether or not your Section 7 Charter rights have been violated.



HOUSING



There is no constitutional right to housing in Canada under section 7 of the Charter. However, there are programs that can assist you in finding housing. You can access a directory of housing programs by calling 211.

Below, some of the housing programs available in Edmonton are described, including: Housing First, Permanent Supportive Housing, Subsidized Housing, and Transitional Housing programs.

HOUSING FIRST

Housing First can help pay for a damage deposit and other set-up costs associated with moving into an apartment. Housing First can also temporarily provide a rental subsidy and other personal supports to help you transition into living independently in an apartment.

Edmonton's Housing First program is administered by Homeward Trust and can be accessed by contacting Homeward Trust's Coordinated Access program at **780-496-2630**.

There are also several community agencies that can help you access the Housing First program, including:

- **Bent Arrow Traditional Healing Society** (780-481-3451)
 - Bent Arrow provides unique services for Indigenous people.
- **Bill Rees YMCA Homeward Bound program** (780-426-9622)
- **Bissell Centre** (780-423-2285)
- **Boyle Street Community Services** (780-424-4106)
- **E4C Case Management** (780-424-7543)
- **George Spady Centre** (587-524-1530)
- **Hope Mission** (780-422-2018)
- **Jasper Place Wellness Centre** (780-481-4001)
- **Mustard Seed** (780-426-5600)
- **Pathways to Housing** (780-497-7146)
 - Pathways to Housing specializes in housing people who chronically experience homelessness and live with complex mental illness and addictions;



To enter into a housing program you must have some form of income (e.g. Alberta Works income support, AISH, CPP, GIS, OAS, or employment) **and be willing to spend part of that income on paying rent and utilities.**

PERMANENT SUPPORTIVE HOUSING

Permanent Supportive Housing (PSH) is subsidized housing with on-site support intended for people experiencing chronic homelessness with complex mental illness, addictions, and cognitive impairments. It is rare to find a vacant room in Edmonton PSH, but it can be accessed through Homeward Trust's Coordinated Access program at **780-702-5267**.

There is also an affordable housing program that incorporates some mental health supports offered through the Canadian Mental Health Association. For more information, call **780-414-6300**.

SUBSIDIZED HOUSING

You can also apply for subsidized housing through other housing providers:

- **Civida** (10232 - 112 Street; 780-420-6161)
- **Boyle Street Community Services' Northstar Apartments** (780-424-4106)
- **For seniors:**
 - **Greater Edmonton Foundation** (14220-109 Avenue; 780-482-6561)
 - **Operation Friendship Seniors Society** (9526 106 Avenue; 780-429-2626)

TRANSITIONAL HOUSING & SECOND-STAGE SHELTERS

Transitional housing programs offer temporary accommodations and supports to people transitioning into independent apartment living.

FOR WOMEN & CHILDREN:

- **Call the Alberta Council of Women's Shelters hotline: 1-866-331-3933**
 - The confidential hotline can connect you to all available shelters in your area.
- **WIN House Crisis line: 780-479-0058**
- **Women's Emergency Accommodation Centre (WEAC): 780-423-5302**
- **Lurana Shelter Crisis line: 780-424-5875**
- **Valeda House & St. Katharine Drexel Place: 780-428-8671**
- **Adeara Recovery Centre: 780-423-5516**



FOR YOUTH:

- **Edmonton John Howard Society**
 - **NOVA:** 780-477-0104 (for youth ages 16-24)
 - **The LOFT:** 780-486-7590 (for males ages 16-24)
- **Hope Mission** (780-422-2018)
- **Boyle Street Community Services' Group Living (for children and youth ages 0-24)** (780-424-4106)
- **YESS** provides shelter and residence programs for youth ages 15-21. (780-468-7070). The shelter is 24/7 drop in at 9310 82 Avenue. YESS also has two supportive housing facilities for longer-term placement.



FOR MEN

- **Hope Mission** (780-422-2018)

OTHER HOUSING

- **Salvation Army** (780-429-4274)

WHAT TO DO IF YOU HAVE AN APARTMENT BUT CAN'T AFFORD RENT

If you have an eviction notice due to missed rent payments, you may be able to access emergency financial assistance through Alberta Works to help pay back your debt.

To apply for this funding go to your nearest Alberta Supports Centre or call 780-644-9992

If you are facing an eviction due to rental arrears, utility arrears, or other emergency costs and are unable to access emergency benefits from Income Support, the Bissell Centre's Community Bridge program may be able to help with emergency financial benefits and other intervention. **For more information, call 780-423-2285, Ext. 122.**

Legal Rights under the Residential Tenancy Act

If you feel you are being wrongfully evicted, contact **Tenant Support Services** (6606 127 Avenue; 780-496-5959) for more information about your legal rights.

Student Legal Services' Civil Law project (780-492-8244) or the **Edmonton Community Legal Centre (780-702-1725)** may be able to help you at a Residential Tenancies Dispute Resolution Services hearing.

For more information on your rights and obligations as a tenant, see our Landlord and Tenant pamphlet. It is available at our outreaches and at www.slsedmonton.com.

INCOME ASSISTANCE



You can receive money to help meet your basic needs like food, clothing, shelter, and health care through programs like Income Support, Assured Income for the Severely Handicapped (AISH), Canada Pension Plan (CPP), and Old Age Security (OAS).

If you are in a financial emergency and desperately need money to cover your rent, utilities, food, the cost of relocating in the event of domestic violence, the cost of travelling to court, or other needs, you can ask Income Support for emergency benefits.

Call 1-877-644-9992. Your income support worker has the ability to give you money for emergency situations. **After hours, you can also call 24/7 Emergency Income Support at 1-866-644-5135.**

If you have a severe handicap, you can collect income through AISH and/or CPP Disability. You will need to speak with your doctor about applying for AISH.

If you have applied for Income Support or AISH and have been denied, you may have a right to appeal the decision.

You can appeal through the **Alberta Appeals Secretariat.** Call 780-427-2709 if you want to appeal your decision. In some instances, **Student Legal Services Civil law (780-492-8244)** can help you with an appeal.

If you are 65+ years old (or will be soon), you may be eligible for CPP, OAS, and a Guaranteed Income Supplement (GIS). The Seniors Association of Greater Edmonton (SAGE) can help you apply for these and can be reached at 780-423-5510.

For more information, see our Social Welfare Benefits pamphlet at sisedmonton.com.

HEALTH CARE



RECEIVING MEDICAL TREATMENT

Generally, you need to have proof of medical insurance (Health Care Card or Alberta Health Care number) before you can receive medical treatment.

However, in the case of an emergency, a hospital must treat you even without proof of insurance. **You can order a new Alberta Health Care card over the phone at 780-427-1432.**

They require your full name, mailing address, phone number (or number where you may be contacted), personal health care number and date of birth.

The AHS ID Program can help clients obtain IDs and Personal Health Cards using alternate means.

This includes clients in AHS facilities, AHS community programs, and those release from some Alberta Correctional and Remand Centres receiving assistance from AHS Corrections Transition and Diversion Teams.

You can receive this help while in care or by going to the ID Repository. The Edmonton office is reopening on June 7, 2021. It's hours are 8:30 – 12:00 on Monday, Wednesday, Thursday, and Friday. Please call 780-613-5556 or visit the Royal Alexandra Hospital, #CSC154, 10240 Kingsway Ave.



The Boyle McCauley Health Centre (10628 96 Street NW) is the only medical clinic in Edmonton that does not require patients to have a Health Care Card. You can call (780) 422-7333 or drop in to make an appointment. Due to COVID-19, their current hours of operation are Monday to Friday, 8 am – 4:30 pm.

PAYING FOR MEDICAL TREATMENT

If you have income through Income Support or AISH, you will have health coverage through those programs.

However, even if you do not receive financial support from Income Support or AISH, you may be eligible to receive health benefits through the Alberta Adult Health Benefits, and children may be eligible for Alberta Child Health Benefits.

For more information, call Health Benefits Contact Centre at 780-427-6848.



CASHING CHEQUES



You can cash government cheques at any bank with a teller free of charge with photo ID or two pieces of ID with your name and signature (Canadian government – e.g. GST rebate, tax returns, child tax credit; and Alberta government – e.g. income support, AISH).

You do not have to have an account at the bank for the bank to cash the government cheque. The bank can decide not to cash cheques over \$1500.

If the bank won't cash your cheque, what can you do?

The bank must give you a letter saying it will not cash your cheque. If you do not receive it, ask for it. The bank must also tell you how to contact the Federal Consumer Agency of Canada (FCAC) (1-866-461-3222).

Tell the bank you want to make a complaint. By law, all banks and federally regulated trust or loan companies must have a complaint-handling process.



FOUR DIRECTIONS FINANCIAL

Four Directions Financial is an agency of ATB Financial developed in partnership with Boyle Street Community Services that allows Edmontonians who are experiencing homelessness or who are living in poverty to open a bank account.

You do not need to be a member of Boyle Street Community Services to bank there. Four Directions uses biometrics as identification, removing the barrier of identification to secure banking.

Four Directions Financial is located next door to Boyle Street Community Services at 10112 105 Avenue and can be contacted at 780-426-3848.

VOTING



If you are a Canadian citizen and are 18 or older you have the right to vote. There are 3 types of elections: Federal, Provincial and Municipal. Each type of election requires registration.

Usually, registration requires identification and an address, however each level of government has policies that allow people experiencing homelessness to vote without having a permanent home.

FEDERAL ELECTIONS

Federal elections require voters to register and prove their identity and address. You can register to vote on Election Day at the polling station. To register you must have some sort of ID.

If you do not have a piece of government ID with your picture, name, and address on it, you can show:

- **ONE piece of identification with your name on it** like a fishing license, library card, social insurance card, birth certificate or Veterans Affairs Canada Health Identification Card. In Edmonton, you can get a library card for free from any Edmonton Public Library.
- **To prove your address, you can show a letter called a “Letter of Confirmation of Residence”** from a shelter or drop-in. You can ask for these from the shelter.

- **You can still vote if you declare your identity and address in writing** and have someone who knows you and who is assigned to your polling station vouch for you.
 - **Note:** There is one polling station per polling division. A polling division is not the same as being in the same constituency. A constituency is made up of several polling divisions. In large urban areas, a polling division is sometimes just a few blocks.

PROVINCIAL ELECTIONS

For Provincial elections you must have been a resident of Alberta for at least six months. The ID requirements are similar to Federal Elections.

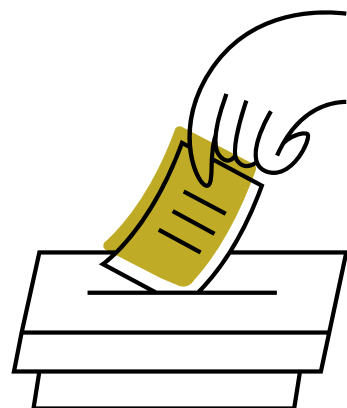
You must have either:

- ONE piece of photo government ID with your current address; or
- TWO pieces of ID. One with your name and one with your name and address. A shelter or drop-in can give you an “Attestation of Identity and Ordinary Residence for Homeless Elector” form. This is similar to the “Letter of Confirmation of Residence” needed for Federal Elections.
 - Note: There may be some differences in what forms of ID are accepted with the Federal and Provincial governments. Each government sets its own rules for elections. For example, in an Albertan election, a parolee card is not a valid form of ID, but a prescription insert is. During an election you can ask staff at a shelter or drop-in for more information on what forms of ID are acceptable.
- If your name is already on the electors list, you DO NOT have to show ID. You just need to bring in your voter card that you received in the mail.

MUNICIPAL ELECTIONS

You must be a resident of Alberta for at least six months, and you must be living in the municipality you want to vote in.

As with Federal and Provincial elections you need to have proof of name and address.



For municipal elections in Alberta, you can use an “**Attestation of Identity and Ordinary Residence for Homeless Elector**” form from a shelter or drop-in as your proof of address.

Rules can vary from city to city so during an election ask at a shelter or drop-in for the rules that apply for the area you live in. In Edmonton, the Bissell Centre and Boyle Street Community Centre may have polling stations that work for you, which allow staff to vouch for those without ID.

FOOD

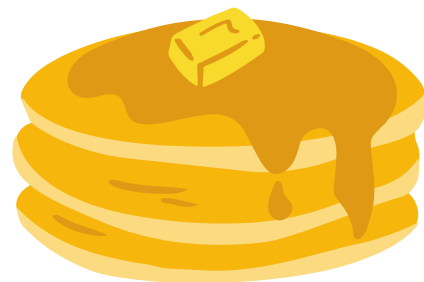


There is no constitutional right to food in Canada. **However, you can still get free food from some of the following service providers** (note that the following list is subject to change due to the changing nature of the COVID-19 pandemic):

MONDAYS

BREAKFAST

- **Hope Mission:** 9908 106 Avenue, 7:30-8:15am
- **Building Hope:** 3831 116 Ave NW, 9:00 – 11:30am
- **Ages 55+ only:** Operation Friendship Seniors Society: 9526 106 Avenue, 9:30am



LUNCH

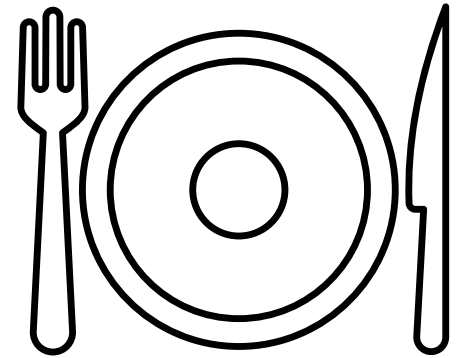
- **Boyle Street Community Services:** 10116 105 Ave, 11:30am
- **Hope Mission:** 9908 106 Avenue, 12:00-12:45pm
- **Building Hope:** 3831 116 Ave NW, 2:00 – 3:00 pm
- **Native Healing Centre:** #101 11813 123 St, 11:00 am – 12:00 pm
- **Neighbour Centre:** 10050 81 Avenue, 1- 4 pm
- **Marian Centre:** 10528 98 Street, 780-424-3544, Bagged Lunch, 2:30-1:15pm (closed for the last 4 days of each month, all of September, and around Christmas and Easter)



- **Ages 6 - 17 only:** Crystal Kids: 8718 118 Avenue, 12pm start, July & August only
- **Ages 55+ only:** Operation Friendship, 9526 106 Avenue, 12pm start

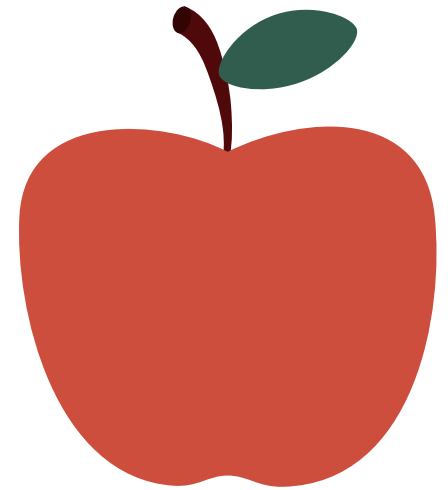
SUPPER

- **Hope Mission:** 9908 106 Avenue, 5 - 5:45pm
- **Ages 6 - 17 only:** Crystal Kids, 8718 118 Avenue, 5pm
- **Ages 55+ only:** Operation Friendship, 526 106 Avenue, 5pm start



SNACKS

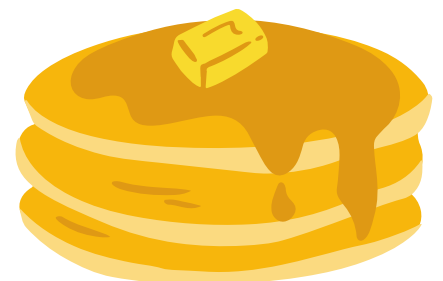
- **Bissell Centre West:** 10530 96 St, puts out snacks hourly, 8 am-1 pm
- **Marian Centre:** 10528 98 Street, sandwiches at alley door, 2-3 pm (closed for the last 4 days of each month, all of September, and around Christmas and Easter; currently suspended for COVID-19)
- **Candora Society:** 3006-119 Ave, free bread @ 10 am
- **Ages 6 - 17 only:**
 - Crystal Kids: 8718 118 Avenue, Mid- afternoon snack July & August. Afterschool snack from September to June.



TUESDAYS

BREAKFAST

- **Hope Mission:** 9908 106 Avenue, 7:30 - 8:15am
- **Building Hope:** 3831 116 Ace NW, 9:00 - 11:30am
- **Ages 55+ only:** Operation Friendship Seniors Society, 9526 106 Avenue, 9:30am start



LUNCH

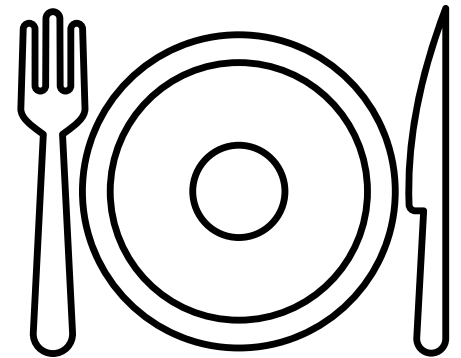
- **Boyle Street Community Services:** 10116 105 Ave, 11:30am
- **Hope Mission:** 9908 106 Avenue, 12:00-12:45pm
- **Building Hope:** 3831 116 Ace NW, 12:00 - 3:00 pm

- **Marian Centre:** 10528 98 Street, 780-424-3544, Bagged Lunch, 12:30-1:15 pm (closed for the last 4 days of each month, all of September, and around Christmas and Easter)
- **Women & their kids only:** Bissell Centre East: 10527 96 St, 12-12:30pm
- **Ages 6 - 17 only:** Crystal Kids: 8718 118 Avenue, 12pm start (July & August only)
- **Ages 55+ only:** Operation Friendship: 9526 106 Avenue, 12 pm start



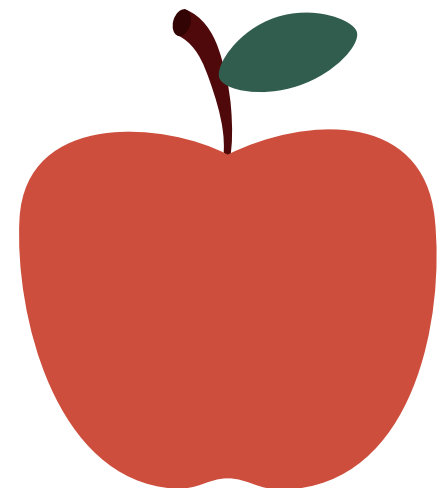
SUPPER

- **Hope Mission:** 9908 106 Avenue, 5:00-5:45pm
- **Mustard Seed:** 10635 96 Street, 6-7 PM
- **Ages 6 - 17 only:** Crystal Kids, 8718 118 Avenue, 5pm
- **Ages 55+ only:** Operation Friendship, 9526 106 Avenue, 5 pm start



SNACKS

- **Bissell Centre,** 10530 96 St, puts out snacks hourly from 8 am - 1 pm
- **Marian Centre:** 10528 98 Street, sandwiches at alley door from 2-3 pm (closed for the last 4 days of each month, all of September, and around Christmas and Easter; currently suspended for COVID-19)
- **Ages 6 - 17 only:** Crystal Kids, 8718 118 Avenue
 - Mid- afternoon snacks in July & August
 - After-school snacks from September to June



WEDNESDAYS

BREAKFAST

- **Hope Mission:** 9908 106 Avenue, 7:30 - 8:15 am
- **Building Hope:** 3831 116 Ace NW, 9:00 - 11:30 am
- **Ages 55+ only:** Operation Friendship Seniors Society: 9526 106 Avenue, 9:30 am start



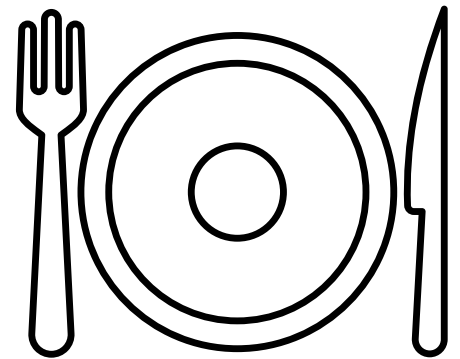
LUNCH

- **Boyle Street Community Services:** 10116 105 Ave, 11:30 am
- **Hope Mission:** 9908 106 Avenue, 12:00-12:45 pm
- **Building Hope:** 3831 116 Ave NW, 9:00 – 11:30 am
- **Native Healing Centre:** #101 11813 123 St, 12- 1:00 pm
- **Neighbour Centre ~ 10051 81 Avenue ~ 1- 4 pm**
- **Ages 6 – 17 only:** Crystal Kids: 8718 118 Avenue, 12pm start, July & August only
- **Ages 55+ only:** Operation Friendship: 9526 106 Avenue, 12 pm start



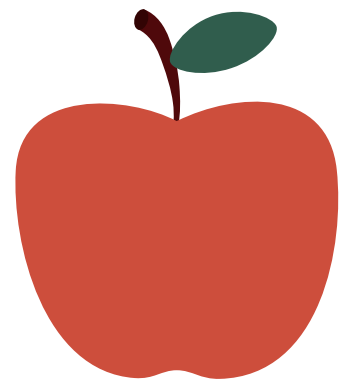
SUPPER

- **Hope Mission:** 9908 106 Avenue, 5:00-5:45 pm
- **Mustard Seed:** 10635 96 Street, 6-7 pm
- **Ages 6 – 17 only:** Crystal Kids: 8718 118 Avenue, 5 pm
- **Ages 55+ only:** Operation Friendship: 9526 106 Avenue, 5 pm start



SNACKS

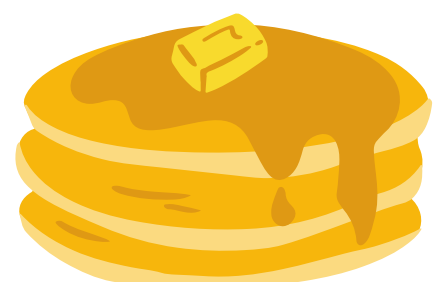
- **Bissell Centre:** 10530 96 St, puts out snacks hourly from 8 am - 1 pm
- **Ages 6 – 17 only:** Crystal Kids: 8718 118 Avenue
 - In July & August, mid- afternoon snacks
 - From September to June, afterschool snacks



THURSDAYS

BREAKFAST

- **Hope Mission:** 9908 106 Avenue, 7:30-8:15 am
- **Ages 55+ only:** Operation Friendship Seniors Society, 9526 106 Avenue, 9:30 am start



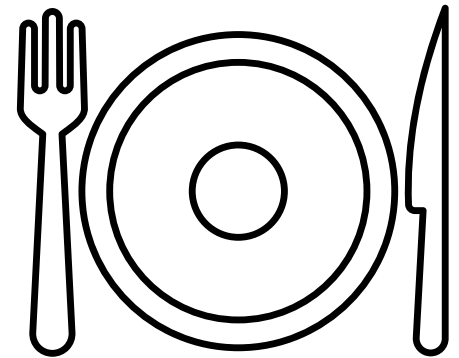
LUNCH

- **Boyle Street Community Services:** 10116 105 Ave, 11:30 am
- **Hope Mission:** 9908 106 Avenue, 12:00-12:45 pm
- **Marian Centre:** 10528 98 Street, 780-424-3544, Bagged Lunch from 12:30-1:15 pm (closed for the last 4 days of each month, all of September, and around Christmas and Easter)
- **Candora Society:** 3006-119 Ave, 12:00 pm start
- **Women & their kids only:** Bissell Centre East: 10527 96 St, 12:00-12:30 pm
- **Ages 6 - 17 only:** Crystal Kids: 8718 118 Avenue, 12 pm start (July & August only)
- **Ages 55+ only:** Operation Friendship: 9526 106 Avenue, 12 pm start



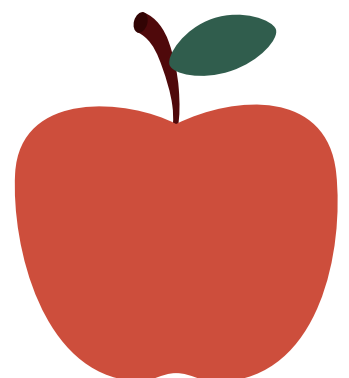
SUPPER

- **Hope Mission:** 9908 106 Avenue, 5:00 - 5:45 pm
- **Mustard Seed:** 10635 96 Street, 6-7 pm
- **Women only:** Boyle McCauley Health Centre, 10628 96 Street
 - Nutrition info session, 5 pm
 - Meal, 6 pm
 - Boyle McCauley's Thursday evening meal doesn't operate on either the last or the 2nd last Thursday of each month. Call Boyle McCauley Health Centre at 780-422-7333 to confirm. (SUSPENDED DUE TO COVID-19)
- **Ages 6 - 17 only:** Crystal Kids: 8718 118 Avenue, 5 pm
- **Ages 55+ only:** Operation Friendship: 9526 106 Avenue, 5 pm start



SNACKS

- **Salvation Army:** 9611 102 Ave, 10 am - 12:00 pm
- **Bissell Centre:** 10530 96 St, puts out snacks hourly from 8 am - 1 pm

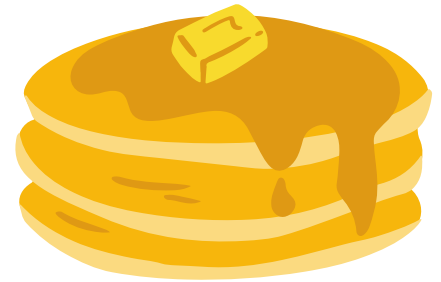


- **Marian Centre:** 10528 98 Street, sandwiches at alley door from 2 - 3 pm (closed for the last 4 days of each month, all of September, and around Christmas and Easter; SUSPENDED DUE TO COVID-19)
- **Ages 6 - 17 only:** Crystal Kids: 8718 118 Avenue
 - Mid- afternoon snacks in July & August
 - After school snack from September to June

FRIDAYS

BREAKFAST

- **Hope Mission:** 9908 106 Avenue, 7:30 - 8:15 am
- **Ages 55+ only:** Operation Friendship Seniors Society: 9526 106 Avenue, 9:30 am start



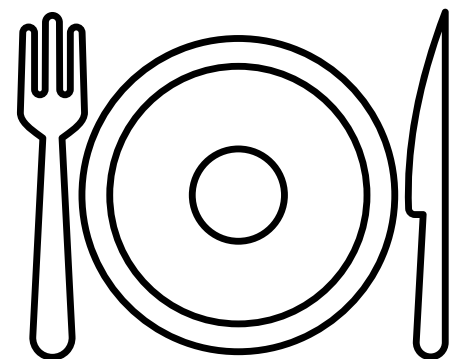
LUNCH

- **Boyle Street Community Services:** 10116 105 Ave, 11:30 am
- **Hope Mission:** 9908 106 Avenue, 12:00-12:45 pm
- **Bent Arrow Traditional Healing Society:** 11648 85 St, 780-481-3451, serves Soup & Bannock every 2nd Friday of the month from 12-1 pm (SUSPENDED DUE TO COVID-19)
- **Neighbour Centre:** 10051 81 Avenue, 1- 4 pm
- **Ages 55+ only :** Operation Friendship: 9526 106 Avenue, 12 pm start
- **Ages 6 - 17 only: Crystal Kids:** 8718 118 Avenue, 12 pm start in July & August only



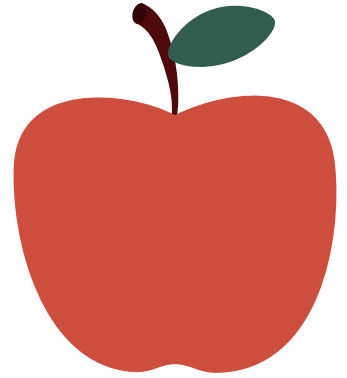
SUPPER

- **Hope Mission:** 9908 106 Avenue, 5:00-5:45 pm
- **Mustard Seed:** 10635 96 Street, 6-7 pm
- **Ages 6 - 17 only:** Crystal Kids: 8718 118 Avenue, 5 pm start
- **Ages 55+ only:** Operation Friendship, 9526 106 Avenue, 5 pm start



SNACKS

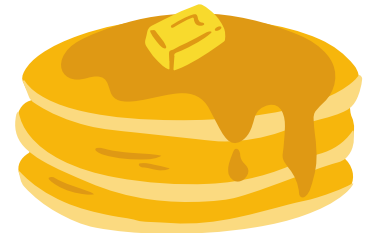
- **Bissell Centre:** 10530 96 St, puts out snacks hourly from 8 am -1 pm
- **Marian Centre:** 10528 98 Street, sandwiches at alley door from 2 - 3 pm (closed for the last 4 days of each month, all of September, and around Christmas and Easter; **SUSPENDED DUE TO COVID-19**)
- **Ages 6 - 17 only:** Crystal Kids: 8718 118 Avenue
 - Mid- afternoon snack in July & August
 - After school snack from September to June



WEEKENDS

BRUNCH

- **Saturday & Sunday:** Hope Mission: 9908 106 Ave, 10:45-11:30 am



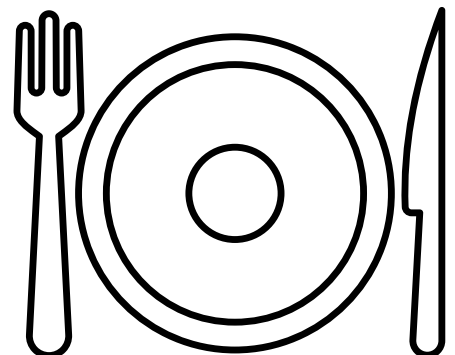
LUNCH

- **Saturday only:** Marian Centre: 0528 98 Street, 780-424-3544, Bagged Lunch at 12:30-1:15 pm (closed for the last 4 days of each month, all of September, and around Christmas and Easter)
- **Sunday only:** Inner City Pastoral Ministry: Bissell Centre West 10530 96 Street, 12 - 1 pm
- **Saturday only / Ages 6 - 17 only:** Crystal Kids: 8718 118 Avenue, mid-afternoon
- **Saturday & Sunday / Ages 55+ only:** Operation Friendship: 9526 106 Avenue, 5 pm start



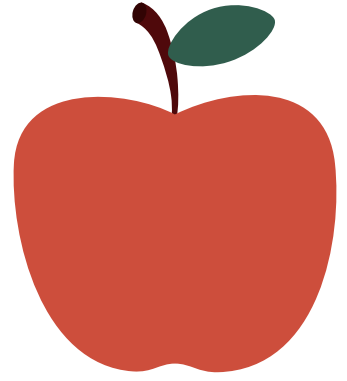
SUPPER

- **Saturday, Sunday, and Holidays:** Hope Mission: 9908 106 Ave, 4:15 pm
- **Saturday only: Mustard Seed:** 10635 96 Street, 5 - 6 pm
- **Saturday & Sunday / Ages 55+ only:** Operation Friendship: 9526 106 Avenue, 5 pm start



SNACKS

- **Saturday only:** Marian Centre: 10528 98 Street, sandwiches at alley door from 2-3 pm (closed for the last 4 days of each month, all of September, and around Christmas and Easter (SUSPENDED DUE TO COVID-19))
- **Ages 6 - 17 only:** Crystal Kids: 8718 118 Avenue, mid-afternoon snacks Saturday and Sunday in July and August.



FOR PETS

Boyle Street Community Services runs a Pet Food Bank Wednesdays from 10:00 am to 12:30 pm at 10116 105 Ave.

USING THE WASHROOM



You can be fined \$500 for urinating or defecating in public in Edmonton. If you are charged with urinating or defecating again within one year, you can be charged \$1000.

To avoid being fined, it is best to use the washroom at a shelter or public washroom. Public washrooms are located in libraries, recreation centres, city hall, museums, and parks.

Washrooms with attendants are currently located at Old Strathcona, Churchill Square, and Louise McKinney Park.

WHO CAN I CALL FOR MORE HELP OR INFORMATION



GENERAL HOTLINES

- 911** – Emergency Services
- 211** – Community Services Directory
- 311** – City of Edmonton Services Directory
- 811** – HealthLink

LEGAL RESOURCES

Legal Aid Society

10320 102 Avenue,
Edmonton, AB

Ph: 1-866-845-3425
www.legalaid.ab.ca

Free legal information. Lawyers may represent you for a highly reduced rate if you make less than a certain amount. In-person assessments are closed due to COVID-19. Please apply over the phone.

Family Court Assistance

8th Floor Room 8077, John E
Brownlee Building
10365 97 Street; Edmonton, AB

Ph: 780-427-8343
www.alberta.ca/family-court-assistance.aspx

Information about family court processes, the paperwork and documents to be filled out along with help completing them (Example: applying for child custody order)

Lawyer Referral Service

1-800-661-1095

Referrals to up to 3 lawyers who may be able to help you (they will be able to speak to you for 30 min for free and afterwards will likely need to be hired and paid).

Edmonton Community Legal Centre

Telus House, South Tower: Second Floor
10020 – 100 Street, Edmonton, AB

Ph: 780-702-1725
Website: www.eclc.ca

Free legal information for all. Free legal advice & assistance for low-income people.

Student Legal Services

Criminal Law Office: #203, 9924 106 St
Civil/Family Law Office: 11036 88 Ave

Ph: Main Office: 780-492-2226
Crim Office: 780-425-3356
Civil Office: 780-492-8244
Website: www.slsedmonton.com

Law students able to provide some free legal information, referrals, and assistance.

John Howard Society

#401, 10010 105 Street, Edmonton, AB

Information, support, advocacy, and connection to resources.

Ph: 780-428-7590
Website: www.johnhoward.org

Elizabeth Fry Society

10242 105th Street NW #900

Ph: 780-421-1175
Website: www.efryedmonton.ab.ca

Court workers explain court procedure and terminology, provide legal referrals, and offer practical assistance and support to those appearing in court

HEALTH SERVICES

Boyle McCauley Health Centre

10628 96 Street NW, Edmonton, AB

You can get help here without a health care card. Needle exchange also available.

780-422-7333
www.bmhc.net

INCOME ASSISTANCE

Alberta Supports Contact Centre

10242 105 Street; Edmonton

Open 8:15 – 4:30 pm M-F for general inquiries about Income Support. Closed statutory holidays.

1-877-644-9992
css.ascc@gov.ab.ca

24/7 Emergency Income Support

1-866-644-5135; Fax: 780-422-9681
css.iscc@gov.ab.ca

Hotline for accessing emergency income support benefits after hours.

AISH Edmonton

780-415-6300; Fax: 1-844-686-9358

Suite 500, 12323 Stony Plain Rd, Westcor
Building, Edmonton; T5N4B4

Open 8:15 am – 4:30 pm (M-F, closed statutory holidays)

You Can Benefit

www.youcanbenefit.ca

A website for determining what benefits and programs you may be eligible for.

HOUSING FIRST PROVIDERS

Homeward Trust

6th Floor, 10242 105
Street, Edmonton, AB

Ph: 780-496-2630

Website: homewardtrust.ca

Bent Arrow Traditional Healing Society

11648 85 Street,
Edmonton, AB

Ph: 780-481-3451

Website: bentarrow.ca

Bill Rees YMCA

10315 109 Street
Edmonton, AB

Ph: 780-429-9622

Bissell Centre

10527 96 Street,
Edmonton, AB

Ph: 780-423-2285

Website: bissellcentre.org

Boyle Street Community Services

10116 105 Avenue NW,
Edmonton, AB

Ph: 780-424-4106 Ext. 251

Website: boylestreet.org

E4C Case Management

9321 Jasper Avenue,
Edmonton, AB

Ph: 780-424-7543

Website: e4calberta.org

George Spady Centre

10015 105A Avenue,
Edmonton, AB

Ph: 780-424-8335
Website: gspady.org

Hope Mission

9908 106 Avenue,
Edmonton, AB

Ph: 780-422-2018
Website: hopemission.com

Jasper Place Health and Wellness Centre

15308 Stony Plain Rd,
Edmonton, AB

Ph: 780-481-4001
Website: jpwc.ca

Pathways to Housing (Boyle McCauley Health Centre)

Ph: 780-497-7146

SHELTER

Alberta Council of Women's Shelters

24-Hour Crisis Ph: 1-866-331-3933

24/7 hotline for a directory of women's shelters in Alberta

Edmonton Women's Shelter (WIN House)

24-Hour Crisis Ph: 780-479-0058

Shelter & support for women with or without kids who are fleeing domestic violence.

Lurana Shelter

24-Hour Crisis Ph: 780-479-0058

High security shelter and support for women and children fleeing domestic abuse.

YESS

Nexus Overnight Shelter (24/7):

780-468-7070

9310 82 Avenue

Armoury Resource Centre

(Monday – Friday, 10 – 4 pm):

780-468-7186

10310 85 Avenue

Nexus Overnight Shelter provides safe overnight shelter for youth and provides food, clothing, showers, laundry, school supplies, and packed lunches. The Armoury Resource Centre has daytime programs like medical care, addictions and mental health counselling, and recreational activities.

SAGE Seniors Safe House

Ph: 780-702-1520 (Monday through Friday)

24-hour support: 780-454-8888

Emergency housing for men and women 60+ who are leaving abusive situations.

A Safe Place (Sherwood Park)

24-Hour Crisis Ph: 780-464-7233

A shelter and support for abused women and their children, including free transportation (from Edmonton, Sherwood Park, & Fort Saskatchewan) to the shelter.

Women’s Emergency Accommodation Centre (WEAC)

Ph: 780-423-5302

9611 101A Ave, Edmonton

Emergency shelter for women experiencing homelessness, new women admitted at 9 pm every night.

Hope Mission Emergency Shelter

Ph: 780-422-2018

9908 106 Ave, Edmonton, AB

A safe place to sleep for those living on the streets. Separate shelter areas available for men, women, couples, and youth. Open at 8 pm.

SECOND STAGE SHELTERS

La Salle Residence

Ph: 780-424-5875

Housing & support up to 1 year for women & kids fleeing abuse & using crisis services.

Wings of Providence

Ph: 780-426-4985

Second stage housing (longer term) & accompanying support for women & their children who have experienced family violence.

FOOD HAMPERS

Edmonton's Food Bank

11508 120 Street, Edmonton, AB

Ph: 780-425-2133

Website:

www.edmontonfoodbank.com

The Salvation Army

9620 101A Avenue Edmonton, AB

Ph: 780-424-9222

Website:

www.salvationarmy.ca

WeCan Food Basket Society **Ph: 780-413-4525**

Temporary delivery services during COVID-19.

SAFE INJECTION SITES

Boyle Street Community Services

10116 105 Avenue, Edmonton, AB

Ph: 780-424-4106 Ext. 251

Website: boylestreet.org

Boyle McCauley Health Centre

10628 96 Street NW, Edmonton, AB

Ph: 780-422-7333

Website: bmhc.net

George Spady Centre

10015 105A Avenue, Edmonton, AB

Ph: 780-424-8335

Website: gspady.org

NOTES
