



Type of law:
CIVIL LAW

A 2019 Alberta Guide to the Law

Homeless Rights & Resources



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GENERAL

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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.).

Here are some 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 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:
 - a) to be told promptly why they were arrested or detained;
 - b) to be told of their right to talk to a lawyer AND to talk to a lawyer without delay;
 - c) 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:
 - a) to be informed what law they broke without unreasonable delay;
 - b) to have a trial within a reasonable time;
 - c) to not be compelled to be a witness in their own trial;
 - d) to be presumed innocent until proven guilty beyond a reasonable doubt in a fair and public hearing by an independent and impartial tribunal;
 - e) to not be denied reasonable bail without just cause;
 - f) 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);
 - g) to not be found guilty unless they broke a Canadian or international law or general principles of law recognized by the international community;
 - h) to not be tried again if found not guilty, or to not be tried and punished more than once if found guilty;
 - i) 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.
- 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.
- 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 the statement to an officer before they can 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 lodge a complaint about 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.
- You can always lodge a complaint against a service or policy. If you make a complaint against a service or policy, make sure to include the name of the policy.
- You can make a complaint against the EPS through their website or their intake line at 780-421-2676.

- Also see our pamphlet *How to Initiate a Public Complaint against the Edmonton Police Service and /or Security Guards*

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 *but they cannot make you leave for discriminatory reasons. If you do not leave, they can arrest you for trespassing on the property, but they have to give you reasonable opportunity to leave.*
- You don't have to give a security guard any information, not even your name.
- A security guard CANNOT bother you if you are outside on the sidewalk in front of their store or in the back alley if this is public property.
- 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 if they think that you'll destroy evidence, or for safety reasons.
- 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.
 - For more information, see our pamphlet *How to Initiate a Complaint Against the Edmonton Police Service and/or Security Guards*

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 on your person.
- 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 permission before busking at a transit station. You also need to follow all the by-laws that may relate to busking (e.g. don’t block sidewalks or entrances to business, don’t panhandle aggressively, noise levels, etc.).

Loitering

You have a right to be in a public place if it is for some purpose. For example, meeting a friend is a valid purpose. You may be charged for loitering under the Criminal Code if you hang out when you do not have a reason for doing so.

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.

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 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 **780-702-5267**.

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

- Bent Arrow Traditional Healing Society (780-481-3541)
 - Bent Arrow provides unique services for Indigenous people
- Bill Rees YMCA's Homeward Bound program (780-429-9622)
- Bissell Centre (587-341-2074)
- 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 (780-442-3564)
- Pathways to Housing (780-497-7146)
 - Pathways to Housing specializes in housing people who are chronically homeless 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 chronically homeless people 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:

- Capital Region Housing Corporation (10232 112 Street; 780-420-6161)
- Boyle Street Community Services' Northstar Apartments (780-424-4106)
- For seniors:
 - Greater Edmonton Foundation (14220 109 Avenue; T5N 4B3)
 - 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 and children:
 - Call the 24/7 Alberta Council of Women's Shelters hotline: 1-866-331-3933
 - The hotline can connect you to all available shelters in your area

- WIN House Crisis line: 780-479-0058
- Women’s Emergency Accommodation Centre (WEAC): 780-424-7543
- Lurana Shelter Crisis line: 780-424-5875
- Valeda House: 780-756-1882
- Adeara: 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 (780-424-4106)
- For Men
 - Hope Mission (780-422-2018)
- Other Housing
 - Salvation Army (780-429-4274 ext. 222)

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 780-644-5135.

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 the Landlord Tenant Advisory Board (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. Your worker has the ability to give you money for emergency situations. You can also call 24/7 Emergency Income Support at 780-644-5135.

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 slsedmonton.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 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 Boyle McCauley Health Centre 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. Hours are from 8:00am to 7:30 pm on Monday to Thursday, from 8:00am to 4:30 pm on Fridays, and 9:00am to 12:30pm on Saturday.

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 is an agency of ATB Financial developed in partnership with Boyle Street Community Services that makes banking more accessible. 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 homeless people 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. You can either have:

- ✓ ONE piece of identification with your picture, name, and address. However, if the address on your ID is not current you will need a “letter of confirmation of residence” from a shelter or drop-in to prove that you are eligible to vote at that polling station;
- ✓ Or TWO pieces of ID: one with your name and current address (a “letter of confirmation or residence” can be used); AND another piece of ID with your name. There are a variety of types of ID that are accepted, including:
 - a library card,
 - debit card,
 - parolee card,
 - label on a prescription container,
 - identity bracelet issued from a hospital,
 - government documents like a statement of benefits,
 - and more.
- ✓ Or TWO pieces of ID with your name on it and have someone who knows you attest to your address. This person must live in the same polling division district and can only attest for one person.
 - Note: 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.
 - If you are homeless and want to vote in a Federal election, your best bet is to get a “letter of confirmation of residence from a shelter or drop-in and bring in another piece of ID with your name on it, such as a library card. In Edmonton you can get a library card for free from any library branch.

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. You will also need another form of ID with your name.

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.

Food

There is no Constitutional right to food in Canada. However, you can still get food from some of the following service providers (*note that the following list is for 2019*):

- **Mondays**

- Breakfast

- Hope Mission ~ 9908 106 Avenue ~ 7:30-8:15am
- *Ages 55+ only* ~ Operation Friendship Seniors Society ~ 9526 106 Avenue ~ 9:30AM start
- Building Hope ~ Basement of 3831 116 Ave ~ 9:00-11:30AM

- Lunch

- Boyle Street Community Services ~ 10116 105 Ave ~ 11:30am until the food is all gone. Closed on Statutory Holidays May 1 – October 31
- Hope Mission ~ 9908 106 Avenue ~ 12:00-12:45pm
- Building Hope ~ Basement of 3831 116 Ave ~ 12-2PM
- Jasper Place Wellness ~ 15210 Stony Plain Rd ~ 11:15AM-12:15PM
- Native Healing Centre ~ #101 11813 123 St ~ 11:30AM-12:30PM
- *July & August only ~ Ages 6 – 17 only*: Crystal Kids ~ 8718 118 Avenue ~ 12pm start
- Marian Centre ~ 10528 98 Street ~ 780-424-3544 ~ 12:30-1:15pm ~ NOTE: the Marian Centre is closed for the last 4 days of each month, all of September, and around Christmas and Easter
- Neighbour Centre ~ 10051 81 Avenue ~ 1-2pm
- *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 ~ 9526 106 Avenue ~ 5PM start

- Snacks

- Bissell Centre West ~ 10530 96 St ~ puts out snacks hourly 8AM-1PM

- Marian Centre ~ 10528 98 Street ~ sandwiches at alley door ~ 2-3PM ~
NOTE: the Marian Centre is closed for the last 4 days of each month, all of September, and around Christmas and Easter

- **Tuesdays**

- Breakfast

- Hope Mission ~ 9908 106 Avenue ~ 7:30-8:15am
- Building Hope ~ Basement of 3831 116 Ave ~ 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 until the food is all gone. Closed on Statutory Holidays May 1 – October 31.
- Hope Mission ~ 9908 106 Avenue ~ 12:00-12:45pm
- Building Hope ~ Basement of 3831 116 Ave ~ 12-2PM
- Jasper Place Wellness ~ 15210 Stony Plain Rd ~ 11:15AM-12:15PM
- *Women & their kids only* ~ Bissell Centre East ~ 10527 96 St ~ 12-12:30pm
- *July & August only ~ Ages 6 – 17 only*: Crystal Kids ~ 8718 118 Avenue ~ 12pm start
- Marian Centre ~ 10528 98 Street ~ 780-424-3544 ~ 12:30-1:15pm ~
NOTE: the Marian Centre is closed for the last 4 days of each month, all of September, and around Christmas and Easter
- *Ages 55+ only* ~ Operation Friendship ~ 9526 106 Avenue ~ 12PM start

- Supper

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

- Snacks

- Bissell Centre (10530 96 St) puts out snacks hourly 8AM-1PM

- Marian Centre ~ 10528 98 Street ~ sandwiches at alley door ~ 2-3PM ~
NOTE: the Marian Centre is closed for the last 4 days of each month, all of September, and around Christmas and Easter

- **Wednesdays**

- Breakfast

- Hope Mission ~ 9908 106 Avenue ~ 7:30-8:15am
- Building Hope ~ Basement of 3831 116 Ave ~ 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 until the food is all gone. Closed on Statutory Holidays May 1 – October 31
- Hope Mission ~ 9908 106 Avenue ~ 12:00-12:45pm
- Building Hope ~ Basement of 3831 116 Ave ~ 12-2PM
- Native Healing Centre ~ #101 11813 123 St ~ 12-12:30PM
- *July & August only ~ Ages 6 – 17 only*: Crystal Kids ~ 8718 118 Avenue ~ 12pm start
- *Ages 55+ only*: Crystal Kids ~ 8718 118 Avenue ~ 11:30am – 12:45pm ~
NOTE: during July & August, this meal operates 10:30 – 11:45am, not 11:30am – 12:45pm
- *Ages 55+ only* ~ Operation Friendship ~ 9526 106 Avenue ~ 12PM start
- Neighbour Centre ~ 10051 81 Avenue ~ 1-2pm

- Supper

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

- Snacks

- Bissell Centre (10530 96 St) puts out snacks hourly 8AM-1PM
- Salvation Army ~ 9611 102 Ave ~ soup ~ 3-4PM

- **Thursdays**

- Breakfast

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

- Lunch

- Boyle Street Community Services ~ 10116 105 Ave ~ 11:30am until the food is all gone. Closed on Statutory Holidays May 1 – October 31
- Hope Mission ~ 9908 106 Avenue ~ 12:00-12:45PM
- Marian Centre ~ 10528 98 Street ~ 780-424-3544 ~ 12:30-1:15pm
 - NOTE: the Marian Centre is closed for the last 4 days of each month, all of September, and around Christmas and Easter
- CANDORA (Abbottsfield Rec Centre 3010 119 Ave) 11:45AM-12:45PM
- *Women & their kids only* ~ Bissell Centre East ~ 10527 96 St ~ 12:00-12:30pm
- *July & August only ~ Ages 6 – 17 only*: Crystal Kids ~ 8718 118 Avenue ~ 12pm start
- *Ages 55+ only* ~ Operation Friendship ~ 9526 106 Avenue ~ 12PM start

- Supper

- Hope Mission ~ 9908 106 Avenue ~ 5:00-5:45PM
- Mustard Seed ~ 10635 96 Street ~ 6-7PM
- *Women only* ~ Boyle McCauley Health Centre ~ 10628 96 Street ~ Nutrition info session @ 5pm; Meal @ 6pm ~ NOTE: 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.
- *Ages 6 – 17 only*: Crystal Kids ~ 8718 118 Avenue ~ 5pm
- *Ages 55+ only* ~ Operation Friendship ~ 9526 106 Avenue ~ 5PM start

- Snacks

- Bissell Centre (10530 96 St) puts out snacks hourly 8AM-1PM

- Marian Centre ~ 10528 98 Street ~ sandwiches at alley door ~ 2-3PM ~
NOTE: the Marian Centre is closed for the last 4 days of each month, all of September, and around Christmas and Easter

- **Fridays**

- Breakfast

- Hope Mission ~ 9908 106 Avenue ~ 7:30-8:15AM
- Salvation Army ~ 9611 102 Ave ~ 7:30-8AM
- *Ages 55+ only* ~ Operation Friendship Seniors Society ~ 9526 106 Avenue ~ 9:30AM start

- Lunch

- Boyle Street Community Services ~ 10116 105 Ave ~ 11:30am until the food is all gone. Closed on Statutory Holidays May 1 – October 31.
- Hope Mission ~ 9908 106 Avenue ~ 12:00-12:45PM
- Bent Arrow Traditional Healing Society ~ 11648 85 St ~ 780-481-3451 ~ serves Soup & Bannock every 2nd Friday of the month from 12-1PM
- Neighbour Centre ~ 10051 81 Avenue ~ 1-2pm
- *Ages 55+ only* ~ Operation Friendship ~ 9526 106 Avenue ~ 12PM start

- Supper

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

- Snacks

- Bissell Centre (10530 96 St) puts out snacks hourly 8AM-1PM
- Marian Centre ~ 10528 98 Street ~ sandwiches at alley door ~ 2-3PM ~
NOTE: the Marian Centre is closed for the last 4 days of each month, all of September, and around Christmas and Easter

- **Weekends**

- Brunch

- *Saturday & Sunday* ~ Hope Mission ~ 9908 106 Ave ~ 10:45-11:30AM

- Lunch

- *Only November 1 – April 30 ~ Saturday & Sunday* ~ Boyle Street Community Services ~ 10116 105 Ave ~ 11:30am until food is gone
- *Saturday only* ~ Marian Centre ~ 10528 98 Street ~ 780-424-3544 ~ 12:30-1:15pm ~ NOTE: the Marian Centre is closed for the last 4 days of each month, all of September, and around Christmas and Easter
- *Saturday only ~ Ages 6 – 17 only* ~ Crystal Kids ~ 2pm start
- *Sunday only* ~ Inner City Pastoral Ministry ~ Bissell Centre West ~ 10530 96 Street ~ 12-1pm
- *Saturday & Sunday ~ Ages 55+ only* ~ Operation Friendship ~ 9526 106 Avenue ~ 5PM start

- Supper

- *Saturday & Sunday ~ Ages 55+ only* ~ Operation Friendship ~ 9526 106 Avenue ~ 5PM start
- *Saturday only* ~ Mustard Seed ~ 10635 96 Street ~ 5-6PM

- Snacks

- *Saturday only* ~ Marian Centre ~ 10528 98 Street ~ sandwiches at alley door ~ 2-3PM ~ NOTE: the Marian Centre is closed for the last 4 days of each month, all of September, and around Christmas and Easter

Using the Washroom

You can be fined \$500 for peeing or pooping 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.

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
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Free legal information. Lawyers who may represent you for a highly reduced rate if you make less than a certain amount.

Family Court Assistance 8 th Floor, John E Brownlee Building 10365 97 Street; Edmonton, AB	Ph: 780-427-8343 www.alberta.ca/family-court-assistance.aspx
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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
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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 #200, 10115 100A Street, Edmonton, AB	Ph: 780-702-1725 Website: www.eclc.ca
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Free legal information for all. Free legal advice & assistance for low-income people.

Student Legal Services of Edmonton 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
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Law students able to provide some free legal information, referrals, and assistance.

John Howard Society #401, 10010 105 Street, Edmonton, AB	Ph: 780-428-7590 Website: www.johnhoward.org
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Information, support, advocacy, and connection to resources.

Elizabeth Fry Society 10242 105th Street NW #900	Ph: 780-421-1175 Website: www.efryedmonton.ab.ca
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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	780-422-7333 www.bmhc.net
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You can get help here without a health care card. Needle exchange also available.

Income Assistance

Alberta Supports Contact Centre 10242 105 Street; Edmonton	1-877-644-9992 css.ascc@gov.ab.ca
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Open 7:30am-8pm M-F for general inquiries about Income Support

24/7 Emergency Income Support	1-866-644-5135; Fax: 780-422-9681 css.iscc@gov.ab.ca
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Hotline for accessing emergency income support benefits after hours.

AISH Edmonton 12323 Stony Plain Rd; Edmonton; T5N4B4	780-415-6300; Fax: 1-844-686-9358
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Open 8:15AM – 4:30PM (M-F, closed statutory holidays)

You Can Benefit	www.youcanbenefit.ca
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A website for determining what benefits and programs you may be eligible for.

Housing First Providers

Homeward Trust 6 th Floor, 10242 105 Street, Edmonton, AB	Ph: 780-702-5267 Website: homewardtrust.ca
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Bent Arrow Traditional Healing Society 11648 85 Street, Edmonton, AB	Ph: 780-481-3451 Website: bentarrow.ca
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Bill Rees YMCA 10211 105 Street Edmonton, AB	Ph: 780-429-9622
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Bissell Centre 10527 96 Street, Edmonton, AB	Ph: 780-423-2285 Website: bissellcentre.org
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Boyle Street Community Services 10116 105 Avenue, Edmonton, AB	Ph: 780-424-4106 Ext. 251 Website: boylestreet.org
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E4C Case Management 9321 Jasper Avenue, Edmonton, AB	Ph: 780-424-7543 Website: e4calberta.org
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George Spady Centre 10015 105A Avenue, Edmonton, AB	Ph: 780-424-8335 Website: gspady.org
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Hope Mission 9908 106 Avenue, Edmonton, AB	Ph: 780-422-2018 Website: hopemission.com
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Jasper Place Health and Wellness Centre 15626 100A Avenue, Edmonton, AB	Ph: 780-481-4001 Website: jpwc.ca
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Pathways to Housing (Boyle McCauley Health Centre)	Ph: 780-497-7146
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Shelter

Alberta Council of Women's Shelters	24-Hour Crisis Ph: 1-866-331-3933
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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
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Shelter & support for women with or without kids who are fleeing domestic violence.

Lurana Shelter	24-Hour Crisis Ph: 780-424-5875
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High security shelter and support for women and children fleeing domestic abuse.

SAGE Seniors Safe House	Ph: 780-702-1520
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Emergency housing for men and women 60+ who are leaving abusive situations.

A Safe Place (Sherwood Park)	24-Hour Crisis Ph: 780-464-7233
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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) 9611 101A Ave, Edmonton	Ph: 780-423-5302
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Emergency shelter for homeless women, new women admitted at 9pm every night.

Hope Mission Emergency Shelter 9908 106 Ave, Edmonton, AB	Ph: 780-422-2018
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A safe place to sleep for those living on the streets. Separate shelter areas available for men, women, couples, and youth. Open at 8pm.

Second Stage Shelters

La Salle Residence	Ph: 780-391-3174
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Housing & support up to 1 year for women & kids fleeing abuse & using crisis services

Wings of Providence	Ph: 780-426-4985
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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: 780-425-4190 Website: www.edmontonfoodbank.com
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The Salvation Army 9620 101A Avenue Edmonton, AB	Ph: 780-424-9222 Website: www.salvationarmy.ca
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WeCan Food Basket Society	Ph: 780-413-4525
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Safe Injection Sites

Boyle Street Community Services 10116 105 Avenue, Edmonton, AB	Ph: 780-424-4106 Ext. 251 Website: boylestreet.org
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Boyle McCauley Health Centre 10628 96 Street NW, Edmonton, AB	Ph: 780-422-7333 Website: bmhc.net
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George Spady Centre 10015 105A Avenue, Edmonton, AB	Ph: 780-424-8335 Website: gspady.org
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