# Neighbourhood Response

edmonton.ca



NEIGHBOURHOOD Empowerment Team Edmonton

#### ILLEGAL GAMBLING

## **OVER-SERVING ALCOHOL**



You see "under the table" gambling.



**1–800–272–8876** Alberta Gaming and Liquor Complaint Line



#### aglc.ca/contact-us

Alberta Gaming and Liquor Commission

**Take action.** Provide information and/or evidence. Be detailed and keep a record of all events.



You witness the continued serving of alcohol to individuals who are clearly intoxicated. E.g. slurred speech, stumbling/falling or aggressive behaviour.



You observe labour being exchanged for alcohol.



#### 1-800-272-8876

Alberta Gaming and Liquor Complaint Line (open until 3:30 a.m.)

#### aglc.ca/contact-us

Alberta Gaming and Liquor Commission

**Take action.** Be detailed and keep a record of all events.

#### **SMOKING & PATIO VIOLATIONS**

#### UNETHICAL EMPLOYMENT

You see people smoking in non-smoking areas.

You see a patio over capacity.

**311** City of Edmonton

**Take action.** When calling about a patio, state your concern, provide the location and the requested information.



You witness staff drinking or participating in unsafe activities on the job.



#### work.alberta.ca

Alberta Labour, click on Occupational Health and Safety

#### aglc.ca/contact-us

Alberta Gaming and Liquor Commission



You notice staff are unlicensed or paid illegally.

#### work.alberta.ca



Alberta Labour, click on Employment Standards, Compliance and Enforcement

#### aglc.ca/contact-us

Alberta Gaming and Liquor Commission

TOBACCO, SMOKING AND VAPING REDUCTION ACT – ENFORCEMENT PROGRAM

#### **DOOR-TO-DOOR SALES**

The TSVRA introduces enforceable restrictions on the possession, promotion, display, sale and use of these products to help support our goal to de-normalize the consumption of tobacco and vaping products.



tobaccovapingenforcement@ahs.ca for more information

**1–833–476–4743** Environmental Public Health Program Mon – Fri. 8:30 AM – 4 PM



A door-to-door salesperson is trying to sell household energy products, which are now prohibited.



Door-to-door salespeople are harassing you after you've declined their product.



**1–877–427–4088** Consumer Contact Centre, Service Alberta

Mon - Fri, 8:15 AM - 4:30 PM



open.alberta.ca/publications/ dealing-with-door-to-door-sales

**Take action.** Provide detailed information to the Consumer Contact Centre about your experience.

#### **AGGRESSIVE PANHANDLING**

#### **GRAFFITI AND VANDALISM**

You witness aggressive panhandling outside a business or on a street corner.



You see vandalized public or private property (e.g. graffiti).



**211 press 3** 24/7 Crisis Diversion

**#377 or 780–423–4567** Edmonton Police non–emergency line (within city limits)

**Take action.** If they are not appropriately dressed for the weather, or appear in distress call 211 and press 3 to access the 24/7 Crisis Diversion team.

Also, call the non-emergency police line to report the incident.



edmonton.ca/graffiti City of Edmonton



311



**311 App** City of Edmonton

#### #377 or 780-423-4567

Edmonton Police non-emergency line

Take action. Visit edmonton.ca/graffiti to apply for the Professional Graffiti Cleaning Program for removal at no cost to the property owner. To report it on the 311 app, click New Request, Graffiti/Vandalism and choose the appropriate option. Take a photo and fill out the online report.

#### **BUSINESS CONCERNS**

#### PANHANDLING, GRAFFITI & VANDALISM

#### **UNCONSCIOUS IN PUBLIC**

#### **INTOXICATION IN PUBLIC**



You see an unconscious or unresponsive person in public.



911

Medical emergency for drug poisoning

**Take action.** If you see someone in medical distress, unresponsive or unconscious call 911.



You see an extremely intoxicated individual in public or witness a group or individual drinking in public.



**211 press 3** 24/7 Crisis Diversion

**#377 or 780–423–4567** Edmonton Police non-emergency line

**Take action.** If you see someone who appears intoxicated or otherwise impaired call 211 and press 3 to access the 24/7 Crisis Diversion team.

Also, for groups, call the nonemergency police line to report the incident.

#### **DRUG USE**

# **DRIVING WHILE IMPAIRED**



You witness drug activity or a suspicious interaction taking place in public.



You see someone who you believe is driving while impaired by alcohol, cannabis or other drugs.



**#377 or 780–423–4567** Edmonton Police non–emergency line

1-800-222-8477

**Crime Stoppers** 

**911** Medical emergency (for overdose)



p3tips.com/Drill.aspx

Crimestoppers, Select Country, Province, City, Agency. Click continue.

**Take action.** Provide detailed information and observations about a crime, wanted individual or suspicious activity.



**911** Emergency services

**Take action.** Call 911 and report an impaired driver to the Curb the Danger program.

#### **INTOXICATION & SUBSTANCE USE ABUSE**

#### HARMED OR ABANDONED CHILD

#### UNDERAGE CONCERNS



You notice a child is alone, lost or being abused.



Emergency Services

**1–800–387–5437** Child Abuse Hotline

780–422–2001 Children Services Edmonton Region

**Take action.** If the child is alone, ask for their name and call one of the numbers above. Child abuse can be reported to any of the numbers. Stay with the child until help arrives.



You see a youth sleeping in a public place, abusing substances or experiencing a mental health concern.



**911** Emergency Services

**211 press 3** 24/7 Crisis Diversion

780-407-1000

Addiction and Mental Health Crisis Team, Child and Adolescent (ages 5–17)

**1–800–668–6868** Kids Help Phone

**kidshelpphone.ca** Kids Help Phone

**Take action.** Call 911 in an emergency. If it is not an emergency and you are not sure who to call, call either 24/7 Crisis Diversion or the Addiction and Mental Health Crisis Team.

#### **PUBLIC NUDITY OR SEX**

#### **PUBLIC URINATION OR DEFECATION**



You see someone nude in public.



You witness any type of sexual activity in a public place.



#377 or 780–423–4567

Edmonton Police non-emergency line

**Take action.** Call 911 if you are currently witnessing sexual activity or public nudity.



You see the results of public urination or defecation on public or private property.

311 City of Edmonton

> Take action. Be prepared to provide location details. All incidents reported to 311 will be used to inform and improve City of Edmonton Services. The City of Edmonton will clean up human waste on public property however it does not provide cleaning services on private property. Instructions on how to clean human waste will be provided if the incident is on private property.



### **PROPERTY OR VEHICLE DAMAGE**

THEFT



You observe personal property that has been damaged.



Your car or bike was stolen.



# #377 or 780–423–4567

Edmonton Police non-emergency line



# **Report a Crime Online**

Edmonton Police Service edmontonpolice.ca/reportacrimeonline

Take action. Provide details to the dispatcher. If reporting the crime online, visit edmontonpolice.ca/ ReportACrimeOnline. Pick the appropriate category and follow the prompts to answer the questionnaire.



# #377 or 780–423–4567

Edmonton Police non-emergency line



# **Report a Crime Online**

Edmonton Police Service edmontonpolice.ca/reportacrimeonline

Take action. Provide details to the dispatcher. If reporting the crime online, visit edmontonpolice.ca/ReportACrim-eOnline. Pick the appropriate category and follow the prompts to answer the questionnaire.

#### FIRE



You see a private or public property on fire.



Take action. Provide details to the dispatcher.



You are interested in fire safety and prevention information.



edmonton.ca/programs\_services/ about-fire-rescue-services



You are concerned about an outdoor fire pit.



edmonton.ca/firepits City of Edmonton

311 ◆ City of Edmonton

**Take action.** Talk to the individual first. If you are unable to resolve it, call 311. Visit edmonton.ca/firepits for more information about fire pit safety.



### VIOLENCE



You see or are involved in a violent situation.



You are receiving threats.

**THREATS, STALKING & HARASSMENT** 



**Emergency Services** 

Take action. Find a safe spot, then call and provide details to the dispatcher.



You witness senior abuse.



911 Emergency Services, if someone is in danger

# #377 or 780-423-4567

Edmonton Police non-emergency line

780-454-8888 Senior Abuse Line

**Take action.** Provide details to the dispatcher.



You witness criminal harassment in your neighbourhood. A person watching a house, lurking around, etc. with the intention of monitoring someone.

911 **Emergency Services** 

#377 or 780-423-4567 Edmonton Police non-emergency line

Take action. If you experience verbal threats in-person, call 911. Provide details to the dispatcher. If you receive threats through email, text or over the phone, or if you see criminal harassment behaviour, call the Edmonton Police non-emergency line.

#### SEXUAL ASSAULT

#### DOMESTIC VIOLENCE



You witness or are a victim of sexual assault.



You witness or are experiencing domestic violence.



**911** Emergency Services, if you are in immediate danger

1-866-403-8000 Alberta One Line for Sexual Violence

**#377 or 780–423–4567** Edmonton Police non–emergency line



**Report a Crime Online** 

Edmonton Police Service edmontonpolice.ca/reportacrimeonline

Sexual assaults can reported through EPS' online reporting tool or by way of the non-emergency number.

**Take action.** Call 911 if you are currently witnessing or experiencing a sexual assault. For support and counselling, call or text the Alberta One Line for Sexual Violence.

# 911

Emergency Services, if you are in immediate danger

**#377 or 780–423–4567** Edmonton Police non–emergency line

**310–1818** Toll-free Family Violence Line

Call or text **Choose 1)** for Family Violence Info Line. **Choose 2)** for the Bullying Helpline.

780–455–6880 Today Family Violence Help Centre

**Take action.** Report the situation to 911 if you observe or experience abuse.

#### HARASSMENT, VIOLENCE & ABUSE

#### LOST OR WANDERING PET

#### WILD ANIMAL IN CITY LIMITS



# You found a lost pet.



City of Edmonton

Take action. Visit edmonton.ca/pets for steps to take if your pet is lost. If you've found a lost pet, report it by calling 311 and providing the requested information.



You see a wild animal within city limits.



edmonton.ca/wildlife

City of Edmonton



City of Edmonton

780-427-3574 Alberta Fish and Wildlife

**Take action.** Visit edmonton.ca/wildlife for more information. To report an ill, injured or aggressive coyote call 311. For all other large wildlife, call Alberta Fish and Wildlife and report the sighting.

# **TRANSIT SAFETY**

You see or are involved in an emergency medical distress on transit.

911 Emergency Services

**Take action.** Find a safe spot, then call and provide details to the dispatcher.



You want to report harassment, disorder and/or suspicious behaviour on the bus, LRT or transit property.



780-442-4900

Call or text Transit Watch

**Take action.** Use one of the safety resources available:

Speak to a uniformed ETS employee.

**Blue emergency phones** are on all LRT platforms and transit centres.

**Red emergency buttons** are at all transit public washrooms.

These tools connect riders directly with ETS security personnel.



You or another person is involved in an incident while on Edmonton Transit.

**Take action.** Use one of the safety resources available:

**Red alarm buttons** located on all LRT cars at multiple locations.

**Red alarm pull handles** located above the door on some LRT cars.

**Yellow alarm strips** located inside the LRT cars over the windows.

These tools connect riders directly with the LRT operator.

#### **ANIMAL CONCERNS**

#### TRANSIT SAFETY

#### HOMELESSNESS

#### **CAMPS, TENTS OR SHELTERS**



You see a person regularly sleeping in public areas.



211 The Support Network

**Take action.** Call 211 and ask about Street Outreach Services or provide as much detail as possible and information will be relayed to Boyle Street Outreach or Bissell Centre Outreach Housing Team. ?

311

311 App

City of Edmonton

City of Edmonton

You come across an encampment, tent or shelter on public or private property.

**Take action.** Be prepared to provide camp location details. City of Edmonton Park Rangers are notified and will assess the encampment risk as soon as possible after the initial 311 report. Street Outreach will work to connect the individuals living in the encampment with support services and housing options. Once the encampment is closed, Park Maintenance crews will clean up and restore the site.





you see someone who is struggling with mental health, experiencing a mental health crisis or psychosis.



**780–424–2424** Access 24/7 Adult Intake

**1–877–303–2642** Mental Health Helpline (24 hours)

#### 988

Suicide Crisis Help Line Call, Chat and Text

#### 211

Mental health supports and resources

**Take action.** Call 911 if you or someone else is in danger. Call 211 for mental health supports and resources



You see someone threatening or attempting suicide.

911Emergency Services

**1–877–303–2642** Mental Health Helpline (24 hours)

988 Suicide Crisis Help Line Call, Chat and Text

1-844-702-7483 Brite line (2SLGBTQIA+ Support Line)

#### edmonton.cmha.ca/brochure/ brite-line

Brite line (2SLGBTQIA+ Support Line)



**1–855–242–3310** Hope for Wellness Line





hopeforwellness.ca Hope for Wellness Line

**Take action.** Call 911 if you or someone else is in danger.

#### HOMELESSNESS

#### **MENTAL HEALTH**

### PARK, SIDEWALK OR ROAD DAMAGE



You see a sidewalk that needs repair or a road with potholes.



**311 App** City of Edmonton

Take action. To report the problem on the 311 app, click on New Request, Road Maintenance and choose the appropriate option. Take a photo and fill out the online report. If calling 311, provide the requested information.



You see an unkept public park.



City of Edmonton

**311 App** City of Edmonton

Take action. To report the problem on the 311 app, click on New Request, Parks & Trees. Take a photo and fill out the online report. If calling 311, provide the requested information.

#### LITTER



You see litter or an overflowing garbage can on public or private property.



edmonton.ca/litter City of Edmonton



**311 App** City of Edmonton

**Take action.** To report the problem on the 311 app, click New Request, Litter/ Waste, Litter Public Property or Litter Private Property. Take a photo and fill out the online report. If calling 311, provide the requested information.

Your complaint will be investigated. If assistance in resolving a litter or overflowing garbage concern is needed, Capital City Clean Up may offer assistance. Contact via email – **capitalcitycleanup@edmonton.ca** 



You see a dead animal on public property.

permits.edmonton.ca City of Edmonton

311City of Edmonton

**311 App** City of Edmonton

**Take action.** To report the problem online, click on Bylaw and Animal Complaints. To report it on the 311 app, click New Request, Litter, Dead Animal Removal. Take a photo and fill out the online report. If calling 311, provide the requested information.

#### **PARKING VIOLATIONS**

#### LIGHTS OUT IN STREET OR PARK



You see someone is parked in your paid parking spot.



City of Edmonton **311 App** 

311

City of Edmonton

**Take action.** Before calling the City of Edmonton, speak to the property manager or parking authority/service to see if they can address the concern. To report the problem on the 311 app, click New Request, Parking Enforcement and choose the appropriate option. Take a photo and fill out the online report. If calling 311, provide the requested information.



You notice a street light is burnt out.



**Take action.** To report the problem on the 311 app, click New Request, Street/ Traffic Lights & Signs, Streetlight Maintenance. Take a photo and fill out the online report. If calling 311, provide the requested information.

#### **GREENERY MAINTENANCE**

#### PLAYGROUND MAINTENANCE



You see a tree on public property in need of maintenance.



**311** City of Edmonton



**Take action.** To report the problem on the 311 app, click New Request, Parks & Trees. Take a photo and fill out the online report. If calling 311, provide the requested information.



You notice a playground or Greenshack requires structural maintenance.



**311 App** City of Edmonton

> **Take action.** To report the problem on the 311 app, click New Request, Parks & Trees, Structure/Playground Maintenance. Take a photo and fill out the online report. If calling 311, provide the requested information.

#### **NUISANCE PROPERTY**

LANDLORD / TENANT SUPPORT



A property is showing signs of a serious disregard for general maintenance and upkeep.



**311** City of Edmonton

**311 App** City of Edmonton



edmonton.ca/city\_government/ bylaws/nuisances City of Edmonton

**Take action.** To file a complaint, call 311 or visit 311.edmonton.ca/reports/list\_services and click on the appropriate issue.



You are having a dispute with your landlord or tenant.



780–496–5959 City of Edmonton, Tenant Support

# edmonton.ca/programs\_services/ housing/tenant-support

City of Edmonton, Tenant Support

**Take action.** Mediation services are available to assist in resolving tenancy disputes/issues. For advice and information, call 780–496–5959

#### **RESIDENTIAL LIVING STANDARDS**



A property does not appear to meet Alberta Health's Minimum Housing and Health Standards.



**albertahealthservices.ca/eph** Alberta Health Services, Environmental Public Health

**Take action.** To report concerns or request service from AHS–Environmental Public Health, visit ephisahs.albertahealthservices. ca/create-case and fill in the online form.

# UNSECURED VACANT PROPERTY



A building is vacant or abandoned, unsecured and accessible to the public.

**311** City of Edmonton

#### edmonton.ca/cpst

Community Property Safety Team (CPST), Edmonton Fire Rescue Services

Take action. To report an unsecured vacant property, call 311 or email communitypropertysafetyteam@ edmonton.ca.

#### **PROBLEM PROPERTY**



A property is having a significant harmful impact on the surrounding area, poses a risk to tenants and surrounding residents, and/or has a recurring history of serious violations/ complaints or noncompliance.



#### edmonton.ca/problemproperties

City of Edmonton, Problem Properties In Edmonton

**Take action.** To report a problem property online, visit edmonton.ca/ problemproperties. Scroll down. Click on Report a Problem Property Confidentially. Click form or scroll down to fill in the form. If calling 311, state that you are calling about a problem property. The complaint will be forwarded to the appropriate area.

#### **CRIME, TRESPASSING AND PROPERTY DISTURBANCES**



You witness a crime at a property.

Someone enters a person's private property without permission of the owner or his/her agent and without lawful authority.



Nearby properties are continuously noisy or disruptive at night.



# 911

Emergency Services, if you or someone else is in danger

**#377 or 780–423–4567** Edmonton Police non-emergency line



# Report a Crime Online

Edmonton Police Service edmontonpolice.ca/reportacrimeonline

**Take action.** Call and report the issue. Or report the crime or disturbances online.



You suspect a neighbouring home of drug trafficking, prostitution, child exploitation or gang-related activity.



1–866–960–SCAN (7226) Alberta Sheriffs, Safer Communities

and Neighbourhoods (SCAN)



#### alberta.ca/report-suspiciousproperty.aspx

Alberta Sheriffs, Safer Communities and Neighbourhoods (SCAN)



780–414–GANG (4264) Edmonton Police Gang Hotline

**#377 or 780–423–4567** Edmonton Police non-emergency line

**Take action.** Make a complaint about a suspicious property or activity. Once an investigator is assigned, they will make contact.

#### **VICTIM OF A CRIME**



Are you a victim or survivor of a crime and in need of support?



#### 780-421-2217

Crime and Trauma–Informed Support Services (CTSS)



### CTSS@edmontonpolice.ca edmontonpolice.ca/CTSS

Crime and Trauma–Informed Support Services (CTSS)



Is the victim or survivor of a crime under 18 years of age?



**1–800–638–0715** Child Abuse Hotline

**Take action.** To be connected to victims' supports, contact Crime and Trauma–Informed Support Services (CTSS).



Has your community experienced a traumatic incident and would like support?



**CommunitySafety@edmonton.ca** Community After Incident Response (CAIR)

#### NEEDLES

You step on a needle and it punctures your skin.



**780–408–LINK (5465)** Alberta Health Link

edmonton.ca/needles City of Edmonton

Take action. Call Health Link.



You find a needle in a public place.



edmonton.ca/needles Safe Needle Disposal



**311 press 3** City of Edmonton

**Take action.** Explain where you found the needle and the operator will guide you through safe disposal of the needle.



You find a needle on your property or private property.

edmonton.ca/needles edmonton.ca/ecostations City of Edmonton

Take action. You can safely handle and dispose of a needle by picking it up with gloved hands or tongs. Place the needle in a metal or plastic container, then wash your hands with soap and warm water. Do not bend, snap or recap the needle and do not throw the needle in the recycle or trash. Safely stored found needles can be taken to an Eco Station for proper disposal. Although it is always important to use caution, there is minimal risk with picking up a used needle.

Needles found on private property may also be removed by contacting Boyle Street Ventures (Hiregood) at **780-426-0500.** 





You see what appears to be a gang threatening someone.



**911** Emergency Services

**780–414–GANG (4264)** EPS Gang Hotline

**Take action.** Call 911 if you see the occurrence in progress. Do not approach the gang but capture as much detail as you safely can.



You witness gang-related activity or advertising of weapons.

911 Emerge

Emergency Services

**780–414–GANG (4264)** EPS Gang Hotline

**Take action.** Call 911 if you see the occurrence in progress. Do not approach the gang but capture as much detail as you safely can.



#### **DRUG POISONING RESOURCES**



Drug poisonings can happen in all neighbourhoods



You see someone who may be experiencing a drug poisoning (overdose).

#### Look for signs of an opioid poisoning

- Slow or no breathing
- Gurgling or snoring sounds
- Can't wake them up
- Pale face, blue lips or nails
- Cold and damp skin
- Choking or throwing up



#### 911

**Emergency Services** 

**Take action.** Use a naloxone kit if it is safe to do so. If possible, place the person in the recovery position and stay with them until help arrives.



You or someone you know needs a naloxone kit.



#### albertahealthservices.ca/info/ page15586.aspx

Free at any pharmacy in Alberta and many other community locations. Visit the Alberta Health Services website to find a location nearest you.

#### **DRUG POISONING RESOURCES**



#### Using drugs alone?

Given the increased toxicity of the drug supply, using alone is especially dangerous.

- Use with others and take turns
- Let someone you trust know your plan to use
- Start low and go slow
- Avoid mixing drugs
- Carry a naloxone kit



#### www.dorsapp.ca

Download the Digital Overdose Response System (DORS)



#### 1-888-688-NORS (6677)

the National Overdose Response Service



Need information on Supervised Consumption Service (SCS)



# 211

Supervised consumption services are available at George Spady Society and Radius Community Health & Healing.



# What is 211?

211 Alberta connects Albertans to a full range of community, government, social and health services. It's free, confidential and available 24/7 in over 170 languages. To reach 211, dial 2–1–1, text INFO to 211 or visit www.ab.211.ca for live chat and online search.



#### NOTES



<u> </u>

# **Document at a Glance:**





edmonton.ca