

Neighbourhood Response

edmonton.ca



NEIGHBOURHOOD
Empowerment Team





ILLEGAL GAMBLING



You see “under the table” gambling.



1-800-272-8876

Alberta Gaming and Liquor
Complaint Line



[aglc.ca/contact-us](https://www.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.



OVER-SERVING ALCOHOL



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](https://www.aglc.ca/contact-us)

Alberta Gaming and Liquor Commission

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



SMOKING & PATIO VIOLATIONS



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.



UNETHICAL EMPLOYMENT



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



[work.alberta.ca](https://www.work.alberta.ca)

Alberta Labour, click on Occupational
Health and Safety

[aglc.ca/contact-us](https://www.aglc.ca/contact-us)

Alberta Gaming and Liquor Commission



You notice staff are unlicensed or paid illegally.



[work.alberta.ca](https://www.work.alberta.ca)

Alberta Labour, click on Employment
Standards, Compliance and Enforcement

[aglc.ca/contact-us](https://www.aglc.ca/contact-us)

Alberta Gaming and Liquor Commission

BUSINESS CONCERNS



TOBACCO, SMOKING AND VAPING REDUCTION ACT – ENFORCEMENT PROGRAM

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



DOOR-TO-DOOR SALES



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.



780-427-4088
Consumer Contact Centre, Service Alberta

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



AGGRESSIVE PANHANDLING



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



211 press 3
24/7 Crisis Diversion
#377 or 780-423-4567
Edmonton Police non-emergency line

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.



GRAFFITI AND VANDALISM



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



edmonton.ca/graffiti
City of Edmonton



311 App
City of Edmonton



311
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.



UNCONSCIOUS IN PUBLIC



INTOXICATION IN PUBLIC



You see an unconscious or unresponsive person in public.



911
Medical emergency

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 non-emergency police line to report the incident.



DRUG USE



DRIVING WHILE IMPAIRED



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



#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, click on Submit a Web Tip.

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



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



911
Emergency services

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



HARMED OR ABANDONED CHILD



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



911

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.



UNDERAGE CONCERNS



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



911

Emergency

211 press 3

24/7 Crisis Diversion

780-407-1000

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

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



You see someone nude in public.



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



911

Emergency Services

#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. City of Edmonton will clean up human waste on public property. If the incident occurred on private property the City of Edmonton will provide instruction on how to clean up a human waste incident outdoors. The City of Edmonton does not provide cleaning services on private property. *Note: All incidents reported to 311 will be used to inform and improve City of Edmonton services.*



PROPERTY OR VEHICLE DAMAGE



THEFT



You observe personal property that has been damaged.



#377 or 780-423-4567

Edmonton Police non-emergency line



Report a Crime Online

Edmonton Police Service

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.



Your car or bike was stolen.



#377 or 780-423-4567

Edmonton Police non-emergency line



Report a Crime Online

Edmonton Police Service

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.



FIRE



You see a private or public property on fire.



911

Emergency Services

Take action. Provide details to the dispatcher.



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.



911
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

780-477-2929
Seniors Protection Partnership

780-454-8888
Senior Abuse Line

Take action. Provide details to the dispatcher.

THREATS, STALKING & HARASSMENT



You are receiving threats.



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



You witness or are a victim of sexual assault.



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
Sexual assaults can be 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.

DOMESTIC VIOLENCE



You witness or are experiencing domestic 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

780-455-6880
Today Family Violence Help Centre

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



LOST OR WANDERING PET



You found a lost pet.



edmonton.ca/pets

City of Edmonton



311

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.



WILD ANIMAL IN CITY LIMITS



You see a wild animal within city limits.



edmonton.ca/wildlife

City of Edmonton



311

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.



HOMELESSNESS



You see a person regularly sleeping in public areas.



211 press 3

24/7 Crisis Diversion

Take action. Call 24/7 Crisis Diversion and be prepared to provide as much detail as possible about the person and their location to the dispatcher.

CAMPS, TENTS OR SHELTERS



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



311

City of Edmonton

Take action. Be prepared to provide camp location details. City of Edmonton Park Rangers will visit the camp within four days. Individuals using the camp will be connected to support services and housing options by the Boyle Street Outreach team. The camp will be scheduled for cleanup by Parks maintenance crews.



MENTAL HEALTH



You see someone who is experiencing a psychosis or mental health crisis.



780-424-2424

Access 24/7 Adult Intake

1-877-303-2642

Mental Health Helpline (24 hours)

780-482-HELP (4357)

Distress line (24 hours)

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



You see someone threatening or attempting suicide.



911

Emergency Services

780-342-7777

Community Urgent Services and Stabilization Team (24 hours)

1-877-303-2642

Mental Health Helpline (24 hours)

780-482-HELP (4357)

Distress line (24 hours)

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

PARK, SIDEWALK OR ROAD DAMAGE



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



311 App

City of Edmonton



311

City of Edmonton

Take action. To report the problem on the 311 app, click on New Request, Roads & Sidewalk 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.



311 App

City of Edmonton



311

City of Edmonton

Take action. To report the problem on the 311 app, click on New Request, Parks, Park Maintenance. 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 property.



edmonton.ca/litter

City of Edmonton



311 App

City of Edmonton



311

City of Edmonton

Take action. To report the problem online, click Report Litter. To report it on the 311 app, take a photo of the dumpster or garbage can of concern. To report the problem on the 311 app, click New Request, Litter, Litter Public 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



311 App

City of Edmonton



311

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



You see someone is parked in your paid parking spot.



311 App

City of Edmonton



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.



LIGHTS OUT IN STREET OR PARK



You notice a street light is burnt out.



311 App

City of Edmonton



311

City of Edmonton

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



GREENERY MAINTENANCE



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



311 App

City of Edmonton



311

City of Edmonton

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



PLAYGROUND MAINTENANCE



You notice a playground or Greenshack requires structural maintenance.



311 App

City of Edmonton



311

City of Edmonton

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



NUISANCE PROPERTY



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



311
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.



LANDLORD / TENANT SUPPORT



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 ephsahs.albertahealthservices.ca/create-case and fill in the online form.



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.



311
City of Edmonton



edmonton.ca/problemproperties
City of Edmonton, Problem Property Initiative

Take action. To report a problem property online, visit edmonton.ca/problemproperties and click on the confidential Report a Problem Property 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



**edmontonpolice.ca/
reportacrimeonline**

Edmonton Police Report a Crime Online

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-suspicious-property.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 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 re-cap 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 find a needle in a public place.



edmonton.ca

City of Edmonton/needles



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.



GANG ACTIVITY



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

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 happen in your neighbourhood.

The street drug supply is contaminated with often unknown amounts of synthetic opioids such as fentanyl and carfentanil. Just a small amount can result in an unintentional overdose or poisoning. Drug poisonings are occurring in neighbourhoods all across our city, many in private homes where people are often using alone.



You need more information on the signs of 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



You need to access a supervised consumption site.

Supervised consumption sites are available at Boyle McCauley Health Centre and George Spady Society



DRUG POISONING RESOURCES



You, or someone you know, needs to get a free naloxone kit.

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

 albertahealthservices.ca/info/Page16025.aspx
Alberta Health Services

Take action. Alberta is in the middle of a drug poisoning crisis. Learn about the signs and how to administer naloxone in the event of an emergency.



You see someone who you think might be experiencing a drug poisoning (overdose).



911
Immediate Help

211 + Press 3
Someone is in distress

1-888-688-NORS (6677)
National Overdose Response Service if you plan on using drugs alone

Document at a Glance:

	Business Concerns		Mental Health
	Loitering, Graffiti & Vandalism		Vandalism, Litter or Damage
	Intoxication & Substance Abuse		Parks & Streets
	Underage Concerns		Property Concerns
	Inappropriate Behaviour		Victim of a Crime
	Theft, Damage or Fire		Needles
	Harassment, Violence & Abuse		Gang Activity
	Animal Concerns		Drug Poisoning Resources
	Transit Safety		211
	Homelessness		



[edmonton.ca](https://www.edmonton.ca)