

Chapter Contents

- Emergency Numbers
- Shelters For Abused Persons

EMERGENCY NUMBERS

EMERGENCY: Dial 911

Police - Fire - Ambulance

TTY ACCESS: Dial 711

Seniors' Abuse Helpline

**Canadian Mental Health Association -
Edmonton Region**

(24 hours) 780.454.8888

Offers a 24-hour telephone line providing confidential listening and support for those experiencing or dealing with seniors' abuse.

Seniors Information Phone Line

**Canadian Mental Health Association -
Edmonton Region**

(24 hours) Dial 211

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

24 Hour Distress Line

**Canadian Mental Health Association -
Edmonton Region**

(24 hours) 780.482.HELP(4357)

Rural area: 1.800.232.7288

Provides free, confidential listening and support for those in crisis or distress. Available 24-hours, seven days a week.

Mental Health Helpline

(24 hours) 1.877.303.2642

Alberta Health Services

Call toll free within Alberta for mental health advice.

Child Abuse Hotline

1.800.387.KIDS(5437)

Alberta Poison Control Centre

1.800.332.1414

Sexual Assault Centre Support and Information Line

(24 hours) 780.423.4121

Office Line 780-423-4102

- Counselling for adults, teens and children (age three and up) of all genders who have experienced sexual abuse/assault
- Public Education for community groups interested in learning more about sexual violence
- Diversity Outreach for people who experience barriers accessing SACE services

www.sace.ca

Emergency Protection Order Program

Legal Aid Alberta - Family Law Office

Phone: 780.422.9222

All other areas: 1-866-845-3425 (toll free)

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

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

Legal Aid Alberta - Legal Services Centre

Toll Free: 1.866.845.3425

www.legalaid.ab.ca

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

Health Link Alberta

Phone: **811**

Email: healthlink@albertahealthservices.ca

www.MyHealth.Alberta.ca

Emergency Department wait times listed on www.albertahealthservices.ca under Wait Times & Reporting

24-Hour Emergency Income Support

Phone: 780.644.5135 (Edmonton Area)

Toll free outside Edmonton

1.866.644.5135

Email: hs.iscc@gov.ab.ca

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

Strathcona County Elder Abuse Response Network

Phone: 780.464.4044

Help Line (24 hours) Phone: 780.464.7233

Alberta Phone Line (24 hours) 1-855-4HELPAB

www.strathcona.ca/seniors

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

For additional Strathcona County resources.

HEALTH & WELLBEING – Counselling,

HELP AT HOME – Home Services,

HELP AT HOME – Outreach

SHELTERS FOR ABUSED PERSONS

A Safe Place

Phone: 780.464.7233

Email: sssltd@shaw.ca

www.asafeplace.ca

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

Hope Mission – Edmonton

9908 106 Ave

Phone: 780.422.2018

Email: reception@hopemission.com

www.hopemission.com

Shelter services 24/7

See ELDER ABUSE - Safe Accommodations

Lurana Shelter Crisis Phone

Women's Emergency Shelter

Phone: 780.424.5875

See complete listing in ELDER ABUSE – Safe Accommodations

Sage Seniors' Safe House

Phone: 780.702.1520

See complete listing in ELDER ABUSE – Safe Accommodations

WIN House Edmonton

Phone: 780.479.0058

Email: info@winhouse.org

www.winhouse.org

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

Women's Emergency Accommodation Centre

9611 101A Ave. NW T5H 0C8

Phone: 780.423.5302

Email: JOrcino@e4calberta.org

www.e4calberta.org

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

Women's EShelters Canada, sheltersafe.ca project

Address: Ottawa, ON

Phone: 613-680-5119

Email: info@endvaw.ca

Website: www.sheltersafe.ca /

www.endvaw.ca

Hours of Operation: 9:00-5:00 EST

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

See also [ELDER ABUSE – Safe Accommodations](#)

Seniors Information Phone Line

Connecting Seniors
to Supports and Services

Dial 



IF YOU THINK A SENIOR IS BEING ABUSED

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

**24 Hour Seniors' Abuse
Help Line 780.454.8888**

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5149 Mullen Road
Edmonton

Edmonton

Summerwood Village
780.416.1912
4255 Clover Bar Road
Sherwood Park

Laurel Heights
780.465.2273
3110 - 22 Avenue
Edmonton

Rutherford Heights
780.432.6900
949 Rutherford Road
Edmonton



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PROUDLY CANADIAN



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This publication is also made possible by our advertisers, for which Sage is thankful. Please note that the inclusion of an advertisement does not imply an endorsement by Sage. Listed prices are subject to change. Contact advertisers/sites for current pricing.

Title: 'What a Rascal'

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Our Directory of Senior Services is a dynamic publication which is constantly being updated and expanded. Is your agency, organization, or business in the Directory? Please note, non-profit senior-serving organizations are given free listings. For-profit businesses are required to purchase an ad in order to have a listing. So, if someone isn't here - let them know that you missed them in the Directory of Senior Services. Nonprofits please contact 780.701.9007 or info@MySage.ca. For-profits and those inquiring about advertising in the Directory, please contact 780.701.9010 or info@MySage.ca.



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Ph:(780) 935-5922

Southwoods Court North
9430-67 Ave
Ph:(780) 975-2509

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Ph:(780) 452-2030
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Westmount Shopping Centre

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