

Downtown Division

Community Information and Resources



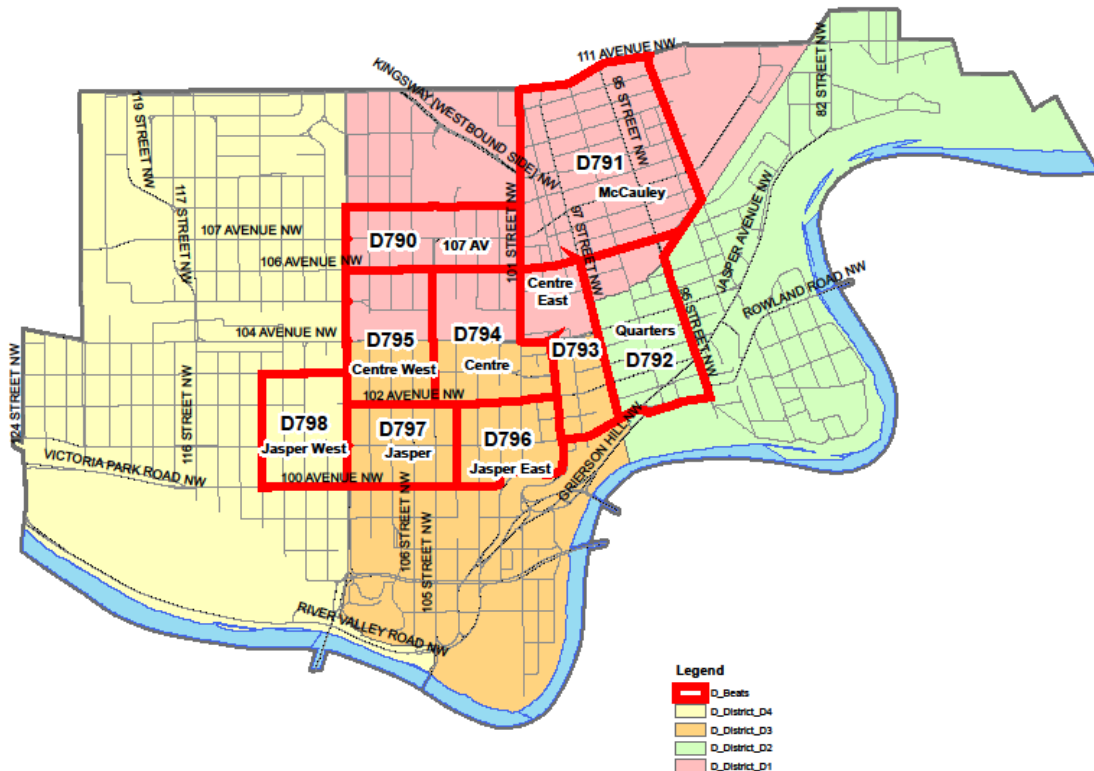
Downtown Division Boundaries

The image below is map of Downtown Division. The map shows how the Division is divided into 4 Districts.

Pink-District 1, Green-District 2, Orange-District 3, Yellow-District 4

The red boundaries are the Beats areas, which include the following communities: Jasper, Jasper East, Jasper West, Centre, Centre East, Centre West, Quarters, 107 Ave and McCauley.

EPS Downtown Division





Downtown Beats vs Patrol Policing

Within Downtown Division, the Edmonton Police Service is represented by both Patrol Officers and Beat Officers.



Beat officers police in a proactive fashion. The goal of Beat members is to maintain a visible police presence while responding to the complaints and concerns of citizens and community stakeholders within their Beat area. Beat members will make efforts to ensure stakeholders in their area know who they are and how police can support them.

Beat members attend community events and meetings within their community whenever possible. Beat members will walk or ride Edmonton Police Service mountain bikes in order to provide a visible police presence within the community. If you would like to speak to a beat officer in your community they can be

reached as follows. Please note these numbers are **NOT** for emergencies or events that are in progress.

Jasper West / Jasper / Jasper Beat: (780) 391-5096

Centre West/ Centre/ Centre East / Quarters Beats: (780) 391-5094

107 Av / McCauley: (780) 391-5090

Patrol officers respond in marked police vehicles to calls for service throughout the entire division. Patrol officers typically police in a more reactive fashion, responding to events that are in-progress or have recently occurred.





Who to call....

9-1-1: for an emergency (Police, Fire, or Ambulance) or a crime in progress (person or property in immediate risk). This includes suspected impaired drivers.

Non- Emergency (780)423-4567 / #377 (from mobile device): non-emergency/ crime not in progress / suspicious persons or disorder type events.

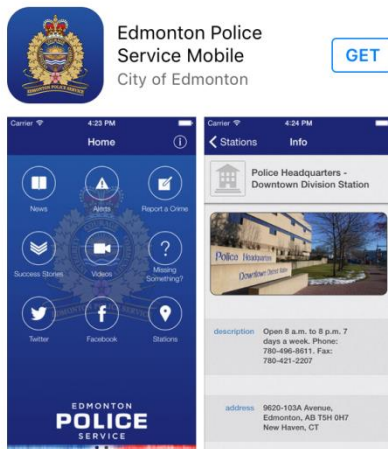
Hearing Impaired: Call (780)-425-1231 for both emergencies and non-emergencies.

Text with 911 for the Deaf, Hard of Hearing, and Speech-Impaired: Text with 911 is only available for emergency situations. You must register your mobile phone with your wireless service provider prior to using Text with 911.

Online Crime Reporting: www.edmontonpolice.ca/reportacrimeonline

The Edmonton Police Service encourages citizens and visitors to our city to report all crimes that occur in Edmonton. To serve our citizens better, we have established an online crime reporting tool for 6 specific types of crime. Examples of crimes that can be reported online are listed below. Please ensure the information you enter is accurate.

- Break and Enter (Detached Garage/Shed)
- Damage to Property
- Damage to vehicle
- Lost property
- Theft from vehicle, under \$5,000, or
- Theft under \$5,000



You can also report a crime online through our mobile app. Visit <http://www.edmontonpolice.ca/ContactEPS/EPSPMobileApp.aspx> for further info.



Reporting Crime

Report in Person

What can you report at a Divisional Station?

- Hit and Run Collisions.
- Property Damage Collisions where vehicles are drivable and combined damage is over \$2000.
- Injury Collisions where immediate first aid is not required and injuries are minor in nature and vehicles are drivable.
 - **Note:** When reporting a collision please bring your driver's license, vehicle documents, your damaged vehicle or a body shop estimate and/or photos of damages for verification.
- Frauds under \$5,000.00.
- Lost property (includes lost medication, identification, or personal belongings). Prepare to bring other identification or documentation to verify your identity.
- Found Property (that can be carried into a station).
- Theft from vehicle if your ID or vehicle documents were stolen (Identification will need to be verified).
- Witness statements regarding driver behavior (dangerous driving, distracted driving, etc.)
- **OPTIONAL:** Turning in guns or ammunition for destruction. **Important:** you **MUST** have the property remain in your vehicle until a member retrieves it. If you cannot bring it to a station, please call the complaint line at 780-423-4567.

For more information please visit:

<http://www.edmontonpolice.ca/ContactEPS/YourCommunityStation.aspx>

Report Scams

Whether you have received a scam phone call, email, or text message, you can report them even if you haven't fallen for the scam. To report a fraud like this, please contact the Canadian Anti-Fraud Centre at 1-888-495-8501.

If you are a victim of a scam, please call the Edmonton Police Service at 780-423-4567.

Crime Stoppers – The Edmonton Police Service is always looking for assistance in solving



crimes and identifying the individuals depicted in surveillance still photos. If you have a tip and want to remain anonymous, call **1-800-222-8477**. You can also text your tip. Crime Stoppers tipsters always remain anonymous. If your tip leads to an arrest you may qualify for a reward of up to \$2000.

To text a tip to Edmonton Crime Stoppers:



Type keyword, "TIP250 and your tip" and send it to CRIMES (274637)
To text a tip to Northern Alberta (RCMP) Crime Stoppers:
Type keyword, "TIP205 and your tip" and send it to CRIMES (274637)
For more information or to use Crime Stoppers' online tip submit, go to:
<http://crimestoppers.ab.ca/edmonton/>

Concerns or Complaints

2-1-1 Resources



211 is a 24-hour information and referral line that helps people connect to social, health and government services.

211 Alberta – Edmonton and Area is a program that is operated by the Canadian Mental Health Association – Edmonton Region. 211 provides information/referral services and connects people to a full range of essential social, health, and government services in the community. Find information on:

- 24/7 service for vulnerable people / transportation to shelters.
- basic needs (food, clothing, shelter and financial support)
- employment resources
- parenting support
- counselling/support groups
- health care
- legal services

Visit www.ab.211.ca for a comprehensive list of services.

#JustCall211 Campaign

You can help before police or emergency services are needed!

When you see someone in distress, Just Call 211 and press "3" to dispatch the 24/7 Crisis Diversion Team. This service should be used when you see someone:

- Experiencing a medical or mental health (non-emergency) crisis
- There is a potential safety concern for the individual involved
- Possibly intoxicated or otherwise impaired

By calling 211, you can provide someone with the proper aid they need and emergency resources can continue to focus on emergencies. See [REACH Edmonton's website](#) for more information.



3-1-1 Resources



Call 311 and receive phone service 24hrs / 7 days a week. General information on City departments, programs and services will be provided such as:

- Unsightly Properties/ Litter
- Graffiti/ Vandalism
- Licences, Permits, Certifications
- Parking Complaints
- Animal Bylaw Complaints
- Bylaw Fine Payment Options

You can also download the City of Edmonton's app to report bylaw issues directly from your phone! For more information visit www.edmonton.ca/311

Complaints or Concerns Regarding Police Members

Anyone who has concerns about the policies, service or the actions of a police officer may make a complaint; however, it is unlawful to make a false report to police. To report your concern, contact Professional Standards Branch at (780) 421-2676 or use the online complaint form on our website. You may also submit your concern in writing to the Chief of Police, after which it will be reviewed by the intake manager in Professional Standards Branch and assigned to an intake evaluator. Your concern may be resolved through the intervention of the officer's supervisor or a Professional Standards Branch investigator.

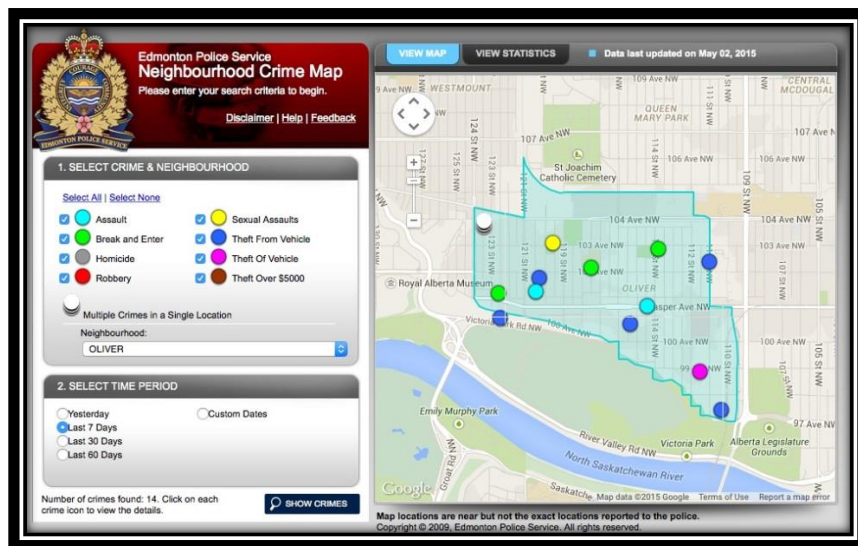


Additional Information and Resources

Neighbourhood Crime Mapping

The Edmonton Police Service has developed an online crime mapping application for the public to view general crimes that have occurred in any neighborhood across the city. Neighborhood crime is more than just numbers; it's about knowing where crime is happening in the area you live.

By knowing what is going on in your community, we can work together to reduce and prevent crime. For more information please visit: <http://crimemapping.edmontonpolice.ca/>



Example of the Edmonton Neighbourhood Crime Map

Victim Support Services

The Victim Services Unit (VSU) acts as a central information point for victims, regarding the status of the investigation, the court case and the trial disposition. If you have been the victim of a crime and would like support, please contact VSU at Email: vsu@edmontonpolice.ca or call 780-421-2217.

Mental Health Crisis

The Police and Crisis Team (PACT) partners an Edmonton Police constable with a registered nurse, registered psychiatric nurse, or social worker to provide on-site assessments and intervention for people with psychiatric problems and are in a crisis. The nurse and the police officer work as a team in assessing, managing and selecting the most appropriate action(s) to

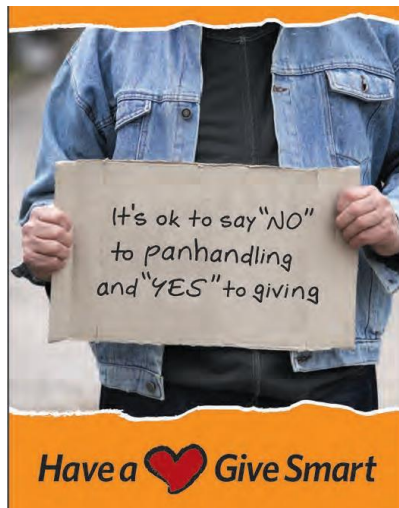


care for an individual. PACT is a community partnership between the Edmonton Police Service and the Alberta Health Services.

PACT works as an adjunct to the Capital Health's Crisis Response Team which operates a crisis line 24/7 to assist those suffering from a mental health crisis. The Crisis Response Team can be reached 24/7 at (780) 342-7777.

Panhandling

Aggressive panhandling is a bylaw offence. Giving money to panhandlers may in turn support their drug or alcohol addiction. There are many places in Edmonton for people who need food, shelter, and support. Regular free meals and food banks are available throughout the city. The following are tips when responding to Panhandlers:



- Look at the person, be polite and say "I'm sorry I do not give change."
- Donate money to social service agencies that provide food, shelter and supports for people in need.
- Report to police on the non-emergency line.
- Call 211 for vulnerable persons requiring transportation to shelters.

Theft from Vehicle / Theft of Vehicle / Theft of License Plate

Auto theft costs Albertans \$60 million a year in insurance claims.

Many vehicles are stolen from parking lots, shopping centers, airports and even residential driveways. REMEMBER: if it's not there they cannot steal it. Remove ALL valuables.

How to protect yourself against theft of/from vehicles:

- Park in a sensible place, avoiding unlit areas at night.
- Remove the ignition key and activate the steering lock.
- Lock your doors and close all windows.
- Hide your valuables out of sight or take them with you. **This includes garage door openers!**
- Take extra keys out of your vehicle.
- Have an alarm installed.
- Check your license plate regularly to be sure it is the correct plate.
- Do not leave your vehicle idling and unlocked. It may be cold outside, but remember, "If you leave it running, you may be walking."
- Join the Car Curfew Program, by simply coming to an EPS station to pick up a Car Curfew vehicle sticker. This sticker advises police vehicles that your vehicle is typically



not on the road in the middle of the night, so if your vehicle is seen on the road at 2 a.m., police can conduct a traffic stop to ensure it's you driving.



De-escalation Techniques

Violence often stems from verbal confrontations that escalate into physical confrontations.

1. Avoid confrontations if possible. Walk away, move to a safe area and call police.
2. Always watch a confrontational subject's hands for signs aggression or a potential weapon.
3. If required raise your hands in front of your upper body and make efforts to verbally de-escalate the situation. Stay calm and make efforts to communicate in clearly.
4. Keep your distance. Utilize obstacle between yourself and the subject if possible and move to a safe area.
5. Shout for help! – This will help to attract witnesses.
6. Remember there is safety in numbers. Utilize safe walk program or travel through high traffic areas to get to your destination. Walking in a group of two or more is safer then walking alone.