

Street Ways

helpful tips for accessing
resources (getting stuff)

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ACCESSING RESOURCES

There are resources in your area to help you get the things you need.

Check out the attached pamphlet for a list of resources and locations, or call 211.

The people here can help you know where you can go to get what you need.

There are some things to remember when going to places to get help:

Don't:

F**k you,
this is bullshit!

Do:

Is there something
you can do for me or
can you help me find
someone who can?

 If you aren't happy that day, maybe come back another day. It's okay to be grumpy, you have a lot of shit going on right now. But maybe, you can come back another day when you are feeling a little better.

 Make a list of what you need. It's easier to ask for what you need when you know what it is, try writing it down!

Don't:

What the f**k do you mean?!

Do:

I don't understand what you are telling me, can you please explain again?

Don't:

You are being a f**king b****!

Do:

I am feeling like you are upset with me, can we please start over?

Tip!

211 is a program that helps you find services to meet your needs, dial 2-1-1 from any phone to reach them.



Before you go to ask for help, take a deep breath!

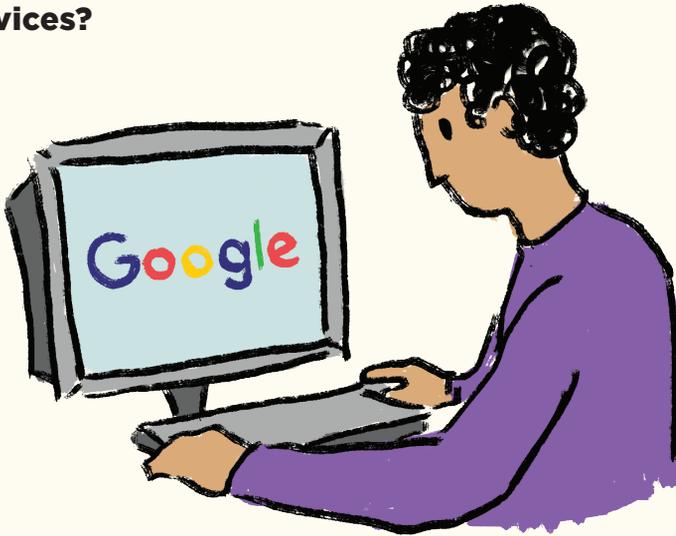
Try the breathing exercises in the Emotional section of this book on **page 48**.

You may be tempted to yell, but hold on one second.

You may be feeling like "these people just don't fucking get it!" and you may want to yell and scream. But remember, yelling might not work. Try to think of a different way to say how you are feeling.

FINDING SERVICES

How do I find information about services?



There are tools that can help you find services. One way is to use “**google**.” You can find a computer at most libraries, open up the internet and type in “**google.ca**” then type in what you are looking for in the search bar.

For example, if you are looking for housing services you may type in “housing services, Edmonton,” make sure you have a pen and paper to write down info.

You can even type “social service agency” into the search bar to find social service agencies near you that can direct you to where you need to go!

211: If you need help finding services, you can call **211** from any phone. Tell the operator what you need and they can direct you to the right place!

Note: It helps to get an advocate

GETTING ID

Step 1. Apply for Birth Certificate (in Alberta)

Born in Alberta:

- Fill out the “Application for Certificate/Documents” form
- Apply in person at a registry
- Required documents:
 - valid Government issued ID
- **If you do not have ID:**
Bring in someone who has known you for 1 year who has valid government issued ID, and can apply on your behalf. Make sure to sign the statutory declaration portion of the application.

Apply for Birth Certificate (out of province)

Born in other Canadian Province:

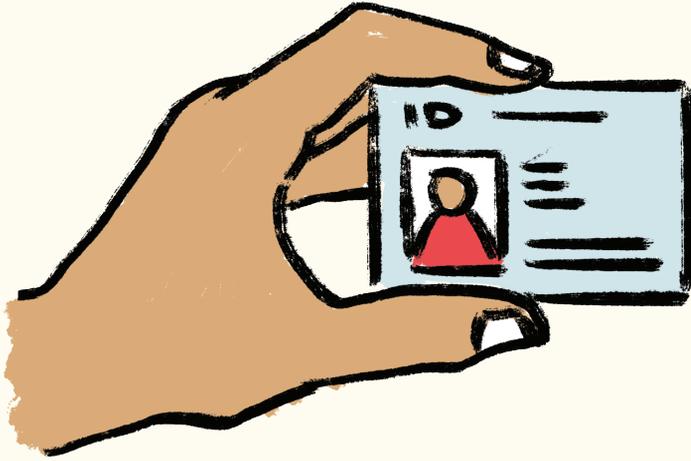
Applications are different in each province, ask a worker to get you the right application.

Fee: Varies per province.



Tip!

Make sure you get the forms from the vital statistics website and **NOT VITAL CERTIFICATES**, most agencies can provide you with a form.



Step 2. Apply for Alberta Health Care Card

If you have had an Alberta Health Care Card before:

- Call 780-427-1432
- You will be asked to give your Alberta Health Care number (if you know it) or if you do not know your AHC number, you will be asked to provide the last address you used.

If you have never had an Alberta Health Care Card:

Check out the “ID storage services” section in the attached pamphlet for a list of resources.

Fee: None

Step 3. Obtain your government ID

Take your Alberta Health Care Card and Birth Certificate to the nearest registry and apply in person.

There is a fee, call ahead.

Replacement ID:

If you recently lost your ID and it isn't expired, you can simply go to the registry with a recent document with your name and address (bills, AISH stubs, or Alberta Works stubs), and apply for a new ID.

There is a fee, call ahead.

Step 4. Social Insurance Number

Social Insurance cards are no longer printed

- Apply in person at a Service Canada location
- You will need two pieces of ID.
- Process takes less than 15 minutes and you will be given a document with your Social insurance number immediately.

Certificate of Secure Indian Status (also called “status card or treaty card”)

- Apply in person at the AANDC Office (in Canada Place)

Required documents

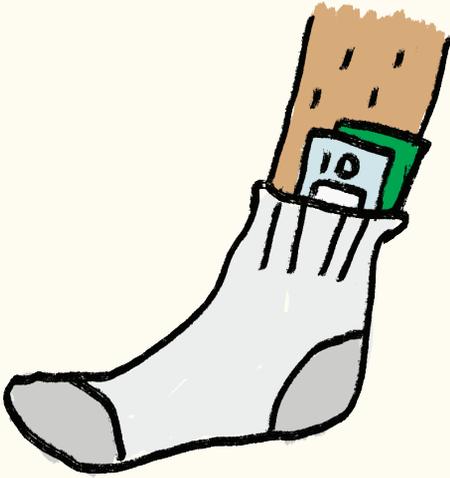
- Birth certificate, and 2 pieces of ID such as an Alberta Health Care or ID Card.



Status Card Tip!

A “Guarantor’s Declaration” signed by a guarantor, plus two passport photos, also signed by a guarantor, can be used in place of either an Alberta Health Card OR government issued identification.

Ask a worker!



Keeping ID safe

There are ways to keep your ID safe. When sleeping at a shelter, you can ask staff to store ID in a safe place, you can also tuck your ID into your socks or undergarments while you sleep (this will not be the most comfortable but it will keep your ID safe!).

There are programs around your city that can store your ID safely and securely for you!

Check out the “ID storage services” section in the attached pamphlet for a list of resources.

ID and police

Police cannot take your ID, they must give it back to you even if you are being arrested!

If you are being arrested, you must give police your name and birthdate. If they ask to see your ID and you have it, you must show it to them. Just remember to get it back!!

Tip!

Remember, you don't always need to carry your ID and important documents (birth certificates, citizenship certificates), most times, all you need is a photocopy.



STATUS

What does my status card get me?

If you are an Indigenous Person and registered as status, there are things you can get:

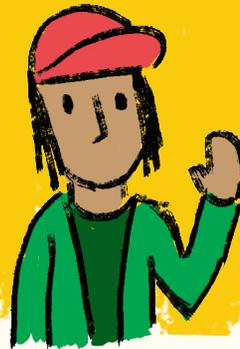
- Mental Health counseling sessions, dental benefits, drug coverage, eyeglasses and exams, medical equipment, prescription coverage.
- Go to Canada Place and meet with a Non-Insured Health Benefits worker or talk to a worker at any inner city agency.

To see if you can get coverage for services under your Status card, call the Alberta Non-Insured Health Benefits Program at **1-800-232-7301**.

Note: As of 2016, Métis women who lost their treaty rights, can get status (Their children can too!)

Tip!

If you are status, you cannot get your medicine covered by Alberta Works. You must have it covered by Indigenous and Northern Development Canada.



Métis status

Contact the Métis Nation of Alberta at **1-866-678-7888** for more information about Métis status.

EMERGENCY SERVICES

What are emergency services?



Tip!

Emergency services are things such as medical services (ambulance and hospitals), police and fire. These are the services that are there for you when you need help!

Medical Services

Calling 911 for Medical emergencies

It can be frightful when you or someone you are hanging out with becomes very sick! Calling 911 may seem very scary too!



Here are some tips that can help you when calling 911:

- ① Take a great big deep breath in and then out.
- ② Find a phone or find someone who has one, maybe this is a neighbor or someone passing by on the street.
- ③ The operator will talk you through what you need! If you do not feel like answering a question, just tell them.

Calling an ambulance for someone else

- ① Comfort the person and if they start throwing up, turn them to their side (only if you think they didn't hit their head)
- ② Check if they are breathing by listening closely and looking to see if their chest rises.
- ③ It is important for someone to stay with the person.



Check for a heart beat



Check forehead temperature

Tip!

It is important to comfort that person by talking to them and reminding them that help is on the way!



Tip!

Paramedics have extremely stressful jobs, sometimes you may come across an emergency personnel that has had a bad day.

Just try to stay calm.



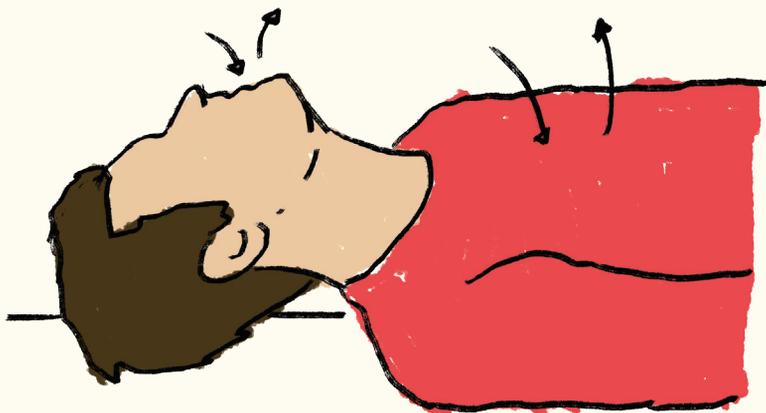
What do you do when the ambulance gets there?

- If your friend is being picked up by an ambulance, try to make sure the paramedics take your friend's stuff too!
- Paramedics may ask some information about your friend. **Give as much information as you can** about their name, phone number and birthdate (if you know).

Remember!

Stand back, let the paramedics do their jobs!

Check for breathing



Calling an ambulance for yourself

If you are alone and need an ambulance, call as soon as you feel sick.

- Call 9-1-1. If you can talk, answer the questions that the person on the line has. If not, just leave the phone beside you. They will send help.

Remember!

When calling 9-1-1, you **don't** have to say what you were doing (example, "we were drinking"). You only need to tell them what is happening to the person ("They are not breathing")

Tip!

Remember! The phone you are using does not have to be active to call 911!



Tip!

Doctors and paramedics usually do not share info about you with the police. Unless someone's safety is at risk.

When you go to an emergency room because you feel sick

- 1 Go to “triage” when you arrive, if you can’t find it, ask anyone (staff, nurse, volunteer). Once at triage, tell them why you are there.



- 2 Have a seat and wait until you are called

Don't be shy to ask staff questions, there are no stupid questions!

Tip!

Before you go, think to yourself, are you feeling sick enough to go to the hospital or can you get the same help at a walk in clinic?



Check out the “walk-in clinics” section in the attached pamphlet for a list of locations.



Tip!

Sometimes, a security guard may approach you and ask why you are there, simply say "I am here because I am sick and require medical services"



Remember!

Doctors see people in order of how sick they are. You may have to wait a while.

6 You are wasting your time if you go to the emergency for a non-emergency!

**Think before
you go!**

Police Services

Calling 911 for the Police

If you are in an emergency, you may need to call the police. You may not want to call the police, maybe you have a warrant or unpaid fines, or maybe you have had bad experiences with the cops. Here are some tips to help when calling the police:

- 1 First, make sure you are clear of danger (not in the street, no glass on ground)
- 2 Where are you? Look around, look for street signs, stores and anything that could help police find you.
- 3 Give as much info about what is happening as you can.

Tip!

When the cops are involved, people don't want to say anything. Maybe you think that something you or your friends say may get you in trouble with the police, or maybe you just don't know what to do or say.

Remember to be truthful!



SURVIVING THE SEASONS

Winter

Be prepared and have the right clothing

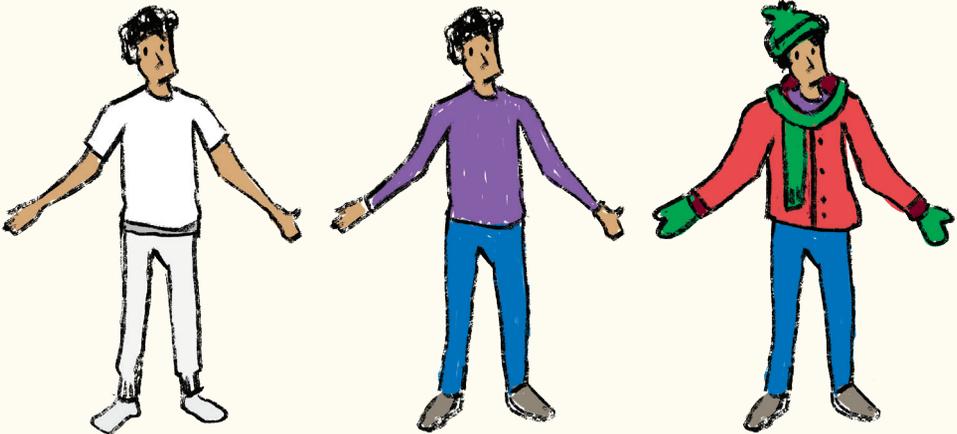
- Wear layers (Wool, if you can)
- Keep your fingers, toes, and head covered and warm!
- Find water resistant shoes, and backpack
- A good hoody and hat will go a long way!

Remember!

If you have any important documents, keep them dry in a plastic bag!

Tip!

If your fingers or toes start to become dark blue or grey and feel numb or prickly, go to a hospital right away or go see a medical professional.



Dry dry dry!

- One of the most important things to remember is to stay dry!
- You are probably thinking “Well how the fuck can I do that if it’s wet outside?” If you can, carry an extra pair of pants, socks, and shirt with you but of course that is not easy!
- Try not to sleep in the same clothing that you wear during the day because it may be wet and make you feel cold at night.

MYTH

Alcohol can help warm me up.

Alcohol doesn't actually warm you up, it makes you think you are warm. It can make your body lose heat faster.

FACT

MYTH

I don't need water during the winter!

Some people think you don't need to drink as much water in the winter because it is not hot! You can still become dehydrated in the winter! Your body needs water!

FACT

- Find something to sleep on (cardboard or a plywood found in garbage).
- There are drop in programs where you can go to keep warm during the day.

Check out the “walk-in clinics” section in the attached pamphlet for a list of locations.

Spring

Rain rain rain!

- **Change your wet socks!!**
Wet feet can cause fungus, and become infected.
- **If you are caught in the rain,** try to find some clothes and change as soon as you can to avoid getting hypothermia!
- If you have a sleeping bag, find a plastic garbage bag (those big black bags would be best) to put over it

Tip!

Find a covered area to hide under, in case it rains. Spruce trees work great.

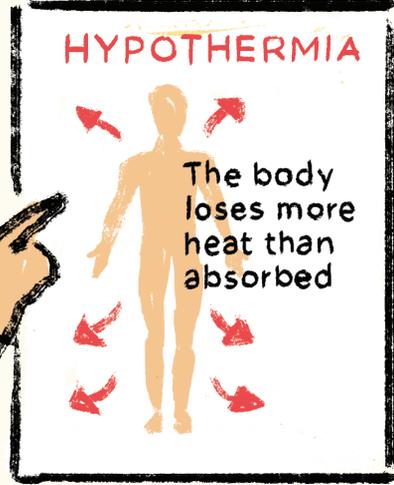
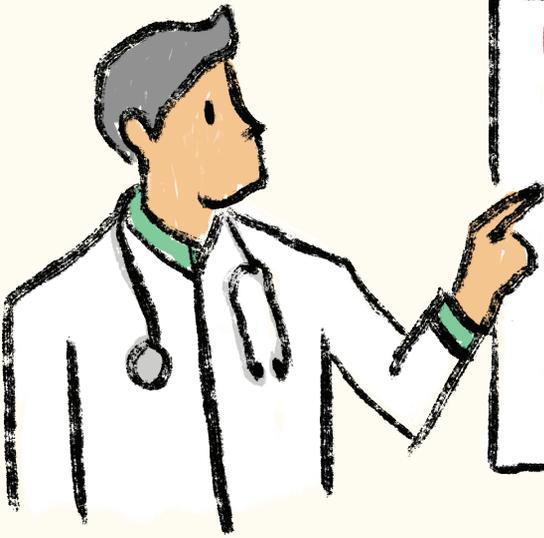


Tip!

As the snow starts to melt and the weather gets warmer, you may want to ditch that winter jacket. Just wait! It sucks to carry that big bulky thing around but we live in Alberta where the weather is shitty and second winter may come! Hold on to that jacket for a little longer.

The weather changes at any time!





Summer

- Dress in thin, light-colored clothing: T-shirts and shorts
- **Stay in the shade!** Find a tree, a building or a drop in centre, some place out of the hot sun!
- Many community agencies do fun activities

Check out the "inner city agencies" section in the attached pamphlet for a list of locations.

Tip!

Summers in Alberta are hot! Drink water!



Signs of heat stroke:

- Feeling very tired, headache, having dry, hot skin, being confused
- If you or anyone you see has any signs of heat stroke, get out of the heat and go to the hospital emergency right away

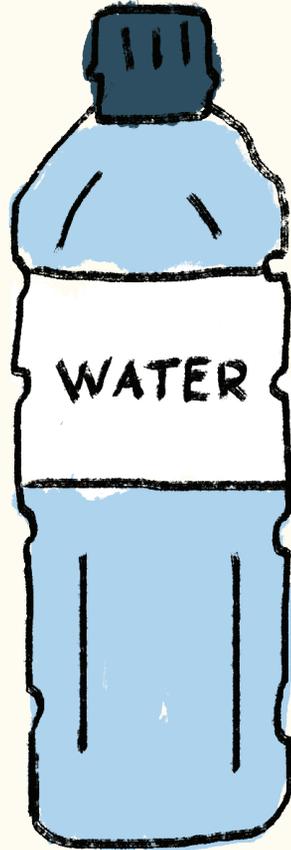
Fall

In the fall, it can be hard to predict what the weather will be like:

- Dress in layers so you can take layers off as the day gets warmer (It can be cold in the morning and warm later on)

Remember!

Don't forget to drink lots of water all year long!!!



Always Stay Hydrated!

I NEED MONEY \$\$\$

Types of Income

Support

- Alberta Works Expected to Work (Regular Welfare)
- Alberta Works Barriers to Full Employment (Medical Welfare)
- Alberta Income for the Severely Handicapped (AISH)

Assured Income for the Severely Handicapped (AISH)

What is AISH?

AISH gives you money for rent and living if you cannot keep a job full time because you have a serious illness (physical or mental) that cannot be cured.

How do I get on AISH?

- 1 **Talk to your family doctor.** Your family doctor must support your application.

Check out the “walk-in clinics” section in the attached pamphlet for a list of locations.

- 2 **Get the application!** You can get it online, at any social service agency, or at the AISH office.

- 3 This step is the hardest. Fill out the application. Make sure you understand all the questions before answering them. **If you need help, ask your support worker or go to the nearest social service agency.**

- 4 Collect documents.

- 5 Mail or bring the application into AISH.

AISH Appeal?

If you have been denied AISH, you can appeal.

Find a support worker to help you



Remember!

You can still apply for Alberta Works while you wait to see if you qualify for AISH.

Alberta Works (also called “Alberta Supports or Income Support)

What is Alberta Works?

Alberta Works or “welfare” provides money for people who “just need some help,” this is usually short term.

Types

- Expected to Work
- Barriers to Full Employment

Eligibility

- Over the age of 18.
- Low or no income.

How to get on Alberta Works?

You will need to go to the nearest Alberta Works office to apply.

Remember to bring if you can:

- An address
- Any ID that can help to identify you and any children in your care.
- Bank statement.
- Direct deposit.
- Proof of employment income (if you have a job).
- Immigration papers if you immigrated to Canada in the last 10 years.

Remember!

If you have medical reasons for not being able to work, make sure the doctor’s note says your medical condition and how long you can’t work for.



Tip!

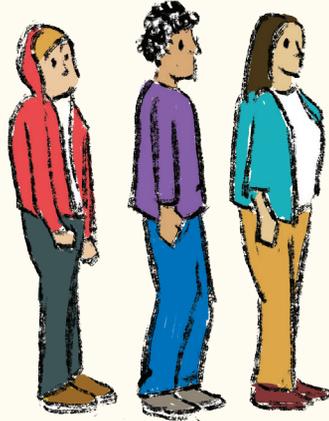
If you don’t have a bank account. That’s okay! An Alberta Works worker can help you get one.

Before you go to the Alberta Works office:

- Make sure you have as many of the documents listed above as possible (it's okay if you don't have them all)
- Try the grounding exercise on **page 47**, so you can feel calm.
- Write down a few things you want to remember (see tip below)

Tip!

Before you go, make a list of the things happening (your housing situation, medical situation, and employment situation). This will help you answer questions for workers.



- ① Arrive at the office before it opens (8:30 a.m.), wait in line outside the building until it opens (there WILL be a line).



- ② When at the office, you will need to take a number. Have a seat and wait patiently until your number is called (This can take a while).



- ③ When your number is called, you will go up to a desk and speak to an intake worker who will ask you some questions. Answer the questions honestly and make sure to ask the worker to clarify if you don't understand a question.



- ④ Sit back in the waiting area (remember to be patient) and go over the application you have been handed and answer as many questions as you can.



- ⑤ You will then be called by an income support worker. The worker will want to go into more details about what is happening in your life, so be prepared to answer the questions.

Tips for your Alberta Works application

 **Be patient!** If you start getting angry and yelling, you will be asked to leave.

 Make sure you bring as many **supporting documents** as you can!

 If you have a **support worker**, ask them to come with you!

 **Honesty.** Try to be honest in answering questions.

Check out the “inner city agencies” section in the attached pamphlet for a list of services to find a support worker.

Barriers to Full Employment (also known as “Medical Alberta Works”)

If you have reasons for why you cannot work (physical or mental), bring a doctor’s note to your Alberta Works meeting, your file will then be transferred to the Barriers to Full Employment unit.

Appeal

If you are told you cannot get income assistance, you have 30 days to appeal this decision. Talk to a support worker about this.

Tip!

If you have any questions about applying for Alberta Works or AISH, Call **1-877-644-9992.**



Adult Health Benefit

If you are not on Alberta Works but are still low-income and you need benefits such as medication, dental care, and eye care, you can apply for benefits through the Alberta Adult Health Benefit.

You can do this by calling 1-877-644-9992.

Taxes

Personal Taxes

MYTH

I don't have money
I don't need to do
my taxes

You still need to do
your taxes even if
you did not make
any money

FACT

MYTH

There is no point
in doing my taxes!

There are lots of
benefits from doing
your taxes including
getting money from
the government.

FACT

MYTH

I don't need to do
my taxes because
I am on welfare

If you are on welfare
and don't do your
taxes, you can get
cut off.

FACT

SHELTER

I filed my taxes
and received
these benefits!



Remember!

You lose out every year on tax returns if you don't file your taxes.

Where can I find a shelter?

If you find yourself in a position where you need to stay at a shelter, **call 211** they can give you a list. 211 can be dialed toll-free from any line.

You can also find many shelters in the inner city, ask around, there are many people that can show you where these shelters are or even give you some info.

Information about staying at shelters

You may need to line up as early as 7 at night, you may be asked about your things (if you have weapons, etc.). For most overnight shelters, you may be woken up at 6 a.m. and must leave at that time.

Remember!

Weapons are not allowed in most shelters, if you have a weapon, tell the worker you need it for protection and ask if you can have it "checked in" with your bags.

You can also “stash” your weapon in a nearby bush or secret spot and retrieve it at a later time.

Tip!

Most shelters have “rules”. If you are not sure, find a friend, most people have accessed the shelter before and can tell you.



Shelter for pets

Your pets are important parts of your life. If you cannot keep your pet with you, call the SPCA to take your pet. You do not have to give them any personal information. Just tell them where the animal is. You can also see if a friend will take your pet.

6
It is really
hard to leave
a situation
if you don't
have supports.

Fleeing domestic violence

The first thing to do is to get away from the situation. If you feel okay doing so, call **911**. If you do not, go to a place where there are lots of people. The next thing is to find a place to stay, you can call the 24/7 helpline at **780-479-0058** to be connected with a shelter or call **211**.

Check out the “shelters” section in the attached pamphlet for nearby locations.

Tip!

If you are in a harmful relationship or leaving one, try to find as many supports as possible.



BASIC NEEDS

Basic Needs are things like food, clothing, hygiene (soap, deodorant), and showers.

These are things that are very important for everyone. If you don't have any money or a home, it is hard to find these things.

You just gotta know where and when!

Clothing

- Many places that help low-income people can help you find clothing. Ask your nearest community agency or call 211.

Check out the “inner city agencies” section in the attached pamphlet for nearby locations.

- Ask your street friends!! Many of them can help you find a place to get clothes.

Food

Check out the “food bank locations” section in the attached pamphlet for nearby locations.

Banking

It's important to have a banking account because many cheque cashing places will take a large amount of your cash! To get a bank account, you have to get ID first! See the ID section on page 9 for more info.

Tip!

When you go to interviews or meetings, try to find a place to get clean clothes.



Housing

Using a Service

There are some housing services that can help you find low income homes, ask some of your friends, they may know of something.

- **Call 211**, they may be able to direct you to a housing service in your city such as Homeward Trust.
- **Find a social service agency**, there is most likely a worker there that can help you!

Doing it on your own

It may be harder to find an apartment on your own, especially if you are on Alberta Works or AISH. That does NOT mean it is impossible. You can do it! And when you do, it is very rewarding!

Where to find?

- **Go to the library and use a computer, you can use “google”.**
Open up the internet and type in “google.ca” then in the search bar, type in “homes for rent, Edmonton”, you can

even add in the number of bedrooms you’d like, for example “two bedroom homes for rent, Edmonton”

- **Check the newspapers!**
This may seem like an “old school” way of doing things, but there are lots of rental listings in the newspaper!

Tip!

If you are on AISH or Alberta Works: Often landlords will ask about your income, you may think this will ruin your chances of getting a home. Landlords cannot refuse to rent to you because of your income. Find an advocate



Finding a home that's a fit for you

Just because you are homeless, doesn't mean you have to settle for any home. You deserve a home that is right for you and will be comfortable for you to stay in.

- **Make a list:** Make a list of the things you want in your home. You can put bedrooms, things you want to be close to, or the neighborhood.
- **Things to ask:** Some things you might want to ask are: cost of rent, places nearby (such as grocery stores), bus routes nearby, and what is included in rent.
- **Always get a receipt** when you give your landlord any money

Tenant Rights

- You have rights as a tenant: rights about getting kicked out and your landlord coming into your place.
- Before you move in or sign a lease, find out what the rules are at your building
- Call 2-1-1 or find a local social service agency to connect you to places that can tell you about your rights.

Bed Bugs

- Turn to **page 44** for information about bed bugs!



Legal

Navigating the court system

There are services that help people with legal matters, **call 211**. It is important to find someone to represent you so you have the best chance possible.

Tip!

If you do not find a lawyer before your court date, there are usually lawyers or duty counsel to help you at the courthouse. Find the information desk at the courthouse and ask how to connect with them.



What to expect on court date

Arrive at the courthouse about 30 minutes early, you will have to go through security so ensure you are not carrying any weapons (or anything that could be considered a weapon such as sharp objects and tools).

If you are unsure which courtroom you are in, there should be a board.

Traffic Court

Traffic court can be a little easier to deal with. You have some options, you can pay the fine, ask to pay less money or ask to do fine options (this means volunteering to have your fines removed!).



If you want to do fine options or have your fine reduced

- 1 Arrive early and line up.
- 2 Once you are at the front, ask to speak to the crown, you will be asked to sit and wait until you are called. This could take a very long time.
- 3 When you are called, you will meet with a crown representative. Tell them you cannot afford to pay the fines



- 4 If you feel comfortable doing so, talk a little bit about your current financial issues.

Dealing with Warrants

- **Alternatives to warrant apprehension program:**
If you have a support worker, you may be able to have your warrants removed through this program. This is a one time only program that allows you to have your warrants removed because you are working on bettering your life. Ask your worker.

Check out the “inner city agencies” section in the attached pamphlet for nearby locations.

- **Turning yourself in:**
Sometimes, the easiest way to deal with warrants or fines is to turn yourself in and do a couple days jail time to clear your record. If and only if you are comfortable doing so, this may be an option for you.

Dealing with police

Dealing with police can be sometimes intimidating, especially if you are homeless & addicted to drugs or substances.

You may feel like you are bullied or targeted by police.

Remember!

You are a human being and you have rights.

When approached by a police officer, **remain calm**. If you become too aggressive or angry they will see you as a threat.

You have the right to refuse to speak to an officer, if you choose to speak, anything you say can be used against you in the court of law. Of course, if you refuse, the officers may become

agitated, instead, politely say **“Officer, I do not wish to speak with you,”** the officer should let you go. If not, ask if you are being detained, if the officer says yes, ask “why am I being detained?” If the officer says no, say “then I wish to leave.” Remember when saying this to **remain calm and polite**, this is very important.

Remember!

You have the right to a lawyer.

Tip!

If you give the officer your ID, remember to get it back.



If you are asked to be searched, you have the right to refuse to be searched simply by saying “I do not wish to be searched,” but, the officers may search you anyways. If you refuse to be searched but are searched anyways and you are charged, make sure you let your lawyer know that you refused to be searched, this is important information for court.

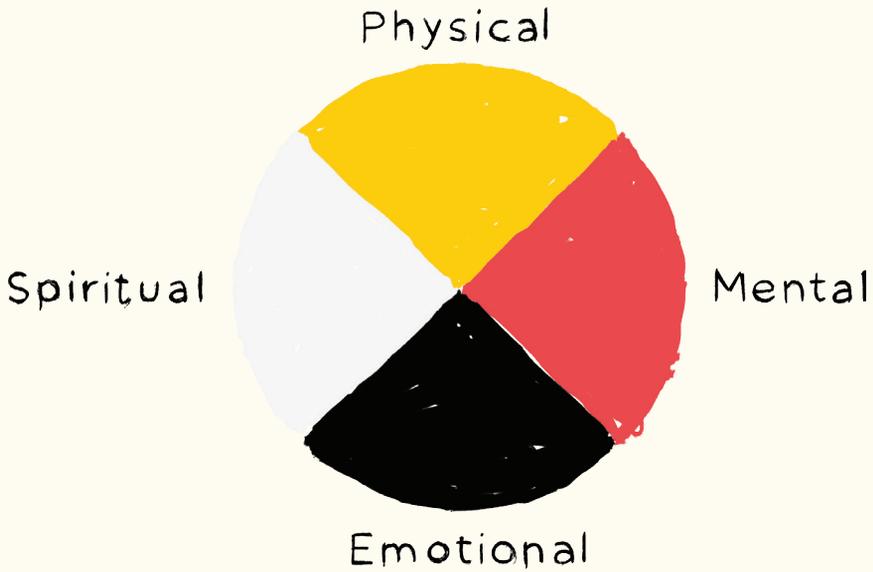
When police knock on your door, you DO NOT need to let them in unless they have a search or arrest warrant, if they have received a call, or if someone is in danger. You have the right to ask what will happen if they search your home, you also have the right to refuse to speak to the officers.

Tip!

If you are being detained, you have to provide your name, birthday and address.



MEDICINE WHEEL



Physical

Finding a doctor

Find a doctor that is a fit for you. There are a few doctors that work specifically with people who are low income and do not have access to ID or Health Care Card.

Check out the “walk-in clinics” section in the attached pamphlet for nearby locations.

Tip!

It is important that your doctor understands how poverty can affect your health and will not judge you.



You can also find a doctor by calling **811**. You can also call **811** if you feel sick but don't think that it's bad enough to go to Emergency!

Have safe sex!

Sometimes stuff happens and you may have forgotten about protection during sex. Talk to your family doctor or pharmacist as soon as you can.

Get tested!

It's important to get tested in case you have caught something. The earlier the doctors find it, the earlier they can treat it.

Tip!

Not using protection during sex can give you infections like gonorrhea, chlamydia, syphilis or even HIV. Make sure you use protection even if your partner says they're clean.

Ask your doctor for more information!



Tip!

If you're injecting drugs, make sure you know how to avoid getting sick! Use clean supplies and ask your friends for other tips or better yet, take a look at our other book, "Uptown, Downtown".

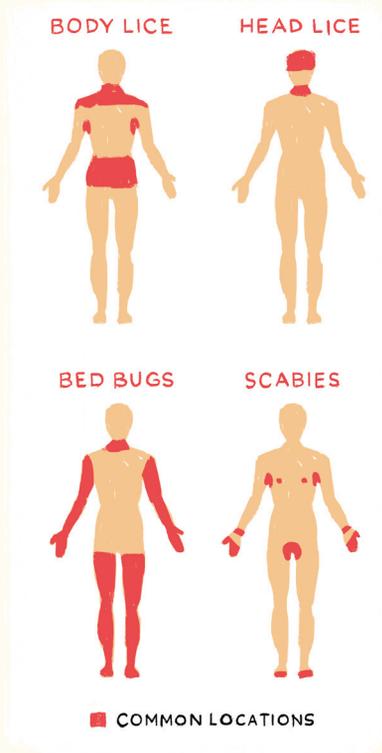
What is naloxone?

Naloxone can save someone from an opioid overdose! Naloxone is **FREE** from Streetworks or call **811** to see which pharmacies give out free naloxone!

Check out the “inner city agencies” section in the attached pamphlet for the Streetworks location.

Tip!

If you have scabies, body lice or head lice, **go to the doctor!**



Body Lice/Head Lice/Scabies/Bed Bugs

Body Lice

- Can spot them during the day and see them crawling on your clothes. Grey or transparent, brown when filled with blood. Bites that are itchy, bloody and/or crusty
- Itchy red bites
- Often on shoulders, waist, armpits and neck

Head lice

- Itchy head, scabs around neck and ears
- Feeling like “something is crawling on head”

Scabies

- Bites get more itchy at night.
- May also get small bumps in groin and armpits
- Bites look like white zig-zag lines with grey spots at the ends
- Usually found in the spaces between fingers and toes, on wrists, armpits, elbows, bums, groin and nipples.
NOT on head or neck.

Bed Bugs

- Hide in dark places. Mostly found at night, brown in color. Welts that don't itch at first but get really itchy after a couple days.
- You often see a group of 3 bites in a curve or line
- Mostly in hands, neck, arms, legs and feet
- Look for blood stains on bed

Tip!

If you have bed bugs, **contact your landlord!**



Mental

- There may be days where you feel hopeless or discouraged
- Indigenous Mental Health Wellness 24/7: **1-855-242-3310**
- Distress Line: **780-482-HELP** (Edmonton) **1-800-232-7288** (Outside of Edmonton)
- If you're feeling suicidal (you want to die), call **911**. If you have been feeling down for a few days or you have recently lost someone you love, call **811**. **811** will connect you to a nurse.

Spiritual

- Find a quiet place, Take a second and think about your beliefs.
- Sometimes finding a place where you can connect with your beliefs can help with keeping you from losing your shit.
- What are things that are important to you?
- Are you religious? Do you believe in a higher being? (The Creator, God, Allah)

Emotional

- It's very important to have friends and a support system, find some buddies!
- Volunteering is another great way to meet people. Many community centres are looking for volunteers!
- Try the breathing exercise on **page 48**. It is an easy way to calm yourself down if you are feeling angry or something/someone is pissing you off.

Wow, that's a lot of information to take in. Feeling a little overwhelmed? We get it. On **the next page**, there is a short and simple grounding exercise that you can do anytime, anywhere.

Grounding Exercise

First, take **three**
deep breaths.

(Hold them,
just a little bit)

Now,
(standing or sitting)
place your feet
firmly on the
ground.

Imagine that
your feet have
roots that are
going deep into
Mother Earth.

Notice how
heavy your
feet feel.

Listen
carefully.
What do
you hear?

Can you
smell
anything?

? What kind of day is
it today? Is it cold?
? Do you feel the wind
brushing across your
? skin? Can you feel the
? warmth of the sun?

When you feel
ready, take three
more **deep breaths**.

“ And know that
Mother Earth
supports you. ”

Feel the **confidence**
to go on with your
day, and know your
connection to Mother
Earth has been renewed.

*Feeling Better? Know that
you can do this simple trick
anytime you are feeling
overwhelmed or upset.*

Breathing Exercise

First, if you want,
change where you are.
It's as easy as going into
another room. Or walking
around the corner.



Now take a deep breath in,
you'll feel your stomach
filling with air, count to
four in your head:
"one, two, three, four"



Now do it again.
Breath in,
"one, two, three, four"
now breath out
"one, two, three, four"



If you feel okay, you
can even close your eyes
while you are doing this!



Keep breathing until
you feel better!
Now you have reset!

**Boyle Street
Community Services**

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Edmonton, AB, T5H 0K2

(p) 780.424.410

(f) 780.425.2205

