

2018/2019

EXTREME COLD WEATHER RESPONSE:

A Homelessness-Centered Plan for Keeping Winnipeggers Safe in Winter



Updated December 7th, 2018



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WHAT IS EXTREME COLD?

Extreme cold warning is a period of un-seasonally low temperatures, typically accompanied by predetermined temperatures and wind chill values. Environment Canada issues extreme cold warnings typically when the temperature or wind chill is expected to reach minus 40°C for at least two hours, creating a higher risk of frost bite and hypothermia.

WHY AN EXTREME COLD WEATHER RESPONSE PLAN?

Canada has the most severe winter climates of any country in the world, most especially, Winnipeg winters can be extremely harsh. The goal of the Extreme Cold Weather Response Plan is to prevent harmful health impacts of extreme cold weather on the people who are experiencing homelessness and other vulnerable populations in Winnipeg.

The Extreme Cold Weather Response Plan provides cold weather preparedness, response information, and activities focused on reducing the negative health impacts of extreme cold weather conditions. The main objectives during extreme cold are to:

- Alert those experiencing homelessness and other vulnerable populations that extreme cold weather conditions are either expected or currently exist;
- Enable those experiencing homelessness and other vulnerable populations to take appropriate precautions; and
- Trigger response actions by agencies that provide services or alter operations to protect those experiencing homelessness and other vulnerable populations from extremely cold weather.

The Plan includes a focus on preventing direct impacts of extreme cold weather on people experiencing homelessness and other vulnerable populations.

EXTREME COLD WEATHER AND HOMELESSNESS

It is a well-known fact that people experiencing homelessness are particularly vulnerable to direct health impacts of extreme cold weather. People experiencing homelessness are at high-risk for extreme cold weather injuries because they are likely to spend long periods of time outside, resulting in increased exposure. Many chronic problems faced by people experiencing homelessness include: inadequate clothing, malnutrition, and underlying infection which increases the risk of extreme cold weather injuries.

RECOGNIZING COLD ILLNESS

Exposure to cold can be uncomfortable, but it can also result in more serious health problems such as *frostbite* or *hypothermia*, which can be life-threatening. It is also not uncommon for people to experience *trench foot* and *frostnip* on a part of their body that has been exposed to cold.

Trench Foot:

Trench foot results from prolonged exposure to a damp or wet environment.

Signs of trench foot include:

- Numbness, leg cramps, swelling, tingling pain, blisters or ulcers, bleeding under the skin, and gangrene.

Treatment:

- Take off socks;
- Clean the affected area right away;
- Dry feet thoroughly; and
- Apply heat packs to the affected area for up to five minutes.

If symptoms of trench foot fail to improve, call your doctor.

Frostnip:

Frostnip is a mild form of frostbite, where only the skin freezes.

Signs of Frostnip include:

- The skin may appear yellowish or white but feels soft to the touch; and
- May experience tingling or burning sensation in the area exposed.

Treatment:

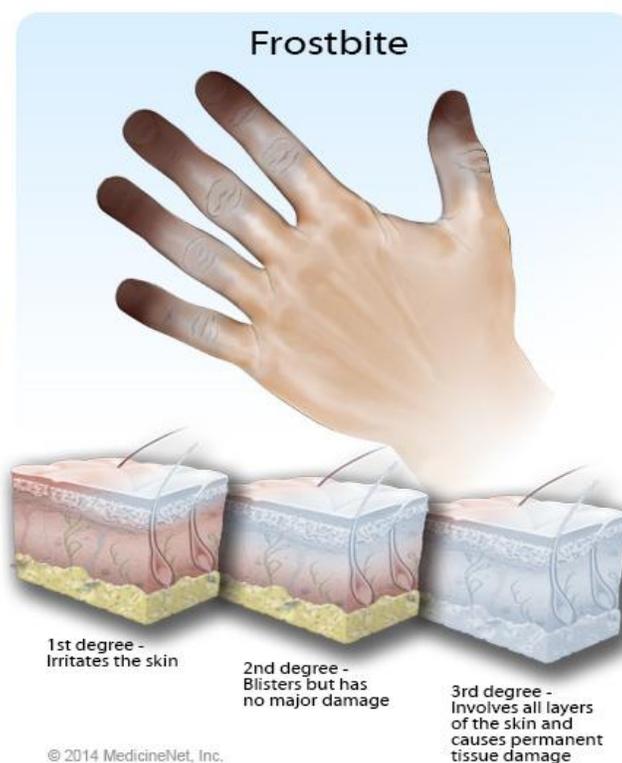
- Passive warming – move to a warm room, wrap yourself in blankets or reheat your body by skin-to-skin contact with another person.
- Active warming - this can be done along with passive warming. Add heat directly to the frostbitten area. The idea is to thaw the injured skin as quickly as possible without burning yourself. Thawing frostbitten skin is very painful so the injured skin should be placed in water that is just above body temperature. Do not rub, massage or shake the injured skin as that can cause more damage.

Frostbite:

This is a severe case occurring when the skin and body tissue freezes due to prolonged exposure, which can cause permanent damage to the affected area.

Signs of frostbite include:

- Experience of loss of feeling in the affected area or limb; and
- May also have white, gray or blistered fingers, toes, ear lobes or nose tip.



Treatment:

Severe frostbite requires immediate medical attention – call 911. While waiting for help to arrive, begin treating it with passive and active warming as described in the section on “Frostnip: Treatment” above.

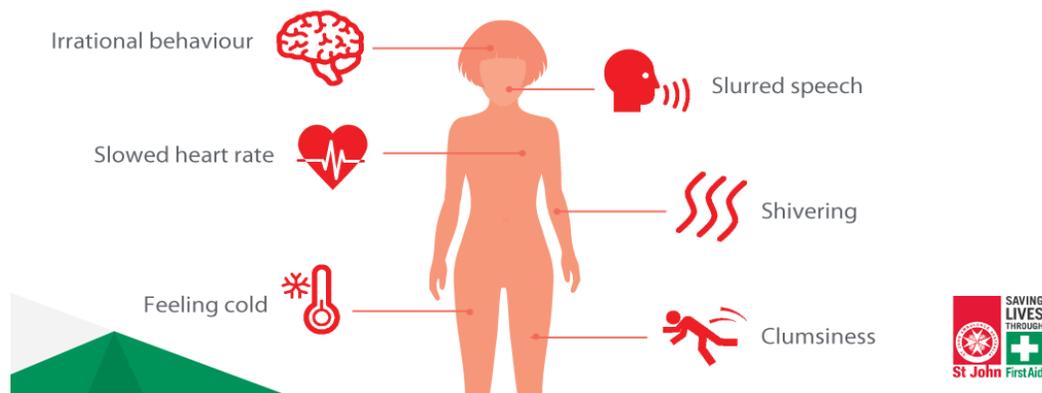
Hypothermia:

Hypothermia is a life-threatening condition that requires immediate medical attention. It occurs when the body loses heat faster than it can produce it, causing a dangerously low body temperature. Normal body temperature is around 37° C, hypothermia occurs when the body temperature drops below 35° C.

Signs of hypothermia include:

- Uncontrollable shivering, drowsiness or exhaustion, confusion, fumbling hands, memory loss, or slurred speech; and
- A person with severe hypothermia may be unconscious and may not seem to have a pulse or to be breathing.

HYPOTHERMIA WARNING SIGNS

**Treatment:**

Severe cases of hypothermia require immediate medical attention – call 911. While waiting for help to arrive:

- Find shelter;
- Keep your muscles moving;
- Dry and (gradually) warm your body;
- Wrap yourself in blankets/dry clothing or reheat your body by skin-to-skin contact with another person;
- Drink warm, sweet liquids;
- Don't fight shivering, this is one of the ways your body increases its core temperature; and
- If the person is unconscious, lay them down and avoid shaking them or handling them roughly as they may have an arrhythmia (irregular heart beat).

PREVENTING COLD ILLNESS BEFORE IT HAPPENS

Recommendations for keeping warm to prevent cold illness include:

- Check weather forecasts often and stay alert for weather watches and warnings;
- Wear clothing appropriate for the weather, such as; wind resistant outer layer, warm socks, gloves, hat, and scarf;
- If you get wet, change into dry clothing as soon as possible;
- Be aware of the signs of frostbite and hypothermia, and who to call if you need help;
- Avoid consuming alcohol before going out in the cold. Alcohol can increase your risk of hypothermia because it increases blood flow to the extremities of the body. You may feel warm even if you are losing heat; and
- If you are caught in a severe snowstorm, or outside in extreme cold conditions, look for shelter. Even if you find shelter, keep moving to maintain your body heat.

For more information on the effects of extreme cold, please visit Government of Canada:

“Extreme Cold” website: <https://www.canada.ca/en/health-canada/services/healthy-living/your-health/environment/extreme-cold.html>

And Province of Manitoba: “Cold Weather and Your Health” website:

<https://www.gov.mb.ca/health/publichealth/environmentalhealth/cold.html>

HOW THE COLD WEATHER RESPONSE WORKS

When an Extreme Cold Warning is issued, End Homelessness Winnipeg (EHW) will:

- Consult with members of the Extreme Weather Response Steering Committee to coordinate planned response activities. The committee will monitor the situation daily and determine when normal warm weather operations (yellow level) may resume.

Note: Individual shelters and other organizations may decide to add or extend services that offer protection from the cold-regardless of whether an extreme cold warning has been issued.

- Communicate to the public, stakeholders and partner organizations by:
 - Issuing a media release to notify the public, as it relates to homelessness and other vulnerable populations;
 - Ensure all stakeholders and partner organizations have the updated Extreme Cold Weather Response Plan; and
 - Post the current Extreme Cold Weather Response Plan on EHW website and EHW’s social media outlets.
- Notify by e-mail any other organization or individual that asks to be included on the notification list. All such requests should be directed to End Homelessness Winnipeg.

The annual cycle for Winnipeg Extreme Cold Weather Response Plan is divided into three stages:

- **The Green Stage** is in effect during spring, summer, and fall (from April 16 to November 1) when the previous winter's response is evaluated, and plans are developed for the next winter.
- **The Yellow Stage** is in effect all winter (November 1 to April 30) when Environment Canada's 24-hour forecast normally calls for temperatures of -15°C or colder or a wind-chill of -25°C or colder, except when an extreme cold alert is issued.
- **The Red Stage** is in effect only when an extreme cold alert has been issued by Environment Canada and remains in effect. Extreme cold alerts are issued when the temperature or wind-chill is expected to reach -40°C for at least two hours. Additional factors that increase the impact of cold weather shall be considered such as precipitation, low daytime temperatures, the number of consecutive days and nights of cold weather, and sudden extreme cold weather.

STAKEHOLDER ROLES

Stakeholders and partners support Extreme Cold Weather Response Plan in a variety of ways. Some provide direct services to people who are experiencing homelessness and other vulnerable populations that are at particular risk of harm due to extreme cold. While others provide a wider range of services or funding, and supports to individual agencies, the homeless sector, and/or the broader community.

Stakeholders and partners are responsible for the following:

- Subscribing to receive extreme cold weather warnings on Environment Canada's website: EC Alert me - <https://ecalertme.weather.gc.ca>;
- Have their own plans for responding to such warnings; and
- Participate in periodic meetings to evaluate the Extreme Cold Weather Response Plan and consider improvements that can be implemented immediately or incorporated into plans for the next extreme cold season.

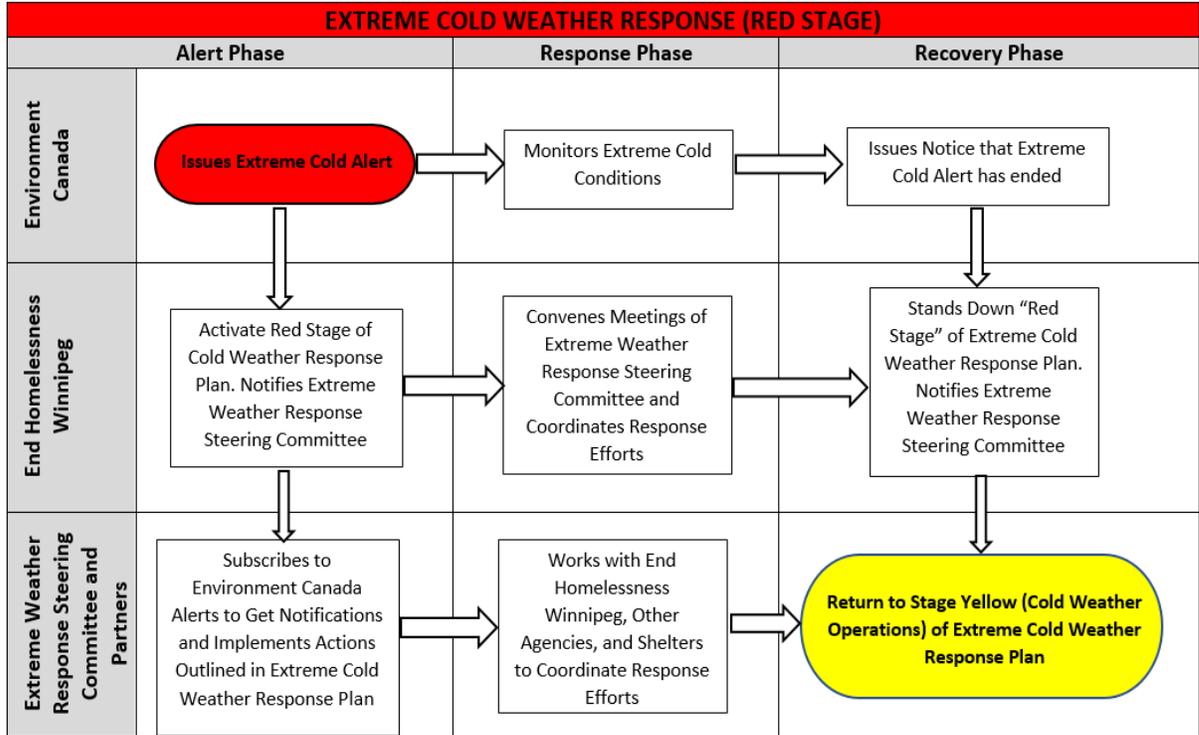
During each stage of the Extreme Cold Weather Response Plan, stakeholders have specific roles they carry out. These roles are outlined as follows:

STAGE: GREEN			
PRIOR TO ONSET OF WINTER (April 16-November 1)			
End Homelessness Winnipeg (EHW)	City of Winnipeg	Shelters	Agencies
<p>Convene periodic meetings for all Extreme Cold Weather Response Plan stakeholders to evaluate the prior winter's response, prepare for the upcoming winter, and/or conduct a mid-winter assessment if required.</p> <p>Email extreme cold weather response updates to stakeholders as required.</p>	<p>Unless stated otherwise, the City's lead is the Winnipeg Emergency Management Coordinator (WEMC).</p> <p>Attend Extreme Weather Response Steering Committee meetings.</p> <p>Advise the Winnipeg Emergency Management Coordination Committee (EMCC) about the Extreme Cold Weather Response Plan.</p> <p>Review City of Winnipeg plans for extreme cold.</p> <p>Monitor email updates from EHW.</p>	<p>Attend Extreme Weather Response Steering Committee meetings.</p> <p>Provide clients with information about the risks of extreme cold and how they can protect themselves.</p> <p>Review internal operating plans for extreme cold and ensure they include provisions for additional staffing and supplies.</p> <p>Educate staff and volunteers about operating plans for extreme cold.</p> <p>Monitor email updates from EHW.</p>	<p>Attend Extreme Weather Response Steering Committee meetings.</p> <p>Identify people who are homeless and other vulnerable populations who are high-risk clients.</p> <p>Provide people who are homeless and other vulnerable populations with information about the risks of extreme cold and how they can protect themselves.</p> <p>Develop targeted strategies/plans for responding to extreme cold alerts.</p> <p>Prepare messages to advise staff, volunteers, clients, and partners about the agency's response to extreme cold alerts.</p> <p>Monitor email updates from EHW.</p>

STAGE: YELLOW COLD WEATHER OPERATIONS IN EFFECT (November 1-April 30 with temperatures of -15°C or colder)			
End Homelessness Winnipeg (EHW)	City of Winnipeg	Shelters	Agencies
<p>Email annual reminder to Extreme Weather Response Steering Committee to begin stage yellow, cold weather operations.</p> <p>Consult with Extreme Weather Response Steering Committee as needed to coordinate responses and solve problems.</p> <p>Email a notice to Extreme Weather Response Steering Committee signaling the end of cold weather operations.</p>	<p>Unless stated otherwise, the City's lead is the Winnipeg Emergency Management Coordinator (WEMC).</p> <p>Receive annual cold weather reminder from EHW.</p> <p>Provide citizens with cold weather preparedness information via media release/social media.</p> <p>Make City facilities (libraries, recreation centres, etc) available to the public as cold relief/warming areas during normal business hours as required.</p> <p>Relax loitering rules in City facilities and on buses serving as cold relief/warming areas as needed.</p> <p>Monitor service delivery by department, Emergency Management and Coordination Committee (EMCC), and City of Winnipeg departmental managers.</p> <p>Prepare to activate internal operating plans for extreme cold if needed.</p> <p>Meet with Extreme Weather Response Steering Committee as required.</p>	<p>Receive annual cold weather reminder from EHW.</p> <p>Deploy outreach vans (applicable to Salvation Army and Main Street Project).</p> <p>Coordinate with other shelters and agencies to accept clients who are turned away.</p> <p>Prepare to activate internal operating plans for extreme cold if needed.</p> <p>Meet with Extreme Weather Response Steering Committee as required.</p>	<p>Receive annual cold weather reminder from EHW.</p> <p>Coordinate resources to ensure people who are homeless and other vulnerable populations who are high-risk clients are monitored.</p> <p>Prepare to activate internal operating plans for extreme cold if needed.</p> <p>Meet with Extreme Weather Response Steering Committee as required.</p>

STAGE: RED			
EXTREME COLD WEATHER OPERATIONS IN EFFECT (November 1-April 30 with temperatures of -40°C or colder)			
End Homelessness Winnipeg (EHW)	City of Winnipeg	Shelters	Agencies
Receive notices from Environment Canada that an extreme cold weather alert has been issued or canceled.	Unless stated otherwise, the City's lead is the Winnipeg Emergency Management Coordinator (WEMC).	Receive notices from Environment Canada that an extreme cold weather alert has been issued or canceled.	Receive notices from Environment Canada that an extreme cold weather alert has been issued or canceled.
Convene meetings with of Extreme Weather Response Steering Committee to coordinate responses and solve problems.	Receive notices from Environment Canada that an extreme cold weather alert has been issued or canceled.	Activate extreme cold response plans.	Activate extreme cold response plans.
Communicate updates provided by stakeholders.	Upon notice of an extreme cold alert, WEMC would consult with EHW on the current capacity to provide shelter for vulnerable persons.	Work with the Winnipeg Police and Fire Paramedic services on formalized interventions.	Provide outreach to those experiencing homelessness and other vulnerable populations who are high-risk clients and arrange for additional services/care if needed.
	Based upon determined risk and needs assessment, actions may include extension of hours for City facilities acting as warming centres, among other actions.	Continue operating outreach vans (applicable to Salvation Army and Main St. Project).	Agencies to collaborate with other agencies and shelters to re-direct clients to any available beds.
	Issue media messages to citizens.	Shelters and agencies to collaborate to re-direct clients to any available beds.	Target preparedness messages at staff, volunteers, clients and other agency partners.
	If a local state of emergency is declared: Use winnipeg.ca home page as "Emergweb".	If capacity is reached: Contact the City of Winnipeg's Emergency Management Coordinator to assess the need for additional warming centres to be opened.	

EXTREME COLD ALERT, RESPONSE, AND RECOVERY PHASES



APPENDIX ONE

List of 2018/2019 Extreme Weather Response Steering Committee

The following organizations and groups participated in regular meetings to develop the Extreme Cold Weather Response Plan:

1. 1JustCity with Augustine United Church
2. Aboriginal Health & Wellness Centre of Winnipeg
3. City of Winnipeg
 - Community Services Department
 - Winnipeg Fire and Paramedic Service
 - Winnipeg Police Service
4. Downtown Winnipeg BIZ – CHAT
5. End Homelessness Winnipeg
6. Environment & Climate Change Canada
7. Here and Now Youth Strategy
8. Macdonald Youth Services
9. Main St. Project
10. Manitoba Housing
11. Ndinawe Youth Resource Centre
12. North Point Douglas Women’s Centre – Mama Bear Clan
13. Siloam Mission
14. Spence Neighbourhood Association (West End 24/7)
15. The Salvation Army Booth Centre
16. Winnipeg Outreach Network
17. Winnipeg Regional Health Authority

APPENDIX TWO

Cold Weather Response Stakeholders and Resources

A network of community agencies that serve the most vulnerable population in our community collaborated to develop the Extreme Cold Weather Response Plan in December 2016. The network involved Winnipeg shelters, government agencies, and community organizations sharing organizational plans and resources, coordinating communications, aligning services, and addressing emerging issues. A key priority for this network is to collaborate with each other to appropriately redirect individuals to find shelter from extreme cold. In addition, connect them to resources that can assist with addressing other challenges.

Stakeholders and partners support the Extreme Cold Weather Response Plan in a variety of ways. Some provide a range of direct services to people who are experiencing homelessness, and other vulnerable populations that are at particular risk of harm due to cold weather. Others provide funding and supports to individual agencies, the homeless sector, or the broader community.

End Homelessness Winnipeg

End Homelessness Winnipeg (EHW) was established through a community mandate to be the backbone organization in our community that will implement the ten-year plan to end homelessness in Winnipeg. Through alignment and integration, EHW partners with community agencies, funders, private and public sectors, and other stakeholders to address the root causes of homelessness and prevent its occurrence.

Website: www.endhomelessnesswinnipeg.ca

City of Winnipeg

Community Services

During extreme cold or hot weather, the City makes facilities available to the public for relief. Facilities such as; aquatic centres, libraries, and recreation buildings. Staff at these facilities can also reference community resources for people who are vulnerable.

The City of Winnipeg is also the Community Entity and formally administers the Homelessness Partnering Strategy (HPS) on behalf of the federal government. HPS distributes federal funding to address local needs and specific homelessness priorities.

Website: <https://www.winnipeg.ca/cms/>

City of Winnipeg

Fire Paramedic Service Office of Emergency Management

The Fire Paramedic Service is responsible for coordinating and supporting overall preparedness for major or unusual emergencies. Its activities include research, training and education, disaster exercises, public information, and the response to an emergency event. The Office of Emergency Management maintains the readiness and operation of the Emergency Operations Centre.

The City activates its specialized emergency web site, EmergWeb, when there is an emergency, such as; a severe snow or ice storm, rising river levels, or a large-scale hazardous material incident. In such an emergency, EmergWeb will provide Winnipeggers with 24/7 up-to-date information.

Emergency preparedness: www.winnipeg.ca/epp

EmergWeb: www.winnipeg.ca/EmergWeb

City of Winnipeg Winnipeg Police Service

When notified of an extreme cold alert, police officers pay special attention to areas where people who are homeless and other vulnerable people may be found and encourage them to go to a safe, warm place.

Non-emergency phone number: 204-986-6222

Website: www.winnipeg.ca/police/

Winnipeg Transit

- The Emergent Need Policy allows a citizen who does not have the means to pay a bus fare, and whose personal safety is threatened by the weather, to board a bus without paying.
- Request Stop Program allows passengers to get off their bus between regular stops, when it is safe to do so. The program is designed to enhance personal safety and minimize time in cold or other inclement weather. This program is in effect after 7:00 p.m. but can be accommodated throughout the day – schedule permitting.
- Passengers are also permitted to stay on their bus when it reaches the end of the line and to ride back around to avoid inclement and cold weather.

Website: www.winnipeg.ca/interhom

211 Manitoba

211 Manitoba is an online database of health, government, and social services that are available across Manitoba. The site is designed to help Manitobans find community and social resources.

211 Manitoba is a partnership between the United Way of Winnipeg and Volunteer Manitoba.

Website: www.mb.211.ca

Aboriginal Council of Winnipeg (ACW)

The Aboriginal Council of Winnipeg is a community-based, membership-driven organization whose mission is to be a strong political voice working towards a unified and cohesive urban Aboriginal community of Winnipeg. The ACW's vision is to support a self-sufficient, healthy, vibrant urban Aboriginal community where families and children are ensured a good quality of life, through equal opportunity and choice so that Aboriginal people are a part of all things – a distinct presence throughout Winnipeg.

Website: www.abcouncil.org

Aboriginal Health and Wellness Centre of Winnipeg, Inc. Ni-Apin Program is one of several programs offered by Aboriginal Health and Wellness Centre of Winnipeg, Inc. Ni-Apin provides a range of services for urban Aboriginal people who are experiencing homelessness and other barriers to actively participate in programming.

Ni Apin Program Website: www.ahwc.ca/ni-apin-program/

Downtown Winnipeg BIZ The Downtown Winnipeg BIZ markets the City Centre on behalf of 1,300 businesses, runs programs, and provides services that target downtown image, cleanliness, safety, transportation, and parking.

Website: www.downtownwinnipegbiz.com

Manitoba Housing Manitoba Housing provides a wide range of subsidized housing throughout Manitoba. It partners with other levels of governments, community organizations, and private groups to create safe and affordable housing.

Website: www.gov.mb.ca/housing/mh

United Way of Winnipeg United Way is a community impact organization that focuses on changing social conditions and creating opportunities for a better life for individuals, families, and communities. It supports 100 agency partners, and many more programs and services.

Website: www.unitedwaywinnipeg.ca

Environment & Climate Change Canada Environment Canada provides Get current weather alerts across Canada from the authoritative source of weather alerts 24/7; Environment Canada. Read about the latest events in our weather summaries. Know the risk of lightning strikes with our lightning danger maps. Track hurricanes in motion.

Website: www.weather.gc.ca
 EC Alert Me: <https://ecalertme.weather.gc.ca>
 Website: https://weather.gc.ca/mainmenu/alert_menu_e.html
 Contact: natalie.hasell@Canada.ca
 Phone: (204) 983-5871

Cold Weather Stakeholders and Adult Resources

The Salvation Army - Booth Centre Ministries

Booth Centre Ministries provides 24/7 services for individuals and families coping with homelessness, poverty, addictions, and mental illness. It serves women and men by providing short- and long-term accommodation, meals, and winter outerwear. It also operates the 60-day Anchorage Addiction Treatment Program for men and women, and the Haven residential program that helps men with mental illness transition back into the community.

When the temperature gets to -10°C, Booth Centre opens its cold weather space, which accommodates 50 people plus capacity for overflow. No one is turned away and everyone is allowed in to warm up. The Centre also operates an outreach van which patrols from 11:00 pm to 4:00 am when temperatures drop to -15°C.

Address: 180 Henry St., 75 Martha St.

Phone: 204-946-9402

Website: www.wpgboothcentre.ca

Siloam Mission

A connecting point between the compassionate and Winnipeg's less fortunate, Siloam Mission is a Christian humanitarian agency offering programs and services at no charge to those experiencing homelessness. Siloam Mission alleviates the hardships of the poor and homeless, assists in transitioning them into self-sufficient and generous lifestyles and advocates nationwide on their behalf.

Siloam operates a Drop-in Centre from 6:30 am to 8:00 pm. Meals are available for breakfast, lunch and dinner. The shelter for adults operates from 8:00 pm to 7:30 am. Showers and hygiene products are available. The Clothing Program offers clothing and winter outerwear.

Address: 300 Princess St.

Phone: 204-956-4344

Website: www.siloam.ca

Main Street Project

Main Street Project uses a Housing First philosophy to work with men and women aged eighteen and older to support positive changes and transition them towards stable, permanent housing.

Programs include a drop-in centre, which offers: supplies (clothing, winter outerwear, hygiene products, and harm reduction supplies), showers, meals (breakfast only on Fridays and Saturdays, and lunch, and dinner).

Overnight Shelter Hours: 7:00 p.m. to 6:30 a.m.

Outreach Van Hours: 11:30 p.m. to 8:00 a.m.

Address: 75 Martha St.

Phone: 204-982-8245

Website: www.mainstreetproject.ca

**Ma Mawi Wi Chi
Itata Centre Inc.**

Ma Mawi has over 50 programs, 11 sites, and over 200 staff and volunteers who support families to better care for children by creating meaningful opportunities for community and family involvement. Ma Mawi also provides street outreach vans from 4:00pm to 12:00am Mondays to Fridays.

Address: 445 King St. (community meeting space)
Phone: 204-925-0300
Website: www.mamawi.com

Cold Weather Stakeholders and Youth Resources

**Spence
Neighbourhood
Association: West
End 24/7 Youth
Warming Centre**

The West End 24/7 Youth Drop-in is for youth ages 13-26 who are in crisis, exploited, or unsafe at home. The program operates from 11:00 pm to 7:00 am on Fridays, Saturdays and all school holidays. However, from December 5th, 2018 to March 31st, 2019 the program operates 7 days a week. It provides food, sleeping mats for use on site, and supplies such as toiletries, feminine hygiene products, safe sex products, and clothing.

A van operates between 11:00 pm to 2:00 am for pick-ups and between 6:00 am to 7:00 am for drop-off.

Address: 430 Langside St.
Phone: 204-333-9681
Website: www.spenceneighbourhood.org

**Rossbrook House
Youth Nightline
Program**

Rossbrook House is an inner-city drop-in Centre that provides a safe place for children and youth to belong, play, learn and become who they are meant to be. It offers a constant alternative to the destructive environment of the streets.

There is a drop-in space designed for children and youth ages 6-24years, although only 13+ can stay overnight. However, in cases of emergency, children under 13 and those over 25 years old may be allowed to stay overnight.

Hours:
Every weekend of the year: open midnight – 8:00 am.
Summer holidays, winter and spring breaks: 24 hours daily.
Also open on holidays.

Two vans are available for driving children (12 and under) safely home at 8:30 pm each evening, and teenagers and young adults can get dropped home at 11 pm. The vans stop running at midnight.

Address: 658 Ross Avenue
Phone: 204-949-4090
Website: www.rossbrookhouse.ca

Resource Assistance for Youth, Inc. (RaY)	<p>RaY works with Street-entrenched youth experiencing homelessness between the ages of 15 to 29 years old. RaY is non-judgmental, non-partisan, and employs a harm reduction approach to all interactions with youth in need.</p> <p>RaY operates a drop-in Centre that offers showers and laundry facilities, food, clothing, hygiene products, safe sex products, and resource information.</p> <p>Drop in Hours: Monday – Friday: 1:00 pm – 3:00 pm Monday & Wednesday 5:30 pm – 9:00 pm Saturday: 12:00 pm – 4:00 pm</p> <p>Address: 125 Sherbrooke St. Phone: 204-391-2209 Website: www.rayinc.ca</p>
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Ndinawe/Tina's Safe Haven	<p>Ndinawe is an immediate and reliable place of safety, connection and support for youth during times of high risk. Ndinawe provides several programs including a 16 bed Safe House and a Resource Centre that is open every day, all year. The age range for the safe house is 11 to 17 years old and the Resource Centre is 13 to 24 years old. Youth can self-refer to the safe house and the intake is open 24 hours.</p> <p>Address: 472 Selkirk Ave. Phone: 204-417-7233 Website: www.ndinawe.ca</p>
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Macdonald Youth Services (MYS)	<p>Macdonald Youth Services (MYS) provides placement (foster and group care) and community support services for children, youth, adults, and families. Services include the Youth Crisis Stabilization Program, Clinical Services, the Family Navigator Program, and resources to assist youth transitioning to adulthood.</p> <p>The Youth Resource Centre (YRC) and Emergency Shelter is open 24 hours a day, 365 days a year. The emergency shelter offers short-term, overnight, emergency stays for youth ages 12–17. Youth accessing the shelter may use the showers and receive crisis intervention, counselling, case management, advocacy, and supplies to meet basic needs (food, hygiene, clothes).</p> <p>The YRC offers referral, advocacy, resources, information and short-term basic needs services to youth ages 12–21 on a walk-in basis</p> <p>Address: 175 Mayfair Ave. Phone: 204-477-1804 (Winnipeg) 1-888-477-1804 (outside Winnipeg) Website: www.mys.ca/services/youth-crisis-services</p>
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Cold Weather Stakeholders and Outreach Resources

Winnipeg Regional Health Authority (WRHA)	<p>ACCESS Downtown: A one-stop health Centre, during regular business hours Access Downtown is a place where people can warm up and use</p>
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the bathroom. It also has a community phone that is available for use at no cost.

Address: 640 Main St.

Phone: 204-940-3160

Health Outreach and Community Support (HOCS): During regular business hours, HOCS can be contacted to follow up with individuals who are homeless, have been identified by the night patrol, and may require assistance in connecting to appropriate health care services.

Address: 80 Sutherland St.

Phone: 204-794-3804

Street Connections: Street Connections' staff members travel around the City in an outreach van providing nursing services, distributing safer sex and safer drug use supplies, and performing other activities that reduce the spread of sexually transmitted and blood borne infections (STBBIs). The van's usual route includes Point Douglas, Downtown, North End, and West End neighborhoods between 6 p.m. and midnight every night but Sunday.

Address: 496 Hargrave St., main floor

Phone: 204-981-0742

Website: www.wrha.mb.ca/community/publichealth/services-healthy-sexuality.php

**Winnipeg
Outreach
Network (WON)**

WON is a network of Winnipeg outreach workers working together to reach out to anyone who is street involved. This includes: youth, exploited youth and adult women, transgender individuals, males, people who are homeless, people who are transient, gang involved, and children in care and not in care. WON's purpose is to: provide information, resources to youth/adults, coordinate outreach efforts and network between agencies, promote safety for outreach workers by sharing info about streets and neighborhoods, provide training opportunities for outreach workers, build and maintain relationships, and operate outreach vehicles.

Address: Ma Mawi - 445 King St.

Phone: 204-791-4925

**Community
Homelessness
Assistance Team
(CHAT)**

CHAT outreach workers facilitate individuals transitioning from homelessness to enhanced stability – inclusive of housing, employment and educational support, and assisting anyone in need of shelter, or access to services. In extreme or emergency situations, CHAT/WATCH may assist on overnight patrols to help individuals who are experiencing homelessness or in need of shelter assistance.

Hours:

CHAT: Monday to Friday – 8:00 am to 6:00 pm.

Saturday – 8:00 am to 4:00 pm (Subject to change and availability).

- Overnight Patrols may resume in extreme-cold conditions if a need has been identified (E.g. other agencies are unable to operate).

WATCH: Monday to Friday – 7:00 am to Midnight.

Saturday & Sunday – 8:00 am to Midnight.

- Overnight Patrols may resume in extreme-cold conditions if a need has been identified (E.g. other agencies are unable to operate).

Contact: Christy Loudon, Outreach Coordinator
christy@downtownwinnipegbiz.com

Website: <http://downtownwinnipegbiz.com/programs-services/homelessness-assistance/c-h-a-t-program/>

Bear Clan Patrol

The Patrol is a community-based solution to crime prevention, providing a sense of safety, solidarity and belonging to both its members and to the communities they serve. This is achieved in a non-violent, non-threatening, non-judgmental and supportive manner primarily through relationship building and reconciliation. Bear Clan primarily patrol's the North End, West End, and West Broadway areas.

Hours:

Wednesday, Thursday, and Sunday: 6:00 pm to 9:00 pm

Friday and Saturday: 9:00 pm to 12:00 am

Contact: James Favel - 204-805-2120

Mama Bear Clan

A community-led volunteer driven foot patrol that patrols the streets of Winnipeg to ensure peoples safety. Volunteers hand out care packages, properly dispose of needles, engage with community members and call appropriate emergency services when needed. They patrol areas within the boundaries of: North Point Douglas, Higgins, and Main St.

Mama Bear Clan is connected with the North Point Douglas Women's Centre.

Mama Bear Clan Hours:

Friday and Sunday: 6:00 pm to 8:00 pm.

North Point Douglas Women's Centre Hours:

Monday, Tuesday, Wednesday, and Friday: 9:00 am to 5:00 pm, Closed 12:00 pm to 1:00 pm

Thursday: All day

Men's Hours:

Monday, Tuesday, Wednesday, and Friday: 9:00 am to 10:00 am and 3:00 pm to 5:00 pm

Address: 221 Austin St.

Phone: 204-947-0321

Email: director@npdwc.org

Cold Weather Stakeholders and Warming Centres

Just A Warm Sleep

Just a Warm Sleep is a warming centre open from January 1st to March 31st every year. They provide a space for people who are affected by the cold weather to sleep overnight. People accessing this warming centre are required to maintain a respectful and quiet demeanour, but it is not a requirement to be sober.

Hours:

Monday to Sunday: Intake: 9:00pm to 11:00pm

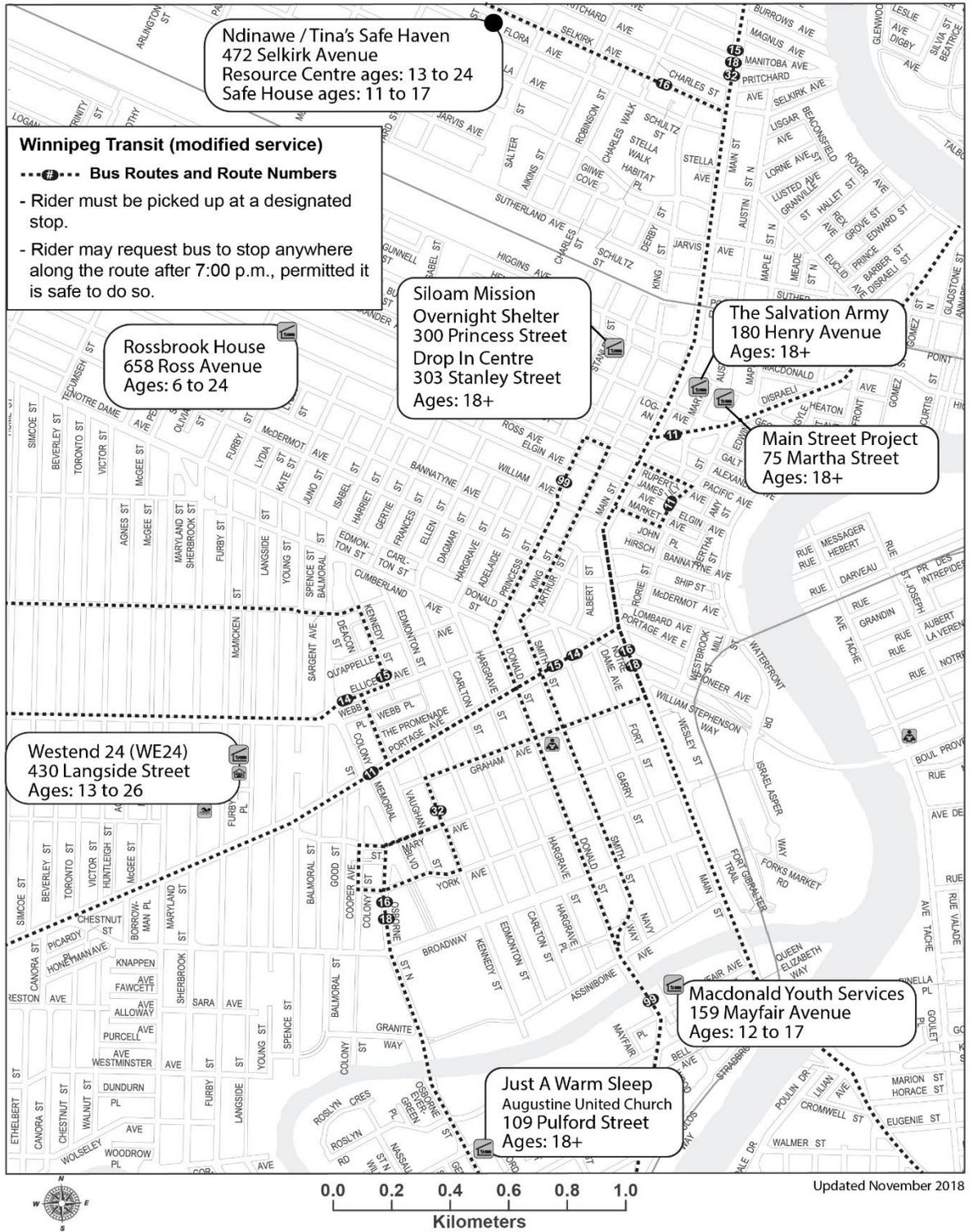
Overnight: 11:00pm to 6:30am

Address: 109 Pulford Ave. Augustine United Church

Contact: Tessa Blaiki Whitecloud – 204-782-3195

tessa@1justcity.ca

Map of Emergency Response Overnight Shelters and Warming Centres



List of Emergency Response Overnight Shelters and Warming Centres

Organization	Address	Hours of Operation	Capacity	Age	Outreach Van	Contact Information	Note
Siloam Mission (SM)	Overnight Shelter 300 Princess St. Drop in Centre: 303 Stanley St.	Open seven days a week. Drop-In: 6:30am to 8:00pm. Close for cleaning: 2:00pm to 4:00pm. Overnight Shelter (Adults): 8:00pm to 7:30am. *opens drop-in and does not close for cleaning during alerts.	110 If at capacity, refers to other shelters.	18+	No	204-956-4344 (8:00am to 4:30pm) 204-943-1748 (8:00pm to 8:00am)	
Salvation Army (SA)	180 Henry St.	24/7	50 plus capacity for overflow available.	18+	Yes 11:00pm to 4:00am	204-946-9402	Family. LGBTQ2S*. Therapy pet friendly. Meals.
Main St. Project (MSP)	75 Martha St.	Open seven days a week. Drop-In: 9:00am to 11:30am. Closed: 11:30am - 1:00pm. Open: 1:00pm to 5:30pm. Closed: 5:30pm to 7:00pm. Open: 7:00pm to 7:30am. Overnight Shelter: 7:00pm to 6:30am. *opens drop-in and does not close for cleaning during alerts.	Day capacity: 40 – 50 Overnight capacity: 80	18+	Yes 11:30pm to 8:00am	204-982-8245	Meals. Showers.

Just a Warm Sleep – Augustine United Church	109 Pulford Ave.	January, February and March 2019. Open 7 days/week. Intake hours: 9:00 pm - 11:00 pm. Lights out: 11:00 pm - 6:30 am. Closed: 7:00 am.	25 If at capacity contact Main Street Project and Salvation Army for pick-up.	18+	No	204-782-3195	Meals. Pet friendly.
Westend 24 (WE24)	430 Langside St.	7 days a week from 11:00pm to 7:00am	Drop in capacity: 50 Overnight capacity: 30	13 to 26 years old	Yes 11:00pm to 2:00am	204-333-9681	Meals. Provides winter clothing. Provides safe rides, pick up and drop offs. Coordinates with SA and MSP.
Ndinawe/Tina's Safe Haven	Resource Centre Drop-in: 472 Selkirk Ave.	24/7	Resource Centre Drop in capacity: 50 Safe House capacity: 16	Resource Centre: 13 to 24 years old Safe House: 11 to 17 years old	Yes Vehicle and foot patrol 11:00am to 1:30am	204-417-7233	Meals. Female, male and transgendered youth. Locked facility. Can self-refer.
Macdonald Youth Services (MYS)	159 Mayfair Ave.	24/7	8 (if at capacity, will provide alternative resources)	12 to 17 years old	No	204-477-1804 (in Winnipeg) 1-888-477-1804 (outside Winnipeg)	Meals. Provides winter clothing. Unlocked facility. Can self-refer.
Rossbrook House	658 Ross Ave.	Regular Hours: Monday to Thursday: 8:00am to 12:00am Friday to Sunday: 12:00am to 8:00am Open 24/7 during school holidays.		6 to 24 years old	Yes: Safe rides for children and youth	204-949-4090	

APPENDIX THREE

Annual Schedule

End Homelessness Winnipeg provides the backbone support required to manage Winnipeg's cold-weather response. As such, End Homelessness Winnipeg will assume the lead for convening meetings, collecting data, and performing other administrative functions listed in the annual schedule.

Tasks	Oct. 15-30	Nov. 1-15	Nov. 15-30	Dec.	Jan.	Feb.	Mar.	April 1-15	April 15 – June 30
Update contact list for Extreme Weather Response Steering Committee (EWRSC)	*								
Convene EWRSC Meetings -Review and confirm plan for upcoming winter	*								
-Conduct mid-winter assessment if required					*				
-Evaluate prior year's response and plan for upcoming winter.									*
Confirm steering committee members participation, and identify and engage new stakeholders.	*								
Activate cold weather response.		*							
Ensure all steering committee members have signed on to EC Alert Me for weather alerts.									
Activate cold weather response plans and extreme weather response plans as needed.									
Collect data for monitoring and evaluating the response.									
Prepare an annual report that includes data and an evaluation of the prior winter's response.									

*Key milestone

Developed by End Homelessness
Winnipeg in collaboration with the
Extreme Weather Response
Steering Committee Agency
Partners.

Email:

info@endhomelessnesswinnipeg.ca

Phone: 204-942-8677



