



2020-2021

WINTER WEATHER RESPONSE: A homeless-centred plan for keeping Winnipeggers safe



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

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Contents

- What is Winter Weather? 2
- Why a Homeless-Centred Winter Weather Response Plan?..... 3
- Recognizing and Responding to Cold Illness 4
- Recognizing and Responding to COVID-19 7
- Prevention..... 8
- How the Winter Weather Response Works 9
- Stakeholder Roles10
- Evaluation and Improvement12
- Appendix I: Extreme Weather Response Committee Membership13
- Appendix II: Winter Weather Response Resources 14
- Appendix III: Map16
- Appendix IV: Stakeholder Profiles.....17

What is Winter Weather?

Winter weather occurs between November 1-April 30 and may include a range of seasonal hazards that can pose risks to individuals' health and safety:

Blizzards

A blizzard occurs when strong winds and heavy or blowing snow combine to cause low visibility. In whiteout conditions created by blizzards, people have become lost even when going only short distances.

Freezing rain and ice pellets

Freezing rain or freezing drizzle is precipitation that falls in liquid form at first, but then falls through a layer of cold air. If this cold air layer is thick enough and the air temperature is below freezing, the precipitation freezes on contact with objects on the ground that are below freezing temperature, forming a coating of ice on its surface. Walking can be dangerous in such conditions. Ice pellets are raindrops that freeze before they reach the ground, after falling through a layer of air that is below freezing.

Snow

Heavy snowfall can greatly reduce visibility, create hazardous road conditions, and knock down trees and power lines. Blowing snow is snow driven by strong winds. It reduces visibility and can cause deep drifts, which can impede transportation. Snowdrifts and snowplough deposit can also make it difficult for people to navigate on foot.

Wind chill and cold temperatures

Wind chill is when the wind makes cold temperatures feel even colder. Environment and Climate Change Canada's wind chill index will tell you the combined cooling effect of these factors on the human body. It uses temperature-like units to liken the current conditions to how cold your skin would feel on a calm day. Cold temperatures can also be hazardous, even if there is little or no wind. Wind chill and cold temperatures can cause exposed skin to freeze very quickly, leading to frostbite. Extremely cold conditions can cause hypothermia, a potentially fatal condition.

Winter storms

Winter storms are large-scale weather systems that measure hundreds of kilometres across. Winter storms tend to move from west to east and can produce strong winds, heavy snowfall, freezing rain and bitterly cold temperatures as they affect a given area.

Why a Homeless-Centred Winter Weather Response Plan?

People experiencing homelessness face increased risk of direct health impacts from winter weather hazards because they are likely to spend long periods of time outside, resulting in increased exposure. These risks can increase further due to lack of access to warm shelter, warm clothing, nutritious food, or health care and infection prevention resources, any of which may be commonly faced by individuals experiencing homelessness.

Winnipeg experiences very harsh, cold winters and with weather events changing, risks may be increasing. The goal of the Winter Weather Response Plan is to prevent harmful health impacts of winter weather hazards on people experiencing homelessness in Winnipeg.

Homelessness also presents significant risks of contracting COVID-19. People living unsheltered have limited ability to prevent infection. If they become ill, transience makes sustained contact for medical monitoring difficult. In addition, many people experiencing homelessness have pre-existing health issues that create compromised immunity, and they may not seek or have access to health care.

The Winter Weather Response Plan provides weather preparedness and response information and activities focused on reducing the negative health impacts of winter weather hazards. The main objectives of this plan are to:

- Alert those experiencing homelessness, and those who interact with them, when winter weather hazards are expected or exist
- Enable those experiencing homelessness to take appropriate precautions for winter weather hazards and COVID-19
- Trigger response actions by agencies that provide services or alter operations to protect those experiencing homelessness from risks associated with winter weather hazards and COVID_19

The Plan includes a focus on preventing direct impacts of winter weather hazards on people experiencing homelessness.

Recognizing and Responding to 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 not uncommon for people to experience *wind burn*, *trench foot* or *frostnip* from exposure to cold or wet weather. In the winter of 2020-2021, the global COVID-19 pandemic creates additional health risks for people.

Wind Burn:

Wind burn occurs when cold wind removes the top layer of oil from the skin.

Signs of wind burn include:

- excessive dryness
- redness
- soreness
- itchiness

Although wind burn is different than sunburn, people often confuse the two because the symptoms are similar.

Response:

- Do not scratch or rub the affected area as this can damage the skin
- Apply a protective skin care product (e.g. therapeutic moisturizers) to the affected area(s) as needed to help relieve symptoms
- Use a protective lip balm to treat lips

Trench Foot:

Trench foot results from prolonged exposure to a damp and cold environment. No freezing occurs, but there can be permanent damage.

Signs of trench foot include:

- Numbness or pain, leg cramps, swelling, tingling pain, blisters or ulcers, bleeding under the skin, or gangrene (sores, cold skin, fever, dizziness)

Response:

- Take off socks
- Clean the feet right away
- Dry feet thoroughly
- Apply heat packs or immerse feet in warm (not hot) water for up to five minutes

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

Frostnip:

Frostnip is an early stage of frostbite, where only the skin freezes.

Signs of frostnip include:

- Irritation, tingling or burning sensation in the area affected
- Those with fair skin, may observe it as yellowish, reddish or white, but soft to the touch

Response:

- Passive warming: move to a warm room, remove wet clothing, wrap in dry blankets.
- Do not thaw skin if there is a risk that it can refreeze, i.e., further risk of exposure
- If no further risk of refreezing, consider warming by immersing in warm (not hot) water
- Do not apply direct heat or place near heat source
- Do not rub, massage or shake injured skin as this can cause more damage
- Avoid walking on frost nipped feet

Frostbite:

Frostbite is a severe injury occurring when skin and body tissue freezes due to prolonged exposure. Frostbite can cause permanent damage to the affected area. Frostbite most often affects fingers, toes, ears or nose but can also occur in other areas.

Signs of frostbite include:

- Numbness or loss of feeling in affected area
- Skin that is hard or waxy to the touch
- Fair skin that appears white or grayish-yellow
- Blistering after thawing

Response:

- **Severe frostbite requires immediate medical attention: call 911**
- While waiting for help to arrive, begin treating with passive warming: move to a warm room, remove wet clothing, wrap in dry blankets
- If moving to a warmer space, try to pad or splint affected areas to minimize further damage



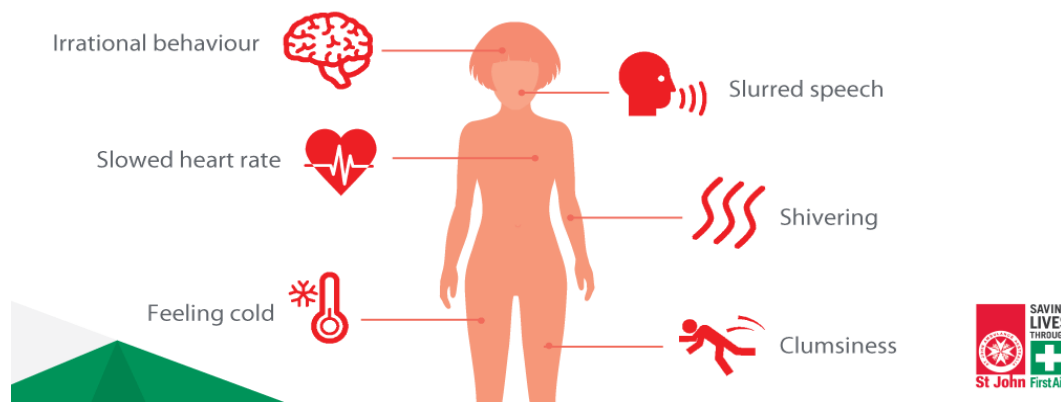
Hypothermia:

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 averages 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
- In severe cases, unconsciousness and decreased pulse or breathing, or cardiac arrest.

HYPOTHERMIA WARNING SIGNS



Response:

- Hypothermia requires immediate medical attention: call 911.
- While waiting for help to arrive:
 - Find shelter
 - Keep muscles moving
 - Dry and gradually warm the body, especially the centre of the body
 - Wrap in blankets/dry clothing or warm by skin-to-skin contact with another person
 - Drink warm, sweet liquids
 - Don't fight shivering, as this is one of the ways the body increases its core temperature
 - If the person is unconscious, lay them down and avoid shaking them or handling them roughly as this can affect the heart and create an irregular heartbeat

Recognizing and Responding to COVID-19

COVID-19 is a viral infection affecting the respiratory tract that can present some similar symptoms to colds or flu. In Canada, risk of viral infections like colds and flu increases in winter.

COVID-19 is a new illness first identified in late 2019. It was declared a global pandemic by the World Health Organization in March 2020. COVID-19 is caused by a newly discovered (novel) coronavirus. Coronaviruses are a large family of viruses that can cause illnesses ranging from the common cold to more severe disease. Symptoms of COVID-19 can appear up to 14 days after being exposed to the virus. In severe cases, infection can lead to death.

Signs of COVID-19 can include:

- new or worsening cough
- shortness of breath or difficulty breathing
- temperature equal to or over 38°C
- feeling feverish
- chills
- fatigue or weakness
- muscle or body aches
- new loss of smell or taste
- headache
- gastrointestinal symptoms (abdominal pain, diarrhea, vomiting)
- feeling very unwell

Response:

Because COVID-19 is highly infectious and poses serious health risks, contacts should be asked basic screening questions to assess for symptoms of COVID-19.

- Use the [Shared Health Online Screening Tool](#) to assess symptoms to determine whether testing is advised, or further information and direction is needed from Health Links, Primary Care or 911
- Symptomatic individuals can self-refer to any [testing site](#) if screening indicates the possibility of COVID-19 and the individual does not require urgent medical attention
- A [Mobile Testing](#) service is available by referral for people who are unable to access a testing site
- If testing services are closed because it is after hours, symptomatic individuals should be directed to urgent care or emergency
- If an individual appears in medical distress or displays difficulty breathing, chest pain, confusion, drowsiness or loss of consciousness, **call 911**

Prevention

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 safe places where you or others can go to warm up
- 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 the risk of hypothermia because it increases blood flow to the extremities of the body
- 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 Health Canada "[Extreme Cold](#)" or Province of Manitoba "[Cold Weather and Your Health](#)" online.

Recommendations for preventing the transmission of COVID-19 include:

- Maintain physical distance of at least 2 metres from others
 - If physical distancing may not be possible, and when indoors, wear a disposable procedure mask or a non-medical fabric mask or face covering
- Wash hands frequently and thoroughly with soap and water
 - If soap and water are not available, rub hands with an alcohol-based sanitizer
- Cover coughs and sneezes with a tissue or sleeve
- Seek testing as soon as possible if any symptoms of COVID-19 are present

These recommendations can also help to prevent transmission of some other types of viral infections that are prevalent in the winter, such as colds or flu.

For more information on COVID-19, please visit Public Health Agency of Canada "[Coronavirus disease \(COVID-19\)](#)" or Province of Manitoba "[COVID-19](#)" online.

How the Winter Weather Response Works

End Homelessness Winnipeg convenes monthly meetings of the Extreme Weather Response Committee to monitor and evaluate implementation of this plan. The Committee includes representatives from the following stakeholders:

- The City of Winnipeg Emergency Management Office and first responders
- Emergency shelters and Community organizations providing services to people experiencing homelessness
- Health care providers
- Government and philanthropic funders
- Environment and Climate Change Canada

The Winter Weather Response is divided into four stages:

- **The Green Stage** is in effect from May 1 to October 31, when the previous winter's response is evaluated, and plans are developed for the next winter.
- **The Yellow Stage** is in effect from November 1 to April 30 and covers a normal range of winter weather conditions that are not associated with winter weather hazard Warnings but may still present risks of cold illness or COVID-19.
- **The Orange Stage** comes into effect between November 1 and April 30 when an unofficial winter weather notification or an official winter weather alert notification has been issued by Environment and Climate Change Canada; lasting until the Committee determines that conditions have stabilized to normal winter weather. The Orange Stage may also take effect, at the determination of the Committee, between November 1 and April 30 when escalated weather risks are identified or the COVID-19 [Pandemic Response Level](#) is escalated to **Restricted** in Winnipeg Metropolitan Region.
- **The Red Stage** is in effect during severe winter weather conditions. Such conditions include blizzards, extreme cold periods, heavy snowfall and winter storms. The Red Stage may also take effect, at the determination of the Committee, between November 1 and April 30 when the COVID-19 [Pandemic Response Level](#) is escalated to **Critical** in Winnipeg Metropolitan Region.

When an unofficial winter weather notification or an official winter weather alert notification has been issued by Environment and Climate Change Canada, or the **Orange Stage** of this response comes into effect, End Homelessness Winnipeg consults with, and may convene an emergency meeting of, the Committee to coordinate planned or emergent response activities and communications. End Homelessness Winnipeg sustains regular communication with committee members, who monitor weather conditions to identify when normal winter weather operations (**Yellow Stage**) may resume. *Community organizations, health care agencies or City of Winnipeg departments may decide to add or extend services that offer protection from the cold, regardless of weather conditions.*

End Homelessness Winnipeg and stakeholders represented on the Committee communicate with the public, sharing information on prevention and response actions for people experiencing homelessness and the community at large, using word of mouth, graphics, media relations and social media.

Stakeholder Roles

Stakeholders represented on the Committee support the Winter Weather Response in a variety of ways. Some provide direct services to people experiencing homelessness, while others provide specialized expertise on health, safety, weather or funding resources that can support the delivery of services to help keep people safer in winter weather. All stakeholders are responsible for:

- Subscribing to receive weather warnings from Environment and Climate Change Canada through [EC Alert Me](#) or the [WeatherCAN App](#).
- Having their own plans for responding to such warnings
- Participating in Committee meetings, consultations, evaluations and communications. While it is not possible for every stakeholder representative to attend every meeting and open every email, it is important for every stakeholder to have a voice in developing, implementing and improving plans to protect the health and safety of those without a home during winter weather.

In addition to these shared responsibilities, different stakeholders have specific responsibilities during the different stages of the Winter Weather Response, as outlined on the following chart.

STAKEHOLDER	GREEN	YELLOW	ORANGE	RED
End Homelessness Winnipeg	<p>Convene monthly meetings</p> <p>Support communication with stakeholders, public</p> <p>Revise Winter Weather Response plan</p> <p>Release updated plan before onset of Yellow Stage</p>	<p>Email stakeholder reminders by Nov. 1 and Apr.30</p> <p>Convene monthly meetings</p> <p>Support communication with stakeholders, public on Winter Weather Response Plan</p>	<p>Consult with or convene Committee to coordinate planned and emergent responses</p> <p>Share prevention and response information via news and social media</p> <p>Sustain regular communication with Committee until conditions stabilize</p>	<p>As needed, convene emergency meeting of Committee to coordinate responses</p> <p>Share response updates via news and social media</p> <p>Sustain daily communication with Committee</p>
<p>City of Winnipeg</p> <p>*The City's lead is the Winnipeg Emergency Management Coordinator (WEMC)</p>	<p>Advise on revisions to plan</p> <p>Advise Winnipeg Emergency Management Coordination Committee on the Winter Weather Response Plan</p> <p>Review City of Winnipeg plans for winter weather hazards</p>	<p>Share cold weather preparedness information via news and social media</p> <p>Make City facilities available to public as warming spaces during business hours as needed; relax loitering rules in facilities/on transit</p> <p>Monitor service delivery</p>	<p>Consult with Committee to identify any need for increased capacity/warming space</p> <p>Increase hours/access at City facilities to provide warming space as required</p> <p>Share weather safety information with residents</p>	<p>If a local state of emergency is declared, make Emergweb the home page for Winnipeg.ca</p> <p>Increase hours/access at City facilities to provide warming space as required</p> <p>Share weather and safety information with residents</p>

STAKEHOLDER	GREEN	YELLOW	ORANGE	RED
Emergency Shelters	<p>Advise on revisions to plan</p> <p>Review internal plans for winter, including staffing and supplies</p>	<p>Inform clients about risks and prevention of cold illness and COVID-19</p> <p>Inform staff and volunteers about operating plans for winter</p> <p>Share information and monitor capacity to support guests redirected to another shelter</p>	<p>Activate winter weather response plans</p> <p>Collaborate with other shelters and community organizations to redirect guests to any available beds</p> <p>Alert WEMC and other shelters of any capacity issues and collaborate to establish overflow</p>	<p>Collaborate with first responders on any necessary interventions</p> <p>Collaborate with other shelters and community organizations to safely transport clients to the most appropriate available warming space or shelter if needed</p>
Community Organizations	<p>Advise on revisions to plan</p> <p>Review internal plans for winter weather responses</p>	<p>Inform clients about risks and prevention of cold illness and COVID-19</p> <p>Prepare messages to inform staff and volunteers about winter weather responses</p> <p>Share information and resources to support and monitor clients at high risk of cold illness or COVID-19</p>	<p>Activate winter weather response plans</p> <p>Reach out to clients experiencing or at risk of homelessness to identify and provide any needed health or safety supplies/services</p> <p>Circulate messages to inform staff and volunteers about winter weather responses</p>	<p>Collaborate with emergency shelters and other community organizations to safely transport clients to the most appropriate available warming space or shelter if needed</p>
Health Care Providers	<p>Advise on revisions to plan</p> <p>Advise Committee on health system changes and on health prevention and responses for cold illness and COVID-19</p>	<p>Advise Committee on health system changes affecting or involving individuals experiencing homelessness</p>	<p>Advise Committee of emergent health system pressures or changes</p>	<p>Collaborate with first responders, emergency shelters and community organizations on any necessary interventions and responses</p>
Fundors	<p>Inform Committee of funding opportunities and changes</p> <p>Collaborate with other funders on strategy for weather resilience</p>	<p>Gather and share fundee stories of winter weather response and resilience</p>	<p>Consult with Committee to identify emergent resourcing needs</p>	<p>Consult with Committee to identify emergent resourcing needs</p>

Evaluation and Improvement

The Extreme Weather Response Committee shares a commitment to continuous improvement, iterative adaptation and data-informed decision making. Monitoring, evaluation and measurement of the Winter Weather Response Plan help to inform changes that can address gaps or risks faced by people experiencing homelessness in winter.

For the Winter 2020-2021, the Plan will measure three key indicators:

INDICATOR	MEASURE
An accurate sense of shelter and drop-in capacity for the winter is established in advance of the plan coming into effect	Planned capacity numbers for providers of emergency shelter and warming space are gathered and shared with the committee before November 1.
Capacity exists within the system	Emergency shelters are not more than 100% capacity in any given month
When an emergency shelter reaches capacity, there is space at, and safe transportation to, another safe location	Number of redirections to other emergency shelters and warming spaces is compared with number of referrals from other emergency shelters

A report detailing information gathered on these indicators, as well as a qualitative summary of the effectiveness of the plan, will be prepared by the Committee and circulated to stakeholders by June 30, to support planning and improvement for the next winter season.

Appendix I: Extreme Weather Response Committee Membership

The following stakeholders are represented on the Extreme Weather Response Committee:

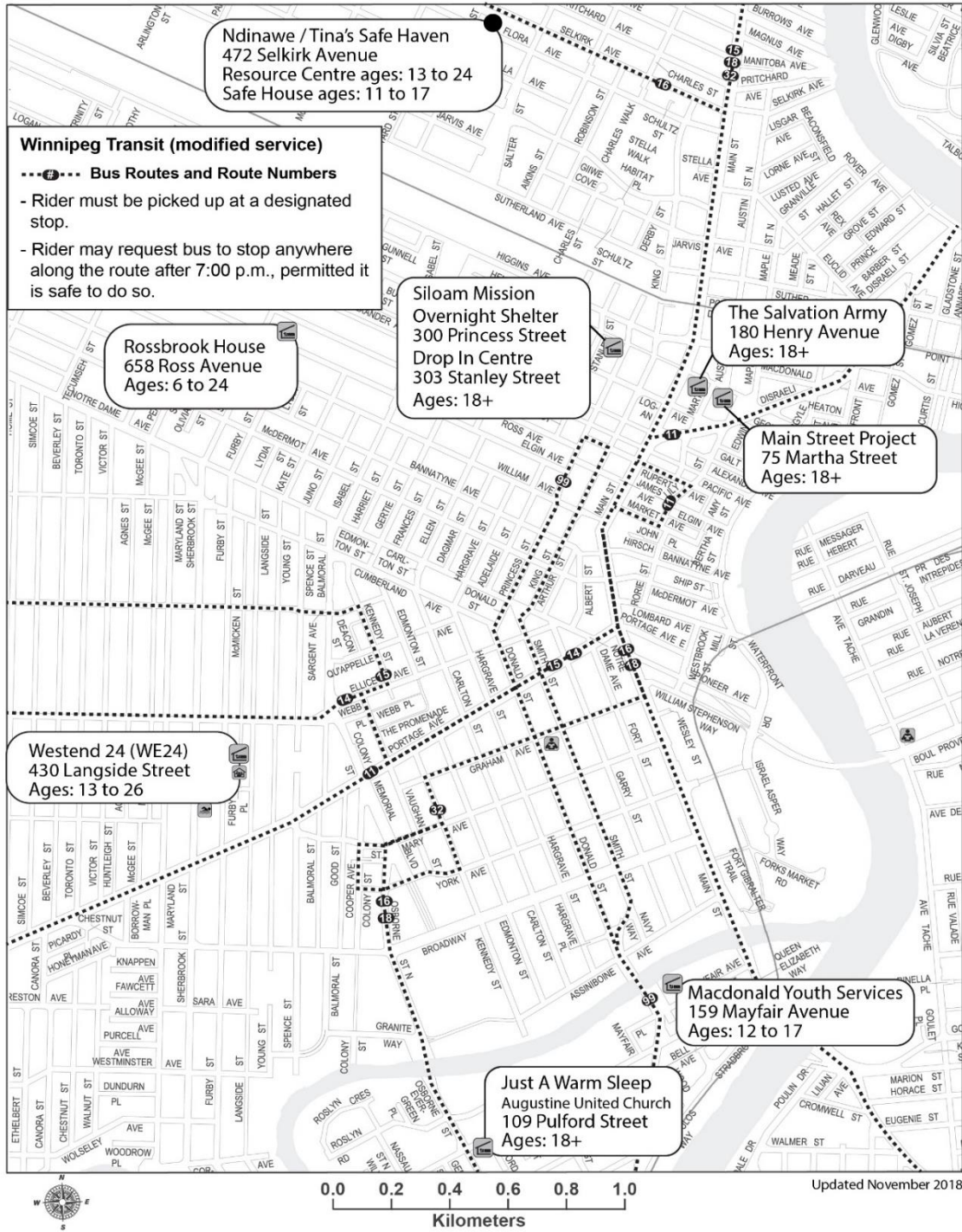
- 1JustCity
- Aboriginal Health and Wellness
- Agape Table
- Bear Clan Patrol
- City of Winnipeg, Community Services Department
- City of Winnipeg, Office of Emergency Management
- Downtown Community Safety Partnership
- End Homelessness Winnipeg
- Environment & Climate Change Canada
- Health Sciences Centre
- Ka Ni Kanichihk
- Lighthouse Mission
- Lived Experience Circle
- Ma Mawi Wi Chi Itata Centre
- Macdonald Youth Services
- Mama Bear Clan
- Manitoba Housing
- Mount Carmel Clinic
- Ndinawe
- North End Women's Centre
- North Point Douglas Women's Centre
- Norwest Co-op, Blake Gardens Resource Centre
- Resource Assistance for Youth
- Rossbrook House
- Salvation Army Centre of Hope
- Siloam Mission
- Spence Neighbourhood Association
- Sscope
- St. Boniface Street Links
- Street Connections
- Sunshine House
- Union Gospel Mission
- United Way Winnipeg
- Wahbung Abinoonjiiag
- West Central Women's Resource Centre
- Winnipeg Fire Paramedic Service
- Winnipeg Foundation
- Winnipeg Outreach Network
- Winnipeg Police Service
- Winnipeg Regional Health Authority (WRHA)

Appendix II: Winter Weather Response Resources

Emergency Shelters, Warming Centres and Safe Spaces				
AGENCY	ADDRESS	HOURS	CONTACT	NOTES
Main Street Project	637 Main	24/7	204-982-8245	<ul style="list-style-type: none"> Age: 18+ Capacity: 120 Meals and showers Low-barrier
Salvation Army: Centre of Hope	180 Henry	24/7	204-946-9402	<ul style="list-style-type: none"> Age: 18+ Capacity: 45 Additional spaces for families Therapy-pet friendly
Siloam Mission	300 Princess	8p-7a	204-956-4344 (8a-4:30p) 204-943-1748 (8p-8a)	<ul style="list-style-type: none"> Age: 18+ Capacity: 112 Dry
1JustCity: Just a Warm Sleep	109 Pulford	9p-7a	204-782-3195	<ul style="list-style-type: none"> Age: 18+ Capacity: 30 Pet & shopping-cart friendly Low-barrier Meals
Norwest Co-op: Blake Gardens	312 Blake	6-9p Tu	204-792-8182	<ul style="list-style-type: none"> Meals, harm reduction supplies, phone, computers and referrals
Spence Neighbourhood Association WE24	430 Langside	11p-7a F/Sa + holidays	204-333-9681	<ul style="list-style-type: none"> Age: 13-26 Capacity: 5 Meals, winter clothing
Ndinawe: Tina's Safe Haven	472 Selkirk	24/7	204-417-7233	<ul style="list-style-type: none"> Age: 13-24 Capacity: 30 Meals, all genders welcome, youth can self-refer
Ndinawe: Safe House	-----	24/7	204-417-7233	<ul style="list-style-type: none"> Age: 11-17 Capacity: 16 Meals, all genders welcome, locked facility, can self-refer
Macdonald Youth Services	159 Mayfair	24/7	204-477-1804	<ul style="list-style-type: none"> Age: 12-21 Capacity: 10 Meals, winter clothing, unlocked facility, youth can self-refer
Rossbrook House	658 Ross	24/7	204-949-4090	<ul style="list-style-type: none"> Age: 6-24 Capacity: 30

Outreach Vans and Walking Patrols				
AGENCY	AREAS SERVED	HOURS	CONTACT	NOTES
Main Street Project	City wide	24/7	204-232-5217	<ul style="list-style-type: none"> Basic needs, hygiene/harm reduction supplies Safe rides
Street Connections	North/West End, Downtown	6-11:30p M-F 5-11:30p Sa	204-981-0742	<ul style="list-style-type: none"> Harm Reduction/Safer Sex Supplies; Naloxone
Ma Mawi Wi Chi Itata	City wide	9p-7a Th-Sa	204-330-3300	<ul style="list-style-type: none"> Snacks, hygiene/harm reduction supplies, safe rides
Resource Assistance for Youth: RaY	City wide	4-8p M-Th 12-3p F	204-391-2209	<ul style="list-style-type: none"> Sandwiches, water, outdoor/winter gear, harm reduction supplies Safe rides
WE24	City wide	11p-21 F-Sa + holidays	204-333-9681	<ul style="list-style-type: none"> Safe rides
Mount Carmel Clinic: Sage House	City centre	12-7p M-F	204-582-2311	<ul style="list-style-type: none"> Hygiene/harm reduction supplies, hot meal, coffee/tea/water, warm winter gear, emergency food
Downtown Community Safety Partnership	Downtown	24/7	204-806-5095	<ul style="list-style-type: none"> Walking patrol Safe rides
St. Boniface Street Links	East of the Red	8-10a, 6-8p M-Sa	204-228-2369 204-615-5557 204-294-7637	<ul style="list-style-type: none"> Bag lunch, basic needs, mental health first aid, shelter assistance, COVID prevention
West Central Women's Resource Centre	West End, Downtown	2-4:30p M-F	204-774-8975	<ul style="list-style-type: none"> Bag meals, harm reduction/hygiene kits, water/coffee, cold weather gear
Bear Clan Patrol	North/West End, West Broadway, Point Douglas	Varies; details on website	204-914-1708	<ul style="list-style-type: none"> Walking patrol
Mama Bear Clan	North End, Point Douglas	6-8p Tu/F/Sa	204-947-0321	<ul style="list-style-type: none"> Walking patrol
Resource Guides				
211 Manitoba	http://mb.211.ca/ or dial 211		Database of health, government, and social services available across Manitoba.	
HelpSeeker	https://helpseeker.org/		Website/app connecting people to nearby resources in real time	
WON Resource Guide	https://endhomelessnesswinnipeg.ca/new-winnipeg-outreach-network-resource-guide/		Pocket-sized resource guide listing local supports	

Appendix III: Map



Appendix IV: Stakeholder Profiles

End Homelessness Winnipeg	Through alignment and integration, End Homelessness Winnipeg partners with community agencies, funders, private and public sectors, and other stakeholders to address the root causes of homelessness and prevent its occurrence.
City of Winnipeg Community Services	During extreme cold or hot weather, the City makes facilities available, including aquatic centres, libraries, and recreation buildings. Staff at these facilities can also reference community resources for people who are vulnerable.
City of Winnipeg Fire Paramedic Service Office of Emergency Management	<p>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.</p> <p>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.</p>
City of Winnipeg Winnipeg Police Service	<p>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.</p> <p>Non-emergency Phone: 204-986-6222</p>
Winnipeg Transit	<p>The Emergent Need Policy allows riders who do not have the means to pay a bus fare, and whose personal safety is threatened by the weather, to board a bus without paying.</p> <p>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.</p> <p>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.</p>
Salvation Army Centre of Hope	<p>Located in Winnipeg’s downtown core, The Salvation Army’s Winnipeg Centre of Hope continues a tradition of caring service to individuals and families coping with homelessness, poverty, addictions and mental illness. Since 1886, The Salvation Army in the community of Winnipeg has been meeting needs and providing hope and dignity to those who need it most. The Centre also operates an outreach van which patrols from 11:00 pm to 4:00 am when temperatures drop to -15°C.</p> <p>Address: 180 Henry Street</p> <p>Phone: 204-946-9402</p>

[Siloam Mission](#)

Building connecting points between the compassionate and people experiencing poverty and homelessness, Siloam Mission is an innovative Christian humanitarian organization that alleviates hardships and provides opportunities for change for those effected by homelessness.

Siloam operates a Drop-in Centre from 7:00 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.

Address: 300 Princess Street

Phone: 204-956-4344

[Main Street Project](#)

Main Street Project offers programming and services to help our community members build stability in the area of Mental Health and Addictions. Under a Harm Reduction Philosophy, they work with each individual to support the right to self-determination and access to barrier free services in the areas of Detox (Male and Female Identified), Protective Care (IPDA), Mainstay Transitional Housing, The Bell Hotel partnership, low barrier Emergency Shelter, Van Patrol Outreach, and Case Management.

Address: 190 Disraeli Freeway

Phone: 204-982-8245

[1JustCity - Just a Warm Sleep](#)

1Just City's Just a Warm Sleep is a warming centre open from December-March. 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.

Address: 109 Pulford Avenue (Augustine United Church)

Email: tessa@1justcity.ca

[Winnipeg Regional Health Authority \(WRHA\)](#)

ACCESS Downtown: A one-stop centre for health care and social services. weekdays, there is space for the public to warm up and use a washroom. There is also a community computer and telephone available at no cost. Information on community resources are available.

Address: 640 Main Street

Phone: 204-940-3160

Health Outreach and Community Support (HOCS): HOCS provides mobile follow up with individuals who are homeless and who have been identified as needing assistance in connecting to appropriate health and social services. HOCS provides support at an individual and agency level as a direct point of connection for information and referral, assessment, psycho-social support, and service delivery.

Address: 80 Sutherland Street

Phone: 204-794-3804

Street Connections: Street Connections provides nursing services, safer sex, and safer drug use supplies, and perform 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 Street (main floor)

Phone: 204-981-0742

[Bear Clan Patrol](#)

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 patrols the North End, West End, and West Broadway areas.

Phone: 204-914-1708

Email: contact@bearclanpatrol.org

[Mama Bear Clan](#)

A community-led, volunteer-driven foot patrol on the streets of Winnipeg to ensure people's safety. Volunteers hand out care packages, properly dispose of needles, engage with community members and call appropriate emergency services when needed. They patrol areas around North Point Douglas, Higgins and Main. Mama Bear Clan is part of the [North Point Douglas Women's Centre](#).

Address: 221 Austin Street

Phone: 204-947-0321

Email: mamabearclan@npdwc.org

[Ma Mawi Wi Chi Itata Centre](#)

Ma Mawi has more than 50 programs, 11 sites, and 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.

Address: 445 King Street (community meeting space)

Phone: 204-925-0300

[Resource Assistance for Youth, Inc. \(RaY\)](#)

A non-profit street-level agency working with street-entrenched and homeless youth up to the age of 29. RaY is non-judgmental and non-partisan, employing a harm reduction approach to all interactions with youth in need.

Address: 125 Sherbrook Street

Phone: 204-783-5617

[Macdonald Youth Services](#)

The Youth Resource Centre (YRC) and Emergency Shelter are open 24 hours, 365 days a year. The shelter offers short-term, overnight, emergency stays for youth ages 12–21. In addition, crisis intervention, counselling, case management, advocacy and basic needs (e.g., food, hygiene, clothes, shower) are all offered to youth accessing the shelter. Based on the needs of youth, eight beds are available and assigned on a daily basis; however, staff ensure youth are not turned away and will find alternative resources if needed. The YRC offers referral, advocacy, resources, information and short-term basic needs services to youth ages 12–21 on a walk-in basis.

Address: 159 Mayfair Avenue

Phone: 204-477-1804 or 1-888-477-1804

[Ndinawe](#)

Tina's Safe Haven is a 24/7 safe space for youth ages 13-24. The centre operates in a strength and value-based approach with the young people who access the centre. The centre is a safe alternative to the streets for youth who are in need of immediate support and resources, when other resources are unavailable. Resources include computers, access to internet, laundry, hygiene products, use of telephone, cultural ceremony and supports, Indigenous wellness workers, recreational programming and arts centre.

Address: 472 Selkirk Avenue

Phone: 204-417-7233 x2

Ndinawe Safe House provides shelter for up to 16 youth including female, male and 2Spirit. Youth can be admitted for a variety of reasons such as parent/teen conflict, placement break down, living on the streets, being at risk of abuse or sexual exploitation. Youth can self-refer and do not need to be in care of Child and Family Services. Ndinawe Safe House is a place where our youth can live in a positive and safe environment, where their voices will be heard. We advocate and arrange meetings for youth to address any concerns they have and what is important to them.

Phone: 204-417-7233 x1

[Spence Neighbourhood Association - WE24](#)

WE24 is an overnight drop-in for youth ages 13-26 who are in need of a safe space to rest, receive support, access resources and basic needs supplies. The program operates from 11pm to 7am Fridays, Saturdays and holidays.

WE24 is an inclusive and strengths-based space which provides meals, sleeping mats, blankets, and pillows for use on site, gender-neutral washrooms, toiletries and hygiene products, safer sex supplies, and clothing as well as crisis support, safe transportation, wraparound supports, advocacy and referrals.

Address: 430 Langside Street

Phone: 204-333-9681

[Rossbrook House](#)

Rossbrook House is a 24/7 safe place for children and youth living in the inner-city of Winnipeg, to belong, play, learn and become

Address: 658 Ross Avenue

Phone: 204-949-4090

[West Central Women's Resource Centre \(WCWRC\)](#)

WCWRC is a drop-in space open to all women. It offers:

- Emergency housing, EIA, and gender-based violence support
- Laundry, shower, washroom, phone, computer
- Bagged meals to go:
 - Monday, Wednesday, and Friday at 12pm until supplies last
 - Tuesday and Thursday at 5pm until supplies last
 - Saturday at 10am until supplies last
- Hygiene and harm reduction supplies
- Cedar and sage

Address: 640 Ellice Avenue

Phone: 204-774-8975

[North End Women's Centre \(NEWC\)](#)

NEWC's drop-in program assists women and their families to meet their basic needs; equips women with knowledge and opportunities to make informed decisions about their lives and offers referrals, support, resources and supplies.

Address: 394 Selkirk Avenue

Phone: 204-589-7347

[Mount Carmel Clinic](#)

Sage House is a non-judgmental space for street involved sex workers, offering hygiene and harm reduction supplies, hot meals, coffee/ tea/water, counselling, EIA/ Housing supports and advocacy, warm winter gear, and emergency food.

Address: 422 Dufferin Avenue

[Sunshine House](#)

Sunshine House is a community drop-in and resource centre focusing on harm reduction and social inclusion.

Address: 646 Logan Avenue

Phone: 204-783-8565

[Sscope](#)

Sscope provides employment to people living with a mental health illness through environmentally friendly social enterprise ventures. Sscope currently operates 24/7 as a Safe Space during COVID-19.

Address: 865 Main Street

Phone: 204-987-6300

[St. Boniface Street Links](#)

St. Boniface Street Links works to end homelessness, reduce poverty and support crime prevention through social development.

Address: 311 Provencher Boulevard

Phone: 204-615-5557

[Agape Table](#)

Agape Table is an independent, charitable, non-profit organization established and maintained to help feed our city's most vulnerable people. Agape provides a bagged meal for breakfast containing soup, sandwich, pastry, fruit, and drink.

Address: 364 Furby Street

Phone: 204-786-2370

[Lighthouse Mission](#)

Lighthouse Mission provide meals as well as hope, support, and encouragement.

Address: 669 Main Street

Phone: 204-943-9669

[Union Gospel Mission](#)

The Drop-In Centre offers a warm environment, a hot cup of coffee, and a place where everybody is accepted and loved. Food is distributed daily from Monday to Friday.

Address: 320 Princess Street

[Norwest Co-op Blake
Gardens Resource
Centre](#)

Safer Space runs Tuesdays from 6-9pm. The space is prioritized for individuals who are experiencing homelessness or using drugs (targeted at ages 16+). The space focuses on providing a warm space provide a meal and food security, harm reduction supplies (including condoms, lube, pregnancy tests, cleans, Safer crack use kits, cookers, etc...) connecting individuals to services including: EIA, AFM, Resume support, access to public phone and computers, help securing housing, and a place to interact with others.

Address: 312 Blake Street

Phone: 204-792-8182

[Ka Ni Kanichihk](#)

Ka Ni Kanichihk provides Indigenous identified programs and services that focus on wholeness and wellness and that build on the strengths and resilience of Indigenous peoples.

Address: 455 McDermot Avenue

Phone: 204-953-5820

[Wahbung Abinoonjiag](#)

Domestic violence prevention, crisis and healing centre for children and their families.

Address: 225 Dufferin Avenue

Phone: 204-925-4610
