



2022

EMERGENCY RESPONSE: A homeless-centred plan for keeping Winnipeggers safer



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

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Background

End Homelessness Winnipeg initiated an Extreme Weather Response Committee in 2016. Following the tragic death of Windy Sinclair, End Homelessness Winnipeg convened an urgent meeting of stakeholders to coordinate a cross-sector response for keeping Winnipeggers safer during extreme cold. This meeting led to establishment of an Extreme Weather Response Committee, tasked with developing, implementing and monitoring a homeless-centred Plan for responding to extreme weather conditions. The Committee included representatives from emergency shelters, outreach services, drop-ins, municipal and provincial departments, and Environment and Climate Change Canada.

In 2020, the COVID-19 pandemic presented new risks for those experiencing homelessness. A COVID-19 Coordinated Response for homeless-serving sectors was initiated by End Homelessness Winnipeg to prevent and mitigate the impacts of COVID-19 on those without housing during a time when public health guidance advised people to “stay home.”

In 2022, the Extreme Weather Response Committee merged with the COVID-19 Coordinated Response, to form a **Homelessness Emergency Response Committee** that plans for and addresses emergent issues related to extreme weather, climate change, public health crises, and service disruptions such as building failures, construction and moves, among providers of emergency homelessness services such as mobile outreach, drop-ins, shelters and safe spaces.

People experiencing homelessness face increased risk of direct health impacts from weather and public health hazards as well as disruptions to community and public services. Risks are elevated by lack of access to things like safe shelter, seasonally appropriate clothing, nutritious food, or health care and infection prevention resources. The Homelessness Emergency Response Committee works to address these risks and achieve the following shared goals:

1. Avoid preventable illness, injury, and death due to homelessness
2. Empower individuals experiencing homelessness, and those who support or reach out to them, with accurate, timely information and resources needed to keep safer during extreme weather and other disruptive events
3. Share timely, accurate information on service capacity and pressures with stakeholders
4. Develop a responsive and sustainable funding strategy for homelessness emergency responses
5. Create, implement, evaluate, and update a flexible Plan that adapts to change
6. Build a shared understanding of homelessness in Winnipeg and the ways in which racism, sexism, ableism, colonialism and other oppressions impact individuals' and communities' experiences of homelessness and associated health and safety risks

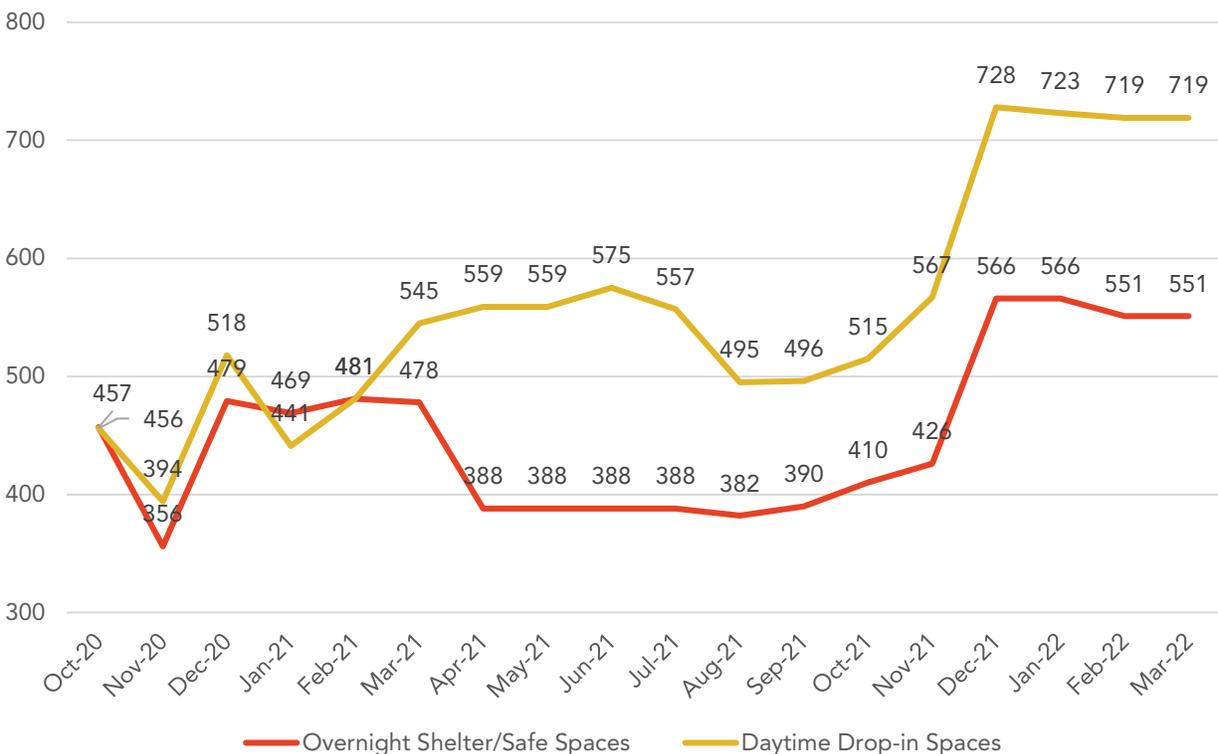
Housing

Currently in Canada, [emergency response](#) is the prime focus of homelessness services in most communities. Homelessness emergency response services include emergency shelters, safe spaces, drop-ins, meal programs, and mobile outreach. In Winnipeg, these services partner with one another and with representatives from government and philanthropy to form the Homelessness Emergency Response Committee, facilitated by End Homelessness Winnipeg.

All Homelessness Emergency Response partners recognize that homelessness itself is the emergency that must be addressed, as it escalates direct health risks of other identified emergent conditions related to weather, climate, public health and building systems. To address the emergency of homelessness, housing solutions must be identified.

From 2020-2022, capacity at homelessness emergency shelters and drop-in spaces increased dramatically (Fig.1), while [End Homelessness Winnipeg’s 2021 Rental Housing Supply Scan](#) identified that hundreds of low-income housing units had been lost in recent years.

Fig.1: Overnight Shelter/Safe Space and Daytime Drop-In Capacity, October 2020-March 2022*



*Numbers are not collected on the same date each month, but reflect changes in any given month from previously

*Numbers do not include additional 13 family emergency shelter spaces; 73 family violence shelter spaces; temporary emergency housing units in hotels; nor a fluctuating number of between 39-160 specialized COVID-19 Alternative Isolation Accommodations units

Moving forward, Committee members hope to ensure that no new emergency spaces need to be added, as efforts focus on creating permanent, transitional, and emergency housing options that meet people’s needs for safety and dignity.

NEW HOUSING RESOURCES:

[Coordinated Access](#): Naatamooskakowin, Winnipeg's Coordinated Access System, launched in Spring 2022 as a new way for people who experience homelessness, and face barriers to finding a place, to connect quickly with the housing and supports they need, including Housing First programs in Winnipeg. Because it is a new system, the number of people that will be supported from homelessness into housing in 2022-2023 is not yet known. People providing homelessness emergency response services can support individuals to connect with an Access Point listed at <https://endhomelessnesswinnipeg.ca/coordinated-access/>

Approximately 120 units of Transitional Housing have opened in Winnipeg since Spring 2021:

[The Nest, Arlene Wilson Recovery Centre](#): For people exiting addictions treatment programs. Contact: info@siloadm.ca, 204-956-4344, 1-866-648-4673

[Tamarack Recovery Centre](#): For graduates of Tamarack's 60-day residential addictions treatment program. Intake form: <https://tamarackrehab.org/wp-content/uploads/2020/10/41080-TA-intake-form.pdf>

[Bruce Oake Recovery Centre](#): For individuals seeking recovery from substance use disorders. Intake line: 1-866-612-6253

[Salvation Army](#): For women experiencing or at risk of homelessness. Contact: 204-946-9402

[Nenookaasiins, Shawenim Abinoojii](#): For youth and young adults, including young families, impacted by the Child Welfare System. Contact: 204-924-6057

HOUSING RESOURCES OPENING IN 2022-2023:

Approximately 200 units of Transitional, Supportive and Geared-to-Income Housing (see Appendix IV for definitions) are expected to open in Winnipeg by Spring 2023:

[Astum Api Niikinaahk, Ma Mawi Wi Chi Itata Centre](#): Opening 2022 for people exiting unsheltered homelessness and seeking low-barrier supportive housing. Contact: info@mamawi.com, 204-925-0300

[Riverwood House, Riverwood Church Community](#): Opening 2022 for those in recovery from addictions, facing unstable housing, and desiring a substance free environment. through Riverwood Church. Contact: partners@riverwood.house

[Ross Ellen Housing, Home First Winnipeg](#): Opening 2022 for people exiting homelessness and seeking low-barrier supportive housing.

[New Directions](#): Opening 2022 for people with developmental disabilities. Contact: info@newdirections.mb.ca, 204-786-7051

[Winnipeg Housing Rehabilitation Corporation](#): Opening 2022 for women and children experiencing or at risk of homelessness. Referrals through Life's Journey: info@lifesjourneyinc.ca, 1-800-681-4905

[Reside Winnipeg, Raising the Roof](#): Opening 2022 for Indigenous families experiencing or at risk of homelessness and youth aging out of care. [North End Community Renewal Corporation](#) and [Fearless R2W](#) will provide property management and wraparound supports.

[MMF Homelessness Hub, Manitoba Metis Federation](#): Opening 2023 for Métis Citizens experiencing or at risk of homelessness. Contact: MMF Rapid Services 204-589-1613

[West Central Women's Resource Centre](#): Opening 2023 for individuals who have experienced gender-based violence. Contact: info@wccwrc.ca 204-774-8975

[Westminster Housing Society](#): Opening 2023 for Two-Spirit, lesbian, gay, bisexual, transgender, and queer/questioning residents.

ADDITIONAL HOUSING RESOURCES NEEDED:

Transitional and Supportive Housing: There remains an urgent need for transitional and supportive housing options. Based on [End Homelessness Winnipeg's 2021 Rental Housing Supply Scan](#), a bare minimum of 80 additional units of these types of housing are needed before 2025. Capital costs are approximately \$250,000 per unit for a new build and operating costs are approximately \$25,000 per unit per year.

Geared to Income Housing: There remains an urgent need for rent subsidies creating geared-to-income housing. Based on [End Homelessness Winnipeg's 2021 Rental Housing Supply Scan](#), a bare minimum of 1250 additional units of this type of housing are needed before 2025.

Emergency Housing: There remains an urgent need for temporary emergency housing options, offering short-term stays in private units with meals and 24/7 staffing, for people displaced from their homes and communities, experiencing homelessness, and newly transitioning to the city. The number of units needed can vary widely over time and be largely dependent on emergent conditions such as evacuations, wars, public health emergencies, weather hazards and the destruction of homes or shelters by fire, flooding or other causes. Costs average \$140 per unit per day for accommodations and meals, plus 24/7 staffing costs.

Emergency Shelter and Safe Space: While partners hope to ensure no new emergency shelter spaces need to be created, there is a shared recognition that the number of emergency spaces will need to be maintained 24/7 until capacity pressures on emergency shelters and safe spaces are alleviated by increased access to new housing alternatives.

Mobile Outreach: Mobile outreach teams play a critical role during emergent conditions by connecting with people who are unsheltered or street-involved and thus at greater risk of exposure. For providers to sustain and extend mobile outreach during hazardous conditions, flexible funding must be available to support increased wellness checks, transports, and basic needs provision during extreme conditions. Casework supports are also needed to assist individuals in accessing alternate sheltering and housing options that meet their needs. A dedicated cross-agency response team could be created in the sector, pooling vehicles, and utilizing staff added to key agencies with specialized training.

Community Care Sites: Community care camps were previously set up and led by Indigenous organizations in extreme cold weather to provide people access to overnight warmth, needs and traditional teachings and healing ceremony in an outdoor location. In the summer of 2021, the City of Winnipeg also offered an outdoor cooling tent in Central Park. This pop-up model can be offered at indoor and outdoor (weather permitting) sites accessible to the public 24/7 during extreme heat and cold. Food, water, clothing, sleep or resting furniture and other needs can be provided as a multi-partner response to ensure the site is welcoming and prepared.

Philanthropic and government funders connected to the Homelessness Emergency Response are recommended to address these priorities in developing sustainable funding strategies that can support people experiencing or at risk of homelessness in extreme weather, climate, public health and service change adaptations.

Emergent Conditions, Risks, Prevention and Responses

EXTREME HEAT

Extreme heat warnings are issued when forecasted temperatures are 32°C (38°C with humidex) or higher during the day and no less than 16°C overnight for two consecutive days. An extended heat warning is issued for the same conditions for 3 days or more. However, there can still be extreme heat without a warning being issued and this can still pose serious risks to people. High humidity (humidex) can exacerbate heat related illnesses by making it harder to sweat to cool off because the air is already saturated with moisture.

RISKS

Extreme heat risks are elevated for people in buildings without air conditioning, working outside, and experiencing homelessness. Heat related illnesses can result from too much exposure to heat, along with not having enough water to drink. Heat illnesses can include heat exhaustion, heat cramps, fainting, heat edema (swelling of hands, feet, ankles), heat rash, headache, nausea, vomiting, decreased urination with dark yellow urine colour, and heat stroke. Heat stroke is considered a medical emergency. During heat stroke, a person has a core body temperature above 40° C (105° F).

PREVENTION AND RESPONSE

- Services should have a plan for safe working and service delivery conditions during extreme heat, with consideration for sending people home if heat gets to unsafe temperatures if the building does not have air conditioning, has inadequate air conditioning, or employees are working outside. Provide extra water and water breaks, cooling spaces and cooling breaks. Plan for staffing shortages and for reducing activities at the hottest times of day.
- Identify and share information about onsite and nearby places where staff and visitors can cool off, ideally indoors with air conditioning, or outdoors with water e.g., spray pads, pools, spray fountains. Look for spaces that are out of the heat and away from or shaded from direct sun.
- Offer staff and visitors access to cool water for drinking and food, as both are important for preventing heat related illness.
- Advise staff and visitors to:
 - Wear loose-fitting, lightweight, light-colored clothing that covers the skin.
 - Avoid dark colours because they absorb the sun's rays.
 - Use a broad-brimmed hat, umbrella, or parasol to provide shade from the sun.
 - Use sunscreen.
- If indoors, close windows and blinds during the hottest part of the day and open windows and blinds when it is cooler in the evening.
- Inform staff and post signage about the signs of heat-related illness. Staff should be aware of how they are feeling and watch for others showing signs and symptoms. If individuals show early signs of heat-related illness, they are at risk for more severe symptoms, and should be moved to a cooler environment, ideally with circulating air, while monitored for worsening signs. Provide cool fluids such as a water, or a sports drink or fruit juice to replenish electrolytes.
- If a person presents with dizziness and confusion; complete or partial loss of consciousness; headache, nausea, or rapid pulse, CALL 911

EXTREME COLD

Extreme cold warnings are issued when the temperature or wind chill is expected to reach minus 40°C for at least two hours. Wind chill is when the wind makes cold temperatures feel even colder. The Wind chill index indicates the combined cooling effect of these factors to reflect the perceived temperature. Cold temperatures can 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. Extreme cold can cause hypothermia, a potentially fatal condition.

RISKS

Extreme cold increases risk for frostnip, frostbite, and hypothermia. Hypothermia is a life-threatening condition that requires immediate medical attention and occurs when the body loses heat faster than it can produce it. Frostbite is serious and can lead to permanent damage to the affected areas including the possibility of amputation. Frostnip is the early stage of frostbite where only the skin freezes whereas frostbite freezes the skin and body tissue. Risks are increased by staying in poorly insulated or unheated buildings or temporary shelter; or travelling long distances on foot. Extreme cold also increases risk of frozen and burst pipes which can disrupt a building's operations and access to water, and risk of motor vehicle failure.

PREVENTION AND RESPONSE

- Services should have a plan for safe working and service delivery conditions during extreme cold, with consideration for staffing and transportation challenges
- Check weather forecasts often and stay alert for weather watches and warnings. Communicate to staff and visitors when extreme cold is in the forecast.
- Provide safe, indoor, heated locations for individuals to warm up.
- Provide hot meals and hot drinks (e.g., coffee or tea)
- Identify and share information about other nearby places where people can warm up indoors; and on transportation options including transit and mobile outreach
- Provide clothing appropriate for the weather, such as a wind and water-resistant outer layer, warm socks, gloves, hat, and scarf. Encourage and support visitors to change into dry clothing if clothing is wet.
- Be aware of the signs of frostbite and hypothermia. Signs of hypothermia include uncontrollable shivering, drowsiness or exhaustion, confusion, fumbling hands, memory loss, or slurred speech, and in severe cases unconsciousness and decreased pulse or breathing, or cardiac arrest. Signs of frostbite include numbness or loss of feeling in the affected area, skin that is hard or waxy, discoloured, or blistering. If an individual presents with any of these symptoms, CALL 911.
- While waiting for help to arrive, you may be able to support the affected person by wrapping them in blankets or dry clothing and (if the person is fully conscious) providing warm, sweet liquids. If someone has frostbite, do not thaw the skin if there is the risk it could refreeze, do not apply direct heat to the affected area, and do not rub or massage the area as it can cause more damage.
- If 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

EXTREME WET WEATHER AND STORMS

Extreme wet weather and storms can occur both during winter and summer and can lead to extreme wet conditions. Hazards can include lightning, torrential rain, strong winds including tornados, hail, snow and blizzards. These can have severe consequences for individuals living outside and for those who might be caught outside unexpectedly.

RISKS

There are a number of risks associated with extreme wet weather and storms. In warm weather, severe thunderstorms can result in heavy rains, with potential for flash flooding, hail, and lightning, any of which can cause injuries and damage to buildings or temporary shelters. Flooding can increase risk of drowning for individuals near affected waterways and overland areas. Tornados can cause significant damage and create airborne projectiles (trees, branches, etc.). Clothing may easily become wet, increasing the risk of hypothermia even in above-zero temperatures. In addition, storms can create dangerous transportation conditions and cause power outages, which may interrupt heating and refrigeration at indoor spaces.

Additional risks include trench foot, warm weather immersion foot, and mould. Trench foot occurs when an extremity is exposed to cold, wet conditions at above-freezing temperatures. If unnoticed and untreated, trench foot can be dire. Warm weather immersion foot occurs as a result of excessive sweating in rubber boots and can be very painful. People can be exposed to mould if their shelter becomes damp and has trouble drying out. Mould exposure can result in a range of health problems with symptoms including stuffy nose, wheezing, and red or itchy eyes, or skin.

PREVENTION AND RESPONSE

- Services should have a plan for safe working and service delivery conditions during extreme wet weather and storms, with consideration for staffing and transportation challenges; potential power outages or flooding; as well as increased demand for shelter, safe space, mobile outreach and transportation services.
- Identify appropriate onsite areas for shelter from tornados, such as interior or underground spaces.
- Check weather forecasts often and stay alert for weather watches and warnings. Communicate to staff and visitors when a storm is forecast.
- Provide safe, dry, indoor, heated locations for individuals to escape a storm.
- Identify and share information about other nearby places where people can warm up and dry off indoors; and on transportation options including transit and mobile outreach.
- Offer dry, clean clothing, including socks and toques, during any wet, cold weather, not just when temperatures fall below freezing.
- Provide warm food and drinks.
- Provide a warm dry space where people may remove their footwear.
- If a person shows symptoms of hypothermia or frostbite, or their feet have pain, blisters or ulcers, bleeding under the skin, or gangrenous sores, CALL 911.

POOR AIR QUALITY AND WILDFIRE SMOKE

Poor air quality can result from smog due to pollution, building fire smoke, or wildfire smoke. Communities can experience smoke and poor air quality from wildfires even when they are far away. The Air Quality Health Index (AQHI) is one tool that can be used to assess the level of air pollution or smoke in a community and the associated risks.

RISKS

Poor air quality and wildfire smoke can cause a range of health risks with symptoms including irritation to eyes, nose, throat, and lungs; respiratory symptoms such as wheezing, coughing, and shortness of breath; decline in lung function and aggravated lung or heart conditions including asthma, chronic obstructive pulmonary disease, and heart disease. Exposure to poor air quality is linked to increased medical visits, hospital admissions, and premature death. Risks are higher for people with chronic health conditions, pregnant women, infants, young children, and people experiencing homelessness. Due to the nature of wildfires, smoke events can be long in duration so long-term impacts should be considered.

PREVENTION AND RESPONSE

- Services should have a plan for safe working and service delivery conditions during periods of poor air quality. These plans may include monitoring and improving indoor air quality and filtering capabilities; limiting or establishing safer procedures for services delivered outdoors; and continuity planning for potential extended smoke events.
- Identify and share information about onsite and nearby locations that have HVAC systems that with filtering capabilities for fine air particulates.
- Consider turning off AC, heating, and/or air exchange system and closing windows to limit poor quality outside air from entering the space. However, know that heat and air quality issues often occur at the same time and can compound one another. Closing windows can prevent smoky air from entering a building, but can raise indoor temperatures to dangerous levels if air conditioning is not present.
- Avoid strenuous outdoor activities.
- A well-fitting respirator masks may offer some protection from airborne particles.
- If individuals have difficulty breathing, CALL 911

DISPLACEMENT DUE TO CLIMATE AND WEATHER HAZARDS

There is growing evidence that weather-related hazards such as wildfires and flooding are increasing as a result of climate change. In recent years, such events have resulted in evacuations of hundreds of families from Indigenous, rural and remote communities in Manitoba. Most of these families are evacuated to Winnipeg, as the largest urban centre in the province.

RISKS

Provision of emergency accommodations and supports to evacuees can strain the availability of emergency accommodations and supports to respond to other types of events, such as a building system failure at an emergency shelter. Evacuation may become an entry point to homelessness for people who can become lost or struggle to adapt to life in the city while recovering from a traumatic experience of life-threatening emergency, loss and displacement; or for people who are unable to return to their home communities due to extensive fire or flooding damage.

PREVENTION AND RESPONSE

- When an evacuation is announced, Homelessness Emergency Response partners will connect with disaster response providers involved with the Red Cross, Public Health and Emergency Management offices as appropriate to ensure that homelessness emergency response service providers have accurate contact and referral information for evacuee registration, accommodation, transportation and other services.
- Services should have a plan for engaging with visitors and clients to help identify if they are evacuees. These plans should include providing accurate contact and referral information for evacuee registration, accommodation, transportation and other services; as well as resources for navigating services within the city.

PANDEMICS AND PUBLIC HEALTH EMERGENCIES

A pandemic is a situation where an infectious disease spreads through the global population. A pandemic is caused by a virus that becomes easily transmissible between humans or by bacteria that becomes resistant to treatments from antibiotics. A pandemic differs from an epidemic, which is just as serious, but is contained to a specific geographic region or country. A public health emergency can include a pandemic, epidemic or other emergency caused by natural disaster, disease, accident or pollution, that poses serious danger to life safety.

RISKS

As we've seen with the COVID-19 pandemic, there can be a wide range of risks due to pandemics and public health emergencies, including:

- Risks to the health and safety of staff and visitors.
- Risks to services or operations due to staffing or supply shortages.
- Increased demands for services, demands for new services, or changes to how services must be provided, in order to meet public health orders, or health and safety requirements.
- Increased demand on the healthcare system resulting in delays for health services

PREVENTION AND RESPONSE

- Services should have a plan for safe working and service delivery conditions during a pandemic, epidemic or other public health emergency. These plans should include staffing and continuity considerations for events of an extended duration, such as cross-training of staff, and other activities needed to address staffing challenges or meet increased demands.
- Identify critical services, and the people, processes and supplies that support their delivery. Mobile outreach, emergency shelter/safe space, and food provision have all been identified as critical services for people experiencing homelessness.
- Coordinate with public health authorities to identify risks, safety measures, and strategies to communicate to staff and visitors. These could include provision of isolation spaces for symptomatic individuals, and medical supports for treatment and recovery.
- Implement appropriate measures to support the health and wellness of staff. Some measures to be considered include:
 - Wearing masks and identifying the level of masking necessary (cloth, medical, N95s, etc.)
 - Gloves (consider the mode of transmission – is it airborne, or through touching contaminated surfaces)
 - Washing hands frequently
 - Social distancing at an appropriate distance
 - Sanitizing surfaces frequently
 - Isolation protocols if someone becomes ill, including having someone isolate from other staff until they can go home, and contact tracing

BUILDING SYSTEM FAILURES

Organizations and their clients rely on buildings for shelter and safe areas to provide services. The continued functioning of a variety of critical building systems is required to ensure a building remains safe and operational. Critical building systems include electrical, mechanical, plumbing, and building envelope components, that support the effective functioning of heating, cooling, water, sewer, electrical power, fire safety, and accessibility systems.

RISKS

Critical building systems can be put at-risk for a number of reasons including:

- Natural hazards
- Accidental damage
- Intentional damage
- Lack of preventative maintenance
- End of useful life (wear and tear)
- Utility disruptions

Building system failures can create risks of injury or illness for people accessing the building; as well as risks related to exposure for people who cannot access shelter and safe space services due to a building system failure.

PREVENTION AND RESPONSE

- Services should monitor and assess the condition of heating, cooling, water, sewer, electrical power, fire safety, and accessibility systems in the buildings they are using.
- Complete an inventory and documentation of all critical building systems including system diagrams, instruction manuals, warranty and service information.
- Identify the likelihood and consequence of failures to critical building systems, to help determine appropriate actions. For example, identify potential points of failure in critical systems and develop plans to ensure their continued functioning or quick recovery (e.g., stock of spare component parts, service level agreements, list of preferred suppliers). Implement a preventative maintenance program to help avoid unplanned system shutdowns. Identify and implement safety and security measures to help avoid intentional or accidental damage to critical building systems.
- Maintain updated 24/7 contact information for key service providers and contractors.
- Services should develop an emergency response and business continuity plan that identifies the flow of communications following an incident that results in, or is expected to result in, a failure of one or more critical building systems; and that minimizes the potential impacts and their duration for services, staffing and other building systems.
- In the case of a building systems failure, identify:
 - Whether it is safe to remain in the building or certain parts of it
 - The amount of time it will take to repair the critical building system, and
 - Alternative locations that could be used to resume normal operations in the event that the critical building system failure is prolonged
- Conduct tabletop exercises to practice your response to building system failures and other disruptive incidents or emergencies.

How the Emergency Response Works

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

- The City of Winnipeg Office of Emergency Management and first responders
- Emergency shelters and Community organizations providing mobile outreach, safe space, drop-in and meal services to people experiencing homelessness
- Health care providers
- Government and philanthropic funders
- Environment and Climate Change Canada

The Emergency Response is divided into four stages:

- **The Green Stage** is in effect during non-emergent conditions.
- **The Yellow Stage** comes into effect at the determination of the Committee, during circumstances could pose elevated risks for those experiencing homelessness; or when multiple complicating factors, such as a combination of weather, environmental or public health emergencies, are co-occurring.
- **The Orange Stage** comes into effect when an emerging hazardous situation has been identified, but usually before it has occurred; lasting until the Committee determines that conditions have stabilized.
- **The Red Stage** is in effect during emergent conditions.

When the **Orange Stage** of this response comes into effect, End Homelessness Winnipeg consults with the Committee to coordinate planned or emergent response activities and communications. Any Committee member may request that the committee convene an emergency meeting within 12-48 hours to coordinate responses. Committee members sustain regular communication through an email listserv and other means, to monitor conditions and identify when normal operations (**Yellow Stage** or **Green Stage**) may resume. Community organizations, health care agencies or City of Winnipeg departments may add, extend, or improve coordination of services that offer protection from hazardous conditions.

Stakeholders represented on the Committee also 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.

Two working groups – one comprised of emergency shelters and City of Winnipeg staff, and the other, of philanthropic and government funders – have been struck to develop sustainable shelter operation and funding strategies that can support the sector in extreme weather, climate, public health and service change adaptations.

Stakeholder Roles

Stakeholders represented on the Committee support the Emergency 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 experiencing homelessness safer. 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 emergent conditions. (See Appendix III)
- Participating in Committee meetings, consultations, evaluations and communications. While it is not possible for every stakeholder to attend every meeting and open every email, it is important for each stakeholder to have a voice in developing, implementing and improving plans to protect the health and safety of those without homes

In addition to these shared responsibilities, different stakeholders have specific responsibilities during different stages of the Emergency 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>As needed, revise or update Homelessness Emergency Response plan and associated strategies and materials</p>	<p>Convene monthly meetings</p> <p>Support communications with stakeholders, public on Homelessness Emergency Response Plan</p>	<p>Consult with and/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, email 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 or updates to plan and strategies</p> <p>Advise Winnipeg Emergency Management Coordination Committee (WEMC) on Homelessness Emergency Response Plan</p> <p>Review City of Winnipeg plans for weather and health hazards</p>	<p>Share emergency preparedness information via news and social media</p> <p>Make City facilities available to the public during business hours as needed; relax loitering rules in facilities and on transit</p> <p>Monitor service delivery</p>	<p>Consult with Committee to identify any need for increased capacity or supplies</p> <p>Increase hours/ access at City facilities to provide space as required</p> <p>Share safety information with residents</p>	<p>Increase hours/access at City facilities to provide space as required</p> <p>Share safety information with residents</p> <p>If State of Emergency declared, Emergency Operations Centre will be activated</p>

STAKEHOLDER	GREEN	YELLOW	ORANGE	RED
Emergency Shelters and Safe Spaces	<p>Advise on revisions to plan and collaborate on operational strategy</p> <p>Review internal plans for emergent conditions, including staffing and supplies</p>	<p>Inform clients about risks and prevention of illness and injury</p> <p>Inform staff and volunteers about operating plans for emergent conditions</p> <p>Share information and monitor capacity to support guests redirected to another shelter</p>	<p>Activate response plans</p> <p>Collaborate with other shelters and safe spaces to redirect guests to appropriate spaces</p> <p>Alert WEMC and other shelters/safe spaces of any capacity issues; collaborate to establish overflow</p>	<p>Collaborate with first responders on any necessary interventions</p> <p>Collaborate with other shelters, safe spaces and mobile outreach to safely transport clients to the most appropriate available spaces</p>
Mobile Outreach, Drop-in and Meal providers	<p>Advise on revisions to plan</p> <p>Review internal plans for emergent conditions, including staffing and supplies responses</p>	<p>Inform clients about risks and prevention of illness and injury</p> <p>Prepare messages to inform staff and volunteers about plans for emergent conditions</p> <p>Share information and resources to support people at risk of direct health impacts due to conditions</p>	<p>Activate 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 responses</p>	<p>Collaborate with emergency shelters, safe spaces and drop-ins to safely transport clients to the most appropriate available spaces</p>
Health Care Providers	<p>Advise on revisions to plan</p> <p>Advise Committee on health system changes, prevention and responses for illness or injury risks</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>
Funders	<p>Inform Committee of funding opportunities and changes</p> <p>Collaborate on strategy for weather adaptation</p>	<p>Gather and share fundee stories of homelessness emergency responses and sector resilience</p>	<p>Consult with Committee to identify emergent resourcing needs</p>	<p>Consult with Committee to identify emergent resourcing needs</p>

Communications

As part of the Homelessness Emergency Response, End Homelessness Winnipeg and stakeholders represented on the Committee share 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.

Homelessness Emergency Response communications support the Response's broader goals:

- Avoid preventable illness, injury, and death due to homelessness
- Empower individuals experiencing homelessness, and those who support or reach out to them, with accurate, timely information and resources needed to keep safer during extreme weather and other disruptive events
- Share timely, accurate information on service capacity and pressures with stakeholders
- Build a shared understanding of homelessness in Winnipeg and the ways in which racism, sexism, ableism, colonialism and other oppressions impact individuals' and communities' experiences of homelessness and associated health and safety risks

Key audiences include:

- People experiencing homelessness
- Service providers working with people experiencing homelessness
- Elected representatives serving Winnipeg from all levels of government including Indigenous governance bodies, and
- The public at large

End Homelessness Winnipeg has a key role to play as backbone support for the Homelessness Emergency Response: sharing prevention, response, and support services information through social media, news media and email with all key audiences. All Emergency Response partners are encouraged to share prevention, response and support services information across these channels and in print with any key audiences they are engaging. Given that all partners may be communicating about the Emergency Response, there are key messages all may share:

- The Homelessness Emergency Response Committee brings together emergency shelters, community organizations, first responders, and public service agencies to develop, implement and monitor homeless-centred response plans for emergent conditions.
- The Plan sets out stakeholder roles and responsibilities; offers prevention and response information for identified risks; and lists resources available in the community.
- Stakeholders work together to monitor capacity and operations across shelters, drop-ins and outreach services, identifying and responding to any emerging concerns.
- Emergent conditions include hazards like extreme heat or cold, storms, poor air quality, public health emergencies or building systems failures. Such conditions increase risks of injury or illness for people who are experiencing homelessness due to lack of reliable access to shelter, clothing, food and transportation.
- Community members can help by being aware of the signs of illness or injury and keeping an eye out for people at risk. Know what resources are available and call 911 if an individual appears hurt or in distress. The Emergency Response plan and resources can be downloaded from EndHomelessnessWinnipeg.CA

Evaluation and Improvement

The Emergency Response Committee shares a commitment to continuous improvement, iterative adaptation and data-informed decision making. Monitoring, evaluation and measurement of the Emergency Response Plan helps to inform changes that can address gaps or risks faced by people experiencing homelessness during emergent conditions.

The Homeless Individuals and Families Information System (HIFIS) is a comprehensive data collection and case management system designed to better understand what is happening in your community and to work collaboratively. HIFS will be utilized for key data collection needs.

The Plan will measure three key indicators:

INDICATOR	MEASURE
An accurate sense of shelter and drop-in capacity is established	Capacity numbers for providers of emergency shelter and drop-in spaces are gathered and shared with the committee
Capacity exists within the system	Emergency shelters and overnight safe spaces 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 twice annually, to support planning and improvement.

Appendix I: Emergency Response Resources

Emergency Shelters and Overnight Safe Spaces				
AGENCY	ADDRESS	HOURS	PHONE	CAPACITY AND SERVICES
<u>Just a Warm Sleep</u>	109 Pulford	8p-8a *Dec.-Mar. only	204-782-3195	<ul style="list-style-type: none"> Capacity: 30 Age: 18+ Meals, pet and cart friendly Low barrier
<u>Main Street Project</u>	637 Main	9a-3:30p; 5:30p-7:30a *24/7 in extreme weather	204-982-8245	<ul style="list-style-type: none"> Capacity: 120 Age: 18+ Meals, showers, clothing Low barrier
<u>N'Dinawemak</u>	637 Main	24/7 *Closed 10a-12:30p; no drop-ins 10p-7a	204-982-8245	<ul style="list-style-type: none"> Capacity: 150 Age: 18+ Meals, showers, clothing Low barrier
<u>Salvation Army Centre of Hope</u>	180 Henry	24/7	204-946-9402	<ul style="list-style-type: none"> Capacity: 56 Age: 18+ Therapy-pet friendly Additional spaces for families
<u>Siloam Mission</u>	300 Princess	8p-7a	204-943-1748	<ul style="list-style-type: none"> Capacity: 143 Age: 18+ Showers, laundry Dry
<u>Ndinawe: Tina's Safe Haven</u>	472 Selkirk	24/7	204-417-7233	<ul style="list-style-type: none"> Capacity: 30 Age: 13-24, youth can self-refer, all genders welcome Meals, laundry, computers, phone
<u>Ndinawe: Safe House</u>	-----	24/7	204-417-7233	<ul style="list-style-type: none"> Capacity: 16 Age: 11-17, youth can self-refer, all genders welcome Meals, locked facility
<u>Rossbrook House</u>	658 Ross	10a-12a Su-Th *24/7 F-Sa + holidays	204-949-4090	<ul style="list-style-type: none"> Capacity: 30 Age: 6-24 Meals and activities
<u>The Link YRC</u>	159 Mayfair	24/7	204-477-1804 1-888-477-1804	<ul style="list-style-type: none"> Capacity: 10 Age: 12-21, youth can self-refer Meals, showers, clothing, unlocked facility
<u>WE24</u>	430 Langside	11p-7a	204-333-9681	<ul style="list-style-type: none"> Capacity: 10 Age: 13-26, all genders welcome Meals, clothing

Drop-Ins				
AGENCY	ADDRESS	HOURS	PHONE	CAPACITY AND SERVICES
<u>Freedom House</u>	294 Ellen	10-11a Tu/Th	204-504-9888	<ul style="list-style-type: none"> Capacity: 20 Breakfast, washrooms
<u>Lighthouse Mission</u>	669 Main	9a-3:30p M-Th; 1-8p F	204-943-9669	<ul style="list-style-type: none"> Capacity: 17 Meals, washrooms
<u>Mount Carmel Clinic Sage House</u>	422 Dufferin	12-7p M-F	204-272-0838	<ul style="list-style-type: none"> Capacity: 2 For women in survival sex work Meals, water, coffee
<u>North End Women's Centre</u>	394 Selkirk	8:30a-4:30p M/Tu/Th; 12-4:30p W; 8:30a-4p F	204-589-7347	<ul style="list-style-type: none"> Capacity: 20 Water, coffee, snacks, washrooms, phone
<u>North Point Douglas Women's Centre</u>	394 Selkirk	9a-12p, 1-4p M/T/W/F; 1-5p Sa	204-589-7347	<ul style="list-style-type: none"> Capacity: 10 Water, coffee, snacks, washrooms, phone
<u>Oak Table</u>	109 Pulford	12:30-3p M-Th	204-416-2240	<ul style="list-style-type: none"> Capacity: 25 Meals, washrooms
<u>One88</u>	188 Princess	10a-2p M-Th; 10a-1p F	204-504-8118	<ul style="list-style-type: none"> Capacity: 20 Coffee, phone, washrooms, showers, laundry
<u>Resource Assistance for Youth</u>	125 Sherbrook	1-4p M-F	204-504-8118	<ul style="list-style-type: none"> Capacity: 10 Meals, washrooms
<u>Siloam Mission</u>	303 Stanley	7a (guests) 8:30a (public)-2p, 4-8p *7a-8p in extreme weather	204-956-4344; 1-866-648-4673	<ul style="list-style-type: none"> Capacity: 200+ Meals, washrooms, showers, clothing, hygiene
<u>Sunshine House</u>	646 Logan	1-4:30p, 6-9p M/W; 11a-4p Tu/Sa; 11a-3p Su	204-783-8565	<ul style="list-style-type: none"> Capacity: 10 2SLGBTQ+ focused on M/W 6-9p Meals, washrooms, showers
<u>Union Gospel Mission</u>	320 Princess	11:30a; 2-4pm M-F; 7:30p daily; 10a-6p Sa	204-943-9904	<ul style="list-style-type: none"> Capacity: 15 Coffee, meals, washrooms, showers
<u>Velma's House</u>	154 Sherbrook	9a-12a M-F; 9a-9p Sa-Su	204-560-3007 204-560-3008	<ul style="list-style-type: none"> Capacity: 3 Age: 18+ For women experiencing homelessness/violence/exploitation Meals, washrooms, showers, laundry

Drop-Ins				
<u>West Broadway Community Services</u>	222 Furby	4-6p M-Th; 12-4p F	204-995-2944	<ul style="list-style-type: none"> Capacity: 20 Meals, washrooms
<u>West Central Women's Resource Centre (WCWRC)</u>	640 Ellice	9a-4:30p M/W/F; 12:30- 6p T/Th; 9a- 12p Sa	204-774-8975	<ul style="list-style-type: none"> Capacity: 10 For women and nonbinary people Snacks, washrooms, showers, laundry Emergency housing, EIA, and gender-based violence support
<u>West End Drop-in</u>	365 McGee	12:30-3p daily	204-995-2944	<ul style="list-style-type: none"> Capacity: 20 Meals, washrooms

Mobile Outreach Services				
AGENCY	AREAS SERVED	HOURS	PHONE	SERVICES
<u>Downtown Community Safety Partnership</u>	Downtown	24/7	204-947-3277	<ul style="list-style-type: none"> Walking outreach, safe rides and walks Basic needs, first aid
<u>Main Street Project</u>	Citywide	24/7	204-232-5217	<ul style="list-style-type: none"> Van outreach, safe rides Basic needs, hygiene/harm reduction supplies, outdoor gear
<u>Mount Carmel Clinic: Sage House</u>	City centre	12-7p M-F	204-272-0838	<ul style="list-style-type: none"> Car outreach Focus on women in survival sex work Hygiene/harm reduction supplies, meals, coffee/tea/water, clothing
<u>North End Women's Centre</u>	North End/ Downtown	1-4p M/Th/F; 9a-12p Tu	431-374-8726	<ul style="list-style-type: none"> Van outreach Food, coffee/tea/water, clothing
<u>Salvation Army</u>	Citywide	Hours vary	204-995-2410	<ul style="list-style-type: none"> Van outreach Food, coffee/tea/water, clothing
<u>St. Boniface Street Links</u>	East of the Red	24/7	204-228-2369	<ul style="list-style-type: none"> Van outreach, safe rides Meals, Basic needs, mental health first aid, shelter assistance
<u>Street Connections</u>	North/West End, Downtown	6-11:30p M-F; 4-10:30p Sa	204-981-0742	<ul style="list-style-type: none"> Van outreach, no rides Harm reduction/safer sex supplies; Naloxone
<u>WCWRC</u>	Citywide	5-9p M/W/F; 2-6p T/Th; 11a-3p Sa/Su	204-774-8975	<ul style="list-style-type: none"> Van outreach, no rides Meals, water/coffee; harm reduction/hygiene kits, outdoor gear
<u>Resource Assistance for Youth (RaY)</u>	Citywide	12-4p M-F	204-391-2209	<ul style="list-style-type: none"> Van outreach, safe rides for youth Sandwiches, water, clothing/outdoor gear, harm reduction supplies
<u>WE24</u>	Citywide	11p-2a	204-333-9681	<ul style="list-style-type: none"> Van for safe rides for youth

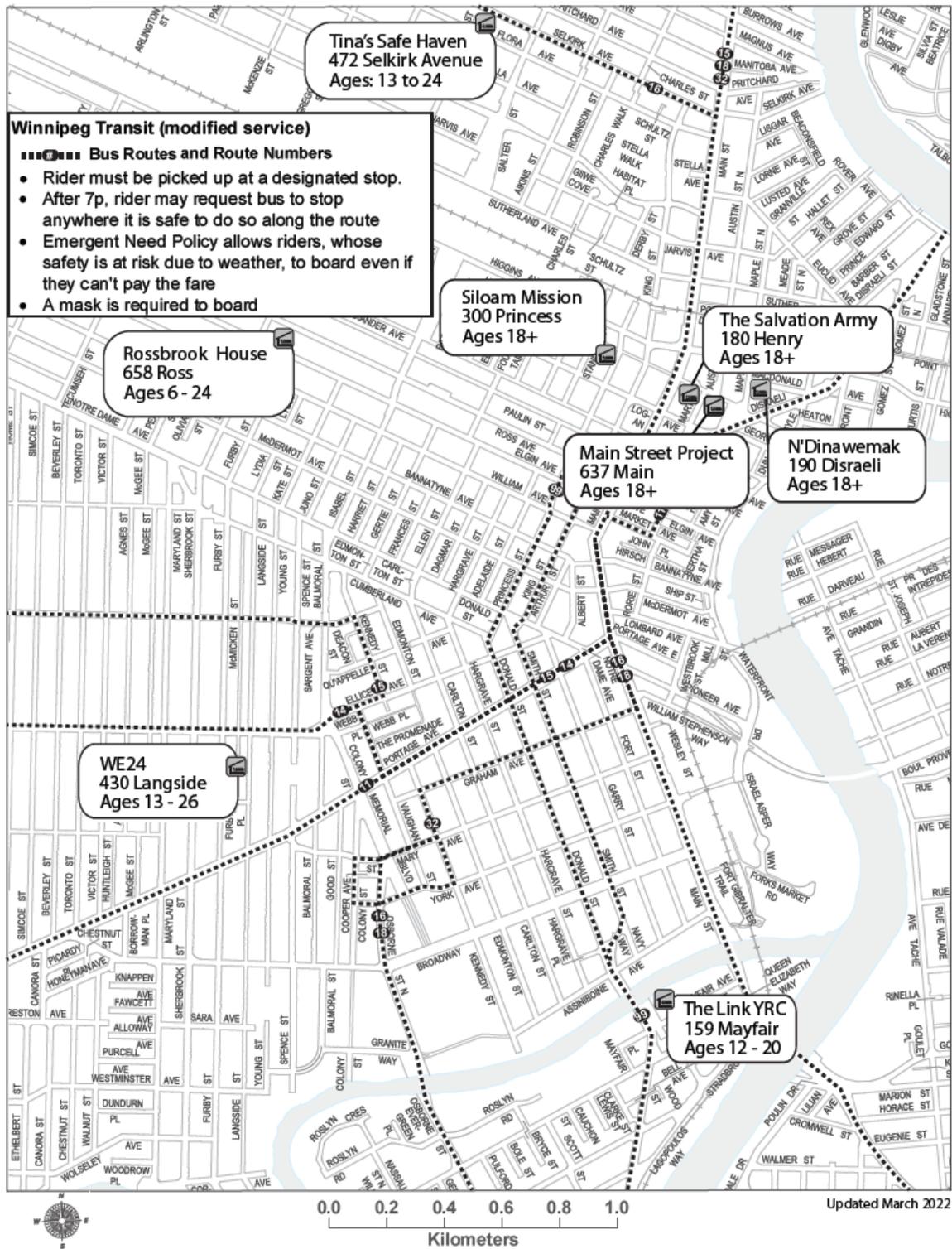
Bagged Meals				
AGENCY	ADDRESS	HOURS	PHONE	OTHER SERVICES
Agape Table	364 Furby	7-11a M-F	204-783-6369	<ul style="list-style-type: none"> Free groceries based on any surplus donations received
Andrews Street Family Centre	220 Andrews	12p M-F	204-589-1721	<ul style="list-style-type: none"> Coffee, emergency food, diapers, formula
Lunchroom at Holy Trinity	256 Smith	11a-1p Tu/Th	204-942-7465	
Missionaries of Charity	167 Aikins	9:30-10:45a M/W/F/Sa	204-582-2773	
<u>North End Women's Centre</u>	394 Selkirk	11:45a M	431-374-8726	<ul style="list-style-type: none"> Water, snacks, hygiene, harm reduction supplies, bus tickets
NorWest Co-op Community Food Centre	103-61 Tyndall	12-1:30p M/W/F; 5:30-6:30p Th	204-615-3117	<ul style="list-style-type: none"> Meals for adults and supervised children
Thrive Community Support Circle	555 Spence	11:30a M/W/Th/F	204-775-9091	<ul style="list-style-type: none"> Emergency food, hygiene, safer sex and baby supplies
WCWRC	640 Ellice	12p M/W/F; 5p Tu/Th; 10a Sa	204-774-8975	<ul style="list-style-type: none"> Washroom, showers, laundry, phone, computer, hygiene/harm reduction supplies, cedar/sage
Support Services				
AGENCY	ADDRESS	HOURS	PHONE	SERVICES
<u>End Homelessness Winnipeg</u>	216c Pacific	8:30a-4:45p M-F	204-942-8677	<ul style="list-style-type: none"> Cross-sector engagement, facilitation, systems planning, and communication centring lived experience and Indigenous perspectives Resource listings and navigation supports
<u>City of Winnipeg Office of Emergency Management (OEM)</u>	510 Main	8:30-4:30 M-F	311 * If you are facing an emergency, call 911	<ul style="list-style-type: none"> Coordinates the City's response to emergencies. Activates its specialized emergency web site, EmergWeb, when there is a weather, public health or environmental emergency, to provide 24/7 up-to-date information.

Support Services				
AGENCY	ADDRESS	HOURS	PHONE	SERVICES
<u>City of Winnipeg Community Services</u>	395 Main	8:30-4:30 M-F	311	<ul style="list-style-type: none"> During extreme weather, the City makes facilities available, including aquatic centres, libraries, and recreation buildings. Staff at these facilities can also refer people to other community resources.
<u>Winnipeg Fire Paramedic Service</u>	185 King (second floor)	8:30-4:30 M-F *First responders are available 24/7 by calling 911	204-986-6380	<ul style="list-style-type: none"> Responsible for coordinating and supporting overall emergency preparedness through research, training and education, disaster exercises, public information, and responses to emergency events.
<u>Winnipeg Police Service</u>	245 Smith	7a-10p *First responders are available 24/7 by calling 911	204-986-6222 (Non-emergency)	<ul style="list-style-type: none"> When notified of extreme weather, police pay special attention to areas where people who are vulnerable to exposure may be found, encouraging them to go to safer places.
<u>Winnipeg Transit</u>	B-414 Osborne	8:30-4:30 M-F * Buses run 365 days a year, usually from 6a to after midnight. Refer to online timetables	311	<ul style="list-style-type: none"> Emergent Need Policy allows riders who do not have means to pay a fare, whose safety is at risk due to 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, to enhance safety and minimize time in inclement weather. Passengers are allowed to stay on the bus at the end of its line and ride back around to avoid inclement weather.
<u>Winnipeg Regional Health Authority (WRHA) ACCESS Downtown</u>	640 Main	9a-4:30p M-F	204-940-3160	<ul style="list-style-type: none"> Health care and social services supports and information on community resources Washrooms, computer, phone; warming/cooling space during extreme weather
<u>WRHA Health Outreach and Community Support (HOCS)</u>	80 Sutherland	Varies	204-794-3804	<ul style="list-style-type: none"> Mobile follow up with individuals who are homeless and who have been identified as needing assistance in connecting to appropriate health and social services. Support at an individual and agency level as a direct point of connection for information and referral, assessment, psycho-social support, and service delivery.

Support Services				
AGENCY	ADDRESS	HOURS	PHONE	SERVICES
<u>Street Connections</u>	496 Hargrave (main floor)	8:30a-4:30p M-F	204-940-2210	<ul style="list-style-type: none"> Nursing services, safer sex, and safer drug use supplies, and other activities to reduce the spread of sexually transmitted and blood borne infections (STBBIs).
Resource Guides and Navigation Supports				
RESOURCE LINK		DESCRIPTION		
<u>211 Manitoba *or dial 211</u>		Database of health, government, and social services available across Manitoba.		
<u>HelpSeeker</u>		Website/app connecting people to nearby resources in real time		
<u>WON Resource Guide</u>		Pocket-sized resource guide listing local supports		
<u>Seasonal Resource Guide</u>		Double-sided, single page resource sheet listing critical shelter, safe space, outreach and drop-in supports, updated seasonally		

Appendix II: Map of Emergency Shelters and Safe Spaces

Emergency Response Overnight Shelters and 24/7 Safe Spaces



Appendix III: Agency Emergency Response Plan Template

Emergent conditions covered under this plan

- Extreme Heat
- Pandemics and Public Health Emergencies
- Extreme Cold
- Building System Failures
- Extreme Wet Weather and Storms
- Poor Air Quality and Wildfire Smoke

Homelessness Emergency Response community organization partners commitment

Partners are committed to adapting service delivery and supports to emergent situations listed above, as outlined in the Homelessness Emergency Response Plan. [AGENCY] commits to:

Green Stage

- Advise on revisions to plan
- Review internal plans for extreme weather responses

Yellow Stage

- Inform clients about risks and prevention of weather-related illness and injury
- Prepare messages to inform staff and volunteers about extreme weather responses
- Share information and resources to support people at risk of weather-related injury or illness

Orange Stage

- Activate extreme weather response plans
- Reach out to clients experiencing or at risk of homelessness to identify and provide any needed health or safety supplies/services
- Circulate messages to inform staff and volunteers about extreme weather responses

Red Stage

- Collaborate with emergency shelters and other community organizations to safely transport clients to the most appropriate available warming space or shelter if needed

[AGENCY]'s Plan

Stage	Action	Staff Lead(s)
Green	<ol style="list-style-type: none"> 1. Active participation in the Homelessness Emergency Response 2. Adaptation of Team Plans as needed (review commitment, add new/remove obsolete programs, adapt to current building/space constraints or expansions since last plan) 3. Staff awareness training (biannually in spring and fall, and ad hoc as needed) 	<ol style="list-style-type: none"> 1. 2. 3.
Yellow	<ol style="list-style-type: none"> 1. Review of Department plans (template attached), staff expectations clear 2. Circulation of material to staff 	<ol style="list-style-type: none"> 1. 2.
Orange	<ol style="list-style-type: none"> 1. Communication to all staff to be prepared for activation 2. Each Team has resources available for their participants 3. Circulation of material to general public via comm. tools 4. Plan for contingencies related to emergency (e.g., Staff shortages across Agency/sector) 	<ol style="list-style-type: none"> 1. 2. 3. 4.
Red	<ol style="list-style-type: none"> 1. Activation of Team plans 2. Contingency plans activated as emergency develops 3. Circulation of material to general public via comm. Tools 	<ol style="list-style-type: none"> 1. 2. 3.

[AGENCY] Department Emergency Response Plan

Department: [e.g., Community Services; Program: Outreach]

Stage	Action	Staff Lead(s)
Green	1. Staff participate in training/info sessions	1. Ops, all staff attend
Yellow	<ol style="list-style-type: none"> 1. Code Yellow is activated: staff are aware 2. Staff review material and prepare for upcoming event 3. Material is shared with community in preparation of event <ol style="list-style-type: none"> a. Work with Drop-in to adapt material if needed 4. If possible, start making plans for participants safety: <ol style="list-style-type: none"> a. Is housing desirable? Is income in place to secure housing? Intakes and forms are made available/plan for appointments b. If interested in living unsheltered, identify needs 5. Stock and maintain supply inventory (weather appropriate gear, hygiene supplies, bus tokens, HR supplies, naloxone, etc.) <ol style="list-style-type: none"> a. Storage options revised in collab with other Dept. 	<ol style="list-style-type: none"> 1. Ops to all staff 2. All staff 3. Outreach Team 4. Team Lead with OW 5. Dept. Coordination
Orange	<ol style="list-style-type: none"> 1. Code Orange is activated: staff are aware and prepared 2. Stock and maintain supply inventory (weather appropriate gear, hygiene supplies, bus tokens, HR supplies, naloxone, etc.) 3. Staff share info with participants 4. Staff check on participants' plans made in Code Yellow, identify role [AGENCY] can play to move plan along if needed (housing/shelter plans, income, basic needs, personal safety during extreme weather, fire safety, OD prevention/drug alerts, etc.) 5. Participant is connected and/or referred to all appropriate resources 	<ol style="list-style-type: none"> 1. Directors to all staff 2. Dept Coordination 3. Outreach Team 4. Outreach Team 5. Outreach Team
Red	<ol style="list-style-type: none"> 1. Code Red activated: staff are aware and prepared 2. Stock and maintain supply inventory (weather appropriate gear, hygiene supplies, bus tokens, HR supplies, etc.) 3. Continue sharing information, check that participants are prepared to implement the plan made, identify role [AGENCY] can play 4. Coordination with housing is in place if emergency stays are available 5. Offer rides to shelters/safe spaces/emergency stays during shift 6. Staff coordinate with other Teams and agencies to support participants in need (K.O. Outreach et al.) 7. Staff are available to support in emergency related initiatives (ex. Work drop-in in case of staff shortages, setup water hose in hot weather, etc.) 	<ol style="list-style-type: none"> 1. Directors to all staff 2. Dept Coordination 3. Outreach Team 4. Outreach and Housing teams 5. Outreach staff 6. Outreach with support of Ops 7. All staff

Appendix IV: Definitions

ACCOMODATIONS TYPES:

Shelter – Congregate emergency shelters and safe spaces, offering short-term stays and meals with 24/7 staffing.

Emergency Housing – Temporary emergency housing, offering short-term emergency stays in private units with meals and 24/7 staffing.

Transitional Housing – Supportive and temporary or intermediate housing, intended to bridge a gap to permanent or independent housing, by offering structure, supervision, support, life skills, education, etc., in a setting that is more long term, service intensive and private than Emergency Shelters. Often, stays are 3 months to 3 years in length.

Supportive Housing – Permanent housing with individualized services for people with high needs related to physical or mental health, substance use or recovery, and/or developmental disabilities; one option for chronically homeless individuals with higher needs.

Geared-to-Income Housing – Permanent housing where a subsidy is provided to cover the difference between a tenant's RGI rent (e.g., 30% of their income) and the unit's market rent. This may include buildings owned and operated by the Province or a non-profit organization; as well as individual, subsidized units owned and operated by private or non-profit landlords.

HOUSING PHILOSOPHIES:

Harm Reduction: No entry requirements for access other than the need for a place to stay.

Housing First: Housing First is an approach to ending homelessness that centers on providing people experiencing [chronically and episodically homeless conditions](#) with housing as quickly as possible – and then providing needed services. This approach has the benefit of being consistent with what most people experiencing homelessness want and seek help to achieve. Housing First programs share critical elements:

- A focus on helping individuals and families access and sustain permanent rental housing as quickly as possible without time limits;
- A variety of services delivered to promote housing stability and individual well-being on an as-needed basis; and
- A standard lease agreement, as opposed to mandated therapy or services compliance.

While all Housing First programs share these critical elements, program models vary significantly depending upon the population served. For people who have experienced chronic homelessness, there is an expectation that intensive (and often specialized) services will be needed for longer duration.

- Housing First has been shown to: increase housing stability; improve quality of life, and improve health and addiction outcomes; reduce involvement with police and the justice system; reduce costs associated with justice system and health expenditures; and reduce hospitalization and emergency visits.
- Housing First has been recognized as an important policy towards ending homelessness by both the Canadian and the United States federal governments, in addition to several European countries. Housing First can be adapted to many local contexts, including rural jurisdictions and areas with low vacancy rates.
- Winnipeg has had success [localizing Housing First from an Indigenous perspective](#).

Choice: People have access to a range of housing options that support their needs and goals