

2019/2020

# **EXTREME COLD WEATHER RESPONSE:**

A Homelessness-Centered Plan for  
Keeping Winnipeggers Safe in Winter



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

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## **What is Extreme Cold?**

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

## **Why an Extreme Cold Weather Response Plan?**

Winnipeg faces very harsh cold winters, and with weather events changing, these risks may be increasing. The goal of the Extreme Cold Weather Response Plan is to prevent harmful health impacts of extreme cold weather on the people who are experiencing homelessness and other vulnerable populations in Winnipeg.

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

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

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

## **Extreme Cold Weather and Homelessness**

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

## Recognizing Cold Illness

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

### Trench Foot:

Trench foot results from prolonged exposure to a damp 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, and gangrene.

Treatment:

- Take off socks;
- Clean the affected area right away;
- Dry feet thoroughly; and
- Apply heat packs to the affected area for up to five minutes. Can use warm (not hot) water immersion to warm (despite recommendation to dry affected area).

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

### Frostnip:

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

Signs of Frostnip include:

- May experience irritation, tingling or burning sensation in the area exposed;
- Those with fair skin, the skin may appear yellowish, reddish or white but feels soft to the touch.

Treatment:

- Passive warming - move to a warm room, remove wet clothing, wrap yourself in blankets.
- Do not thaw skin if there is still a risk that skin can refreeze, i.e., further risk of prolonged exposure.
- If no further risk of skin refreezing, consider rewarming by or by skin-to-skin contact with another person or immersing in warm (not hot) water.
- Do not apply direct heat or place near heat source.
- Do not rub, massage or shake the injured skin as that can cause more damage. Avoid walking on frostnip or frostbitten feet if possible unless absolutely necessary.

### Frostbite:

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

Signs of frostbite include:

- Most often affects fingers, toes, ear lobes or nose tip but occur in other areas;
- Experience of loss of feeling in the affected area or limb;
- Affected area may be hard or waxy to the touch;
- May also have white, grayish-yellow appearance;
- Blistering may occur after thawing.

Treatment:

**Severe frostbite requires immediate medical**

**attention - call 911.** While waiting for help to

arrive, begin treating it with passive warming as described in the section on "Frostnip:

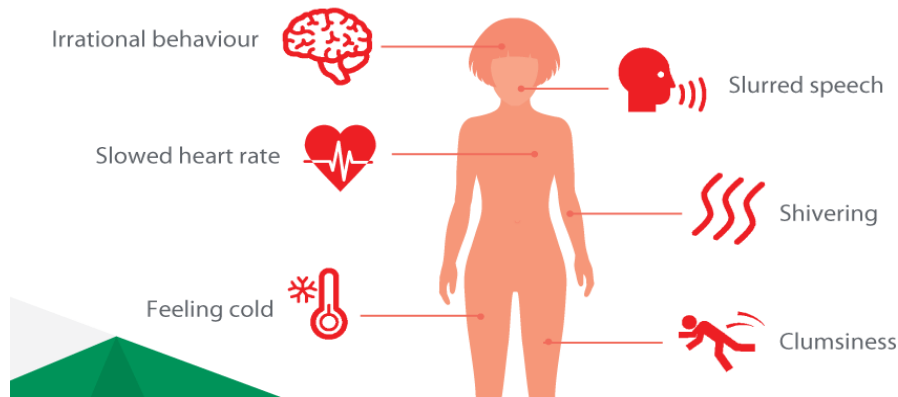
Treatment" above. If it is necessary to move the individual, try to pad or splint affected areas to minimize further damage.



### 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 is around 37° C, hypothermia occurs when the body temperature drops below 35° C.

## HYPOTHERMIA WARNING SIGNS



Signs of hypothermia include:

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

Treatment:

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

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

## Preventing Cold Illness Before It Happens

Recommendations for keeping warm to prevent cold illness include:

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

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

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

Province of Manitoba: "Cold Weather and Your Health" website: <https://www.gov.mb.ca/health/publichealth/environmentalhealth/cold.html>



## How the Cold Weather Response Works

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

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

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

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

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

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

## Stakeholder Roles

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

Stakeholders and partners are responsible for the following:

- Subscribing to receive weather warnings from Environment and Climate Change Canada:
  - Receive email alerts: EC Alert Me - <https://ecalertme.weather.gc.ca>;
  - Or download the [WeatherCAN App](#).
- Have their own plans for responding to such warnings; and
- Participate in periodic meetings to evaluate the Extreme Cold Weather Response Plan and consider improvements that can be implemented immediately or incorporated into plans for the next extreme cold season.

During each stage of the Extreme Cold Weather Response Plan, stakeholders have specific roles they carry out.

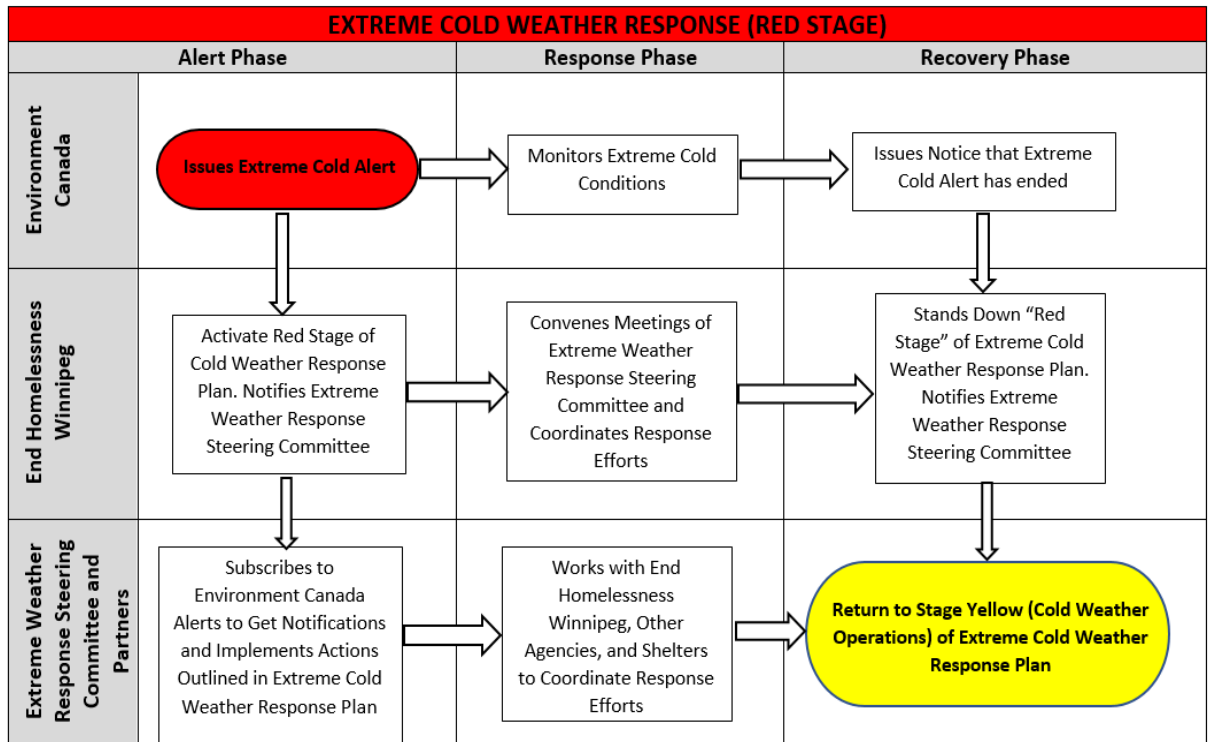
These roles are outlined on the following pages.

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

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

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

## Extreme Cold Alert, Response, and Recovery Phases



## **Appendix I: 2019/20 Extreme Weather Response Steering Committee Members**

The following organizations and groups participate in the Extreme Weather Response Steering Committee:

1JustCity - Just a Warm Sleep (Augustine United Church)

City of Winnipeg

- Community Services Department
- Winnipeg Fire and Paramedic Service
- Office of Emergency Management
- Winnipeg Police Service

Downtown Winnipeg BIZ - CHAT

End Homelessness Winnipeg

Environment and Climate Change Canada (ECCC)

Health Sciences Centre

Macdonald Youth Services

Main Street Project

Ndinawemaaganag Endaawaad Inc.

Resource Assistance for Youth (RaY)

Salvation Army Booth Centre

Siloam Mission

Spence Neighbourhood Association (WE 24)

West Central Women's Resource Centre

Winnipeg Outreach Network

Winnipeg Regional Health Authority

## Appendix II: Cold Weather Response Resources

## Overnight Shelters, Warming Centres & 24-Hour Safe Spaces

Organization	Address	Hours of Operation	Capacity	Age	Outreach Van	Contact Information	Note
<b>Main St. Project</b> (Emergency Shelter)	75 Martha St.	Open seven days a week.  Drop-In: 9:00am to 7pm <i>*Closed for cleaning: 11:30am – 1pm &amp; 5:30pm to 7pm*</i>  Overnight Shelter: 7:00pm to 6:30am.	Day capacity: 25 beds (plus drop in area)  Overnight capacity: 80  (66Men; 14 Women)	18+	Yes  11:30pm to 8:00am	204-982-8245	Meals.  Showers.   *does not close for cleaning during cold alerts.
<b>Salvation Army</b> (Emergency Shelter)	180 Henry St.	24/7	45 plus capacity for overflow (up to 100) available.  M and W capacity flexible depending on needs  15 beds for 2SLGBTQ	18+	Yes  Thurs to Mon 11:00pm to 4:00am	204-946-9402	Family.  LGBTQ2S*.  Therapy pet friendly.  Meals.
<b>Siloam Mission</b> (Emergency Shelter)	Overnight Shelter 300 Princess St.  Drop in Centre: 303 Stanley St.	Open seven days a week.  Drop-In: 7:00am to 8:00pm. <i>*Closed 2pm-4pm*</i>  Overnight Shelter: 8:00pm to 7:00am.	110  (94 M, 16 W, 3 beds in family room for gender non-binary)	18+	No	204-956-4344 (8:00am to 4:30pm)  204-943-1748 (8:00pm to 8:00am)	Dry   *does not close 2-4pm for cleaning during cold alerts.



<b>1 Just City's Just a Warm Sleep</b> (Warming Centre)	109 Pulford Ave.	<i>Operates when -10 or colder</i> <i>Opening date not confirmed.</i> Open 7 days/week. Intake hours: 9:00 pm - 11:00 pm. Lights out: 11:00 pm - 6:30 am. Closed: 7:00 am.	25	18+	No	204-782-3195	Meals. Pet friendly. Not gender segregated. Does not provide other resources besides <i>just a warm sleep</i> .
<b>WE24 (West End 24 - hour / Spence Neighbourhood Association)</b> (Overnight Safe Space)	430 Langside St.	Weekends and school holidays 11:00pm to 7:00am	Drop in capacity: 50 Overnight capacity: 30	13 to 26 years old	Yes 11:00pm to 2:00am	204-333-9681	Meals. Provides winter clothing. Provides safe rides, pick up and drop offs.
<b>Ndinawe/Tina's Safe Haven</b> (Youth 24-hour Safe Space)	Resource Centre Drop-in: 472 Selkirk Ave.	24/7	Resource Centre Drop in capacity: 50 Safe House capacity: 16	Resource Centre: 13 to 24 years old Safe House: 11 to 17 years old	Yes Vehicle and foot patrol 11:00am to 1:30am	204-417-7233	Meals. All genders welcome. Locked facility. Can self-refer.
<b>Macdonald Youth Services (MYS)</b> (Youth Shelter)	159 Mayfair Ave.	24/7	8 (if at capacity, will provide alternative resources)	12 to 21 years old	No	204-477-1804 (in Winnipeg) 1-888-477-1804 (outside Winnipeg)	Meals. Provides winter clothing. Unlocked facility. Can self-refer.
<b>Rossbrook House</b> (Youth 24-hour Safe Space)	658 Ross Ave.	Regular Hours: Mon to Thurs: 8:00am to 12:00am Friday to Sunday (and school holidays): 12:00am to 8:00am		6 to 24 years old	Yes: Safe rides for children and youth	204-949-4090	<i>Only open 24hrs on weekends and school holidays.</i>

## Outreach Vans and Walk Patrols

Organization	Hours of Operation	Contact Information
Main Street Project	Daily 11:30pm to 8am	204-982-8245
Street Connections	Daily 6pm-12:20am	204-981-0742
Ma Mawi Wi Chi Itata	Mon-Fri 12pm-8am Mon & Fri & 4pm-12am Sat/Sun 8pm-8am	204-330-3300
Salvation Army	(Thurs-Mon) 11pm-4am (when below -15)	204-946-9402
Ndinawemaaganag Endaawaad Inc.	Sat-Mon 6pm-4am Wed-Fri 7pm-5am Tues 1pm-3:30am	204-417-7233
Resource Assistance for Youth (RaY)	Mon-Fri 5:30-9pm	204-391-2209
WE24 (Spence Neighbourhood Association)	As available	204-333-9681
Sage House	Tues - Thurs 6-9pm	204-582-2311
CHAT Team	Mon-Fri 8am-6pm	204-958-4640
Bear Clan (foot patrol)	North End: Wed-Sun 6-9pm, Fri & Sat 9pm-12am West End: Thurs & Fri 6-9pm West Broadway: Fri & Sat 6-9pm	204-918-8996
Mama Bear Clan (foot patrol)	Fri & Sun 6-8pm	204-947-0321

## Resource Guides

Resource guides outlined below allow users to search a wide range of services, by category, for supports.

<b>211 Manitoba</b> <a href="http://mb.211.ca/">http://mb.211.ca/</a>	An online database of health, government, and social services available across Manitoba. The site will help Manitobans find community and social resources.
<b>HelpSeeker</b> <a href="https://helpseeker.org/">https://helpseeker.org/</a>	An online, geo-located outline of services for vulnerable populations.  Update and list your organization for free, or use it to find available supports.  Available online or as an app.
<b>Winnipeg Outreach Network Resource Guide</b> <a href="https://endhomelessnesswinnipeg.ca/wp-content/uploads/2016/10/20190924-WON-GUIDE.pdf">https://endhomelessnesswinnipeg.ca/wp-content/uploads/2016/10/20190924-WON-GUIDE.pdf</a>	A pocket-size resource guide outlining local supports for vulnerable populations.  Viewable online or contact <a href="mailto:info@EndHomelessnessWinnipeg.ca">info@EndHomelessnessWinnipeg.ca</a> for printed copies.

## Appendix III: Other Stakeholders

Stakeholders and partners support the Extreme Cold Weather Response Plan in a variety of ways. A key priority for this network is to collaborate with each other to appropriately redirect individuals to find shelter from extreme cold. In addition, connect them to resources that can assist with addressing other challenges. This section outlines available services and policies to support people during extreme cold.

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### **End Homelessness Winnipeg**

Through alignment and integration, EHW partners with community agencies, funders, private and public sectors, and other stakeholders to address the root causes of homelessness and prevent its occurrence. EHW Chairs the Extreme Weather Response Committee.

[www.endhomelessnesswinnipeg.ca](http://www.endhomelessnesswinnipeg.ca)

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### **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.

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

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### **City of Winnipeg**

#### **Fire Paramedic Service Office of Emergency Management**

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

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

**Emergency preparedness:** [www.winnipeg.ca/epp](http://www.winnipeg.ca/epp)

**EmergWeb:** [winnipeg.ca/EmergWeb](http://winnipeg.ca/EmergWeb)

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### **City of Winnipeg**

#### **Winnipeg Police Service**

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

**Non-emergency phone number: 204-986-6222**

[www.winnipeg.ca/police/](http://www.winnipeg.ca/police/)

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**Winnipeg Transit**

- 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.
- Request Stop Program allows passengers to get off their bus between regular stops, when it is safe to do so. The program is designed to enhance personal safety and minimize time in cold or other inclement weather. This program is in effect after 7:00 p.m. but can be accommodated throughout the day – schedule permitting.
- Passengers are also permitted to stay on their bus when it reaches the end of the line and to ride back around to avoid inclement and cold weather.

<https://winnipegtransit.com/en>

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**The Salvation Army - Centre of Hope**

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.

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

**Address: 180 Henry St., 75 Martha St.**

**Phone: 204-946-9402**

[www.wpgboothcentre.ca](http://www.wpgboothcentre.ca)

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**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. The Clothing Program offers clothing and winter outerwear.

**Shelter Address: 300 Princess St.**

**Drop in Address: 303 Stanley St.**

**Phone: 204-956-4344**

[www.siloam.ca](http://www.siloam.ca)

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<b>Main Street Project</b>	<p>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.</p> <p><b>Address: 75 Martha St.</b>  <b>Phone: 204-982-8245</b>  <a href="http://www.mainstreetproject.ca">www.mainstreetproject.ca</a></p>
<b>1JustCity's Just a Warm Sleep</b>	<p>1Just City's Just a Warm Sleep is a warming centre open when it is -10 or colder. 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.</p> <p><b>Address: 109 Pulford Ave. Augustine United Church</b>  <b>Contact: tessa@1justcity.ca</b>  <a href="https://www.1justcity.ca/just-a-warm-sleep">https://www.1justcity.ca/just-a-warm-sleep</a></p>
<b>Winnipeg Regional Health Authority (WRHA)</b>	<p><b>ACCESS Downtown:</b> A one-stop centre for health care and social services. During regular business hours (8am-5pm Mon-Sat), 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.</p> <p><b>Address: 640 Main St.</b>  <b>Phone: 204-940-3160</b></p> <p><b>Health Outreach and Community Support (HOCS):</b> During regular business hours, HOCS can be contacted to provide mobile follow up with individuals that 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.</p> <p><b>Address: 80 Sutherland St.</b>  <b>Phone: 204-794-3804</b></p> <p><b>Street Connections:</b> 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.</p> <p><b>Address: 496 Hargrave St., main floor</b>  <b>Phone: 204-981-0742</b>  <a href="https://www.streetconnections.ca/">https://www.streetconnections.ca/</a></p>

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**Community  
Homelessness  
Assistance Team  
(CHAT)**

CHAT is dedicated to performing comprehensive outreach to individuals at-risk of, or experiencing, homelessness downtown. CHAT Outreach Workers link those in need to individually and culturally relevant service. CHAT Outreach Workers can be identified on the street by their name badges and will work in collaboration with other agencies in order to ensure a meaningful approach is employed that complements all service provider efforts in supporting this vulnerable population.

**Address: 426 Portage Avenue**

**Contact:** [christy@downtownwinnipegbiz.com](mailto:christy@downtownwinnipegbiz.com)  
<http://downtownwinnipegbiz.com/programs-services/homelessness-assistance/c-h-a-t-program/>

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**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.

**Contact: 204-918-8996**

[bearclanmb@hotmail.com](mailto:bearclanmb@hotmail.com)  
<https://www.bearclanpatrolinc.com/>

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**Mama Bear Clan**

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

**Address: 221 Austin Street**

**Phone: 204-947-0321**

**Email:** [mamabearclan@npdwc.org](mailto:mamabearclan@npdwc.org)

<http://www.northpointdouglaswomenscentre.org/>

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

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

**Address: 445 King St. (community meeting space)**

**Phone: 204-925-0300**

[www.mamawi.com](http://www.mamawi.com)

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**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**

<http://rayinc.ca/>

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**Macdonald Youth  
Services**

The Youth Resource Centre (YRC) and Emergency Shelter is open 24 hours a day, 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 services 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**

<https://www.mys.ca/services/youth-crisis-services>

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**Ndinawe Youth  
Resource Centre  
(Tina's Safe Haven)  
&**

**Ndinawe Safe  
House**

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 ext. 2**

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 may have and what is important to them.

**Address: 370 Flora Avenue**

**Phone: 204-417-7233 ext. 1**

[www.ndinawe.ca](http://www.ndinawe.ca)



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**West End 24-Hour  
Safe Space**

**(WE24)**

**/ Spence  
Neighbourhood  
Association**

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 11:00 pm to 7:00 am on Fridays, Saturdays and all school holidays including being open 7 nights per week during school summer 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**

[www.spenceneighbourhood.org](http://www.spenceneighbourhood.org)

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**West Central  
Women's Resource  
Centre (WCWRC)**

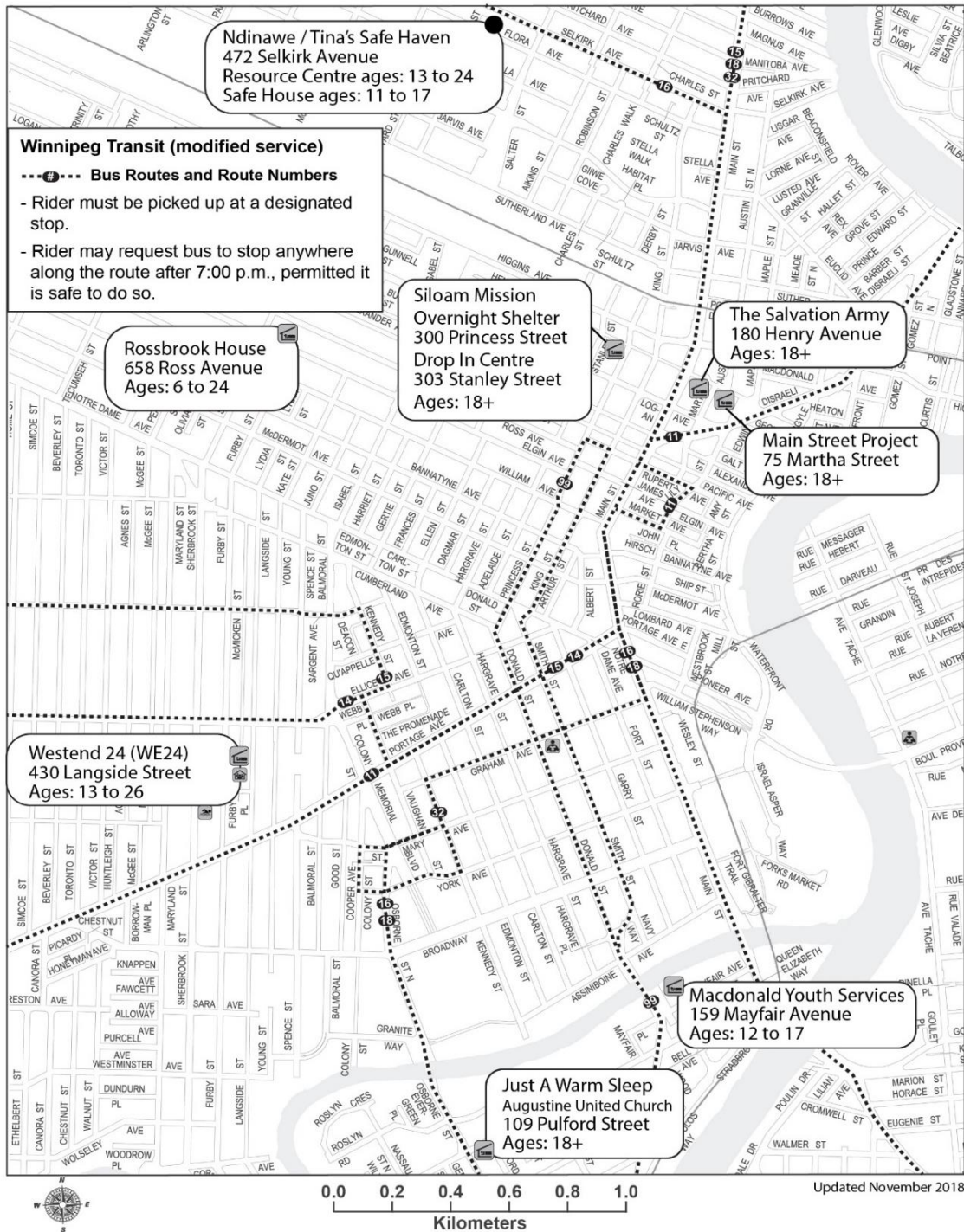
WCWRC is a drop-in space open to all women-identified individuals.

**Address: 640 Ellice Avenue**

**Phone: 204-774-8975**

<https://wcwrc.ca/>

## Appendix IV: Map of Emergency Response Overnight Shelters and Warming Centres



## Appendix V: Annual Schedule

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

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

\*Key milestone

