

2023-2024 COLD WEATHER RESPONSE PLAN FOR PEOPLE EXPERIENCING HOMELESSNESS

TABLE OF CONTENTS

- 1.0 Introduction 2**
 - 1.1 Purpose of the Plan 2
 - 1.2 Cold Weather and Homelessness..... 2
 - 1.3 York Region Temperature Thresholds for Alerting the Public..... 3
- 2.0 2023-2024 Cold Weather Response Plan for People Experiencing Homelessness..... 3**
 - 2.1 Issuing Cold Weather Alerts for People Experiencing Homelessness 3
 - 2.2 Distribution of Supplies 4
 - 2.3 Emergency Housing Central Intake Line..... 4
 - 2.4 Emergency Housing and Mosaic Interfaith Out of the Cold Seasonal Shelter 5
 - 2.5 Drop-in Programs 7
 - 2.6 Outreach and Encampments 8
 - 2.7 Transportation 8
 - 2.8 Municipal Locations Open to the Public 9
 - 2.9 Community Meal Programs 14
- 3.0 Roles and Responsibilities..... 15**

The Cold Weather Response Plan for People Experiencing Homelessness is a living document that will be updated annually to incorporate changes and enhancements in response to lessons learned, trends in homelessness and new community programs.

1.0 Introduction

The Regional Municipality of York (York Region) is committed to fostering welcoming and inclusive communities where people have access to the services they need. To create welcoming and inclusive communities for people experiencing or at risk of homelessness, York Region partners with service providers to ensure programs, supports and services are delivered using a person-centered, equitable and collaborative approach. This approach reflects best practices that meet each person's unique needs, circumstances, and experiences. York Region's Cold Weather Response Plan helps to achieve this goal by expanding services for people experiencing homelessness throughout the cold weather season.

1.1 PURPOSE OF THE PLAN

York Region's 2023-2024 Cold Weather Response Plan for People Experiencing Homelessness (the Plan) provides access to expanded supports and services for people experiencing homelessness in York Region during the cold weather season. The Plan is in effect from November 15, 2023, to April 30, 2024, although there may be occasions where periods of cold weather fall outside of this timeframe.

The Plan involves:

- Alerting people experiencing homelessness, other members of the public and community partners that cold weather conditions are expected or currently exist
- Providing information about services for people experiencing homelessness during the cold weather season
- Collaborating with service providers to temporarily increase system capacity

1.2 COLD WEATHER AND HOMELESSNESS

People experiencing homelessness may spend extended periods of time outside, which can have negative health impacts during cold weather. Prolonged exposure to cold weather can lead to frostbite, hypothermia, and even death. Risks can be affected by environmental elements such as temperature, wind, precipitation, and sun, as well as individual factors including age, health condition, clothing, and level of activity.

York Region's Homelessness Community Programs coordinates the cold weather response for people experiencing homelessness which includes temporarily increasing system capacity by adding additional emergency housing beds during the cold weather season. The impact of cold temperatures can be harmful however York Region strives to prevent and reduce negative health outcomes with the following interventions:

- Advising the public that cold weather is expected
- Distributing educational materials and supplies
- Directing people to public spaces to stay warm
- Providing street outreach

1.3 YORK REGION TEMPERATURE THRESHOLDS FOR ALERTING THE PUBLIC

Extreme Cold Warnings for the General Public

York Region Public Health receives early notifications from Environment and Climate Change Canada when temperature thresholds for an Extreme Cold Warning are expected to be met. York Region Public Health issues notifications to its partners (e.g., York Region staff, local municipal staff, community partners) and the public when Environment and Climate Change Canada issues an Extreme Cold Warning (i.e., temperature or wind chill is expected to reach -30°C for at least two hours).

York Region Public Health shares information and tips with the public about how to keep safe during cold weather at york.ca/ExtremeCold.

2.0 2023-2024 Cold Weather Response Plan for People Experiencing Homelessness

2.1 ISSUING COLD WEATHER ALERTS FOR PEOPLE EXPERIENCING HOMELESSNESS

Recognizing that people experiencing homelessness are disproportionately vulnerable to the adverse health effects of cold weather compared to the general population, York Region Homelessness Community Programs issues Cold Weather Alerts when temperatures are forecast to be -15°C or colder, with or without windchill anywhere in York Region.

New for the 2023-2024 cold weather season, York Region Homelessness Community Programs will issue *discretionary* Special Weather Alerts when extreme weather events have the potential to put people experiencing homelessness at greater risk, including but not limited to, extreme snow, ice or freezing rain and natural disasters. Similar to a Cold Weather Alert, when a Special Weather Alert is issued, emergency housing overflow beds will be activated.

The following steps are taken to issue a Cold Weather Alert for people experiencing homelessness in York Region:

1. York Region Homelessness Community Programs staff monitor the [Environment and Climate Change Canada](#) weather report daily. Environment and Climate Change Canada is the **only** weather report used to determine when a Cold Weather Alert will be issued
 - When temperatures are forecast to reach -15°C or colder, with or without windchill in any local municipality in York Region, staff will issue a Cold Weather Alert which will remain in place for 24 hours. Staff will make every effort to issue Cold Weather Alerts by 9 a.m. to provide sufficient time to activate the cold weather response. If the forecast changes throughout the day and temperatures of -15°C or colder are expected, a Cold Weather Alert will be issued as soon as possible.
2. Community partners will be notified of a Cold Weather Alert
 - The following internal partners will receive Cold Weather Alert notifications:

- Access York
- Community Paramedicine
- Public Health
- Social Services
- Strategic Engagement and Emergency Management
- Transit Enforcement
- The following external partners will receive Cold Weather Alert notifications:
 - Addiction Services Central Ontario
 - Canadian Mental Health Association York and South Simcoe
 - Emergency Housing Central Intake Line
 - Emergency housing providers
 - Krasman Centre
 - Local municipalities
 - LOFT Community Services
 - Violence Against Women Shelters
 - York Regional Police
 - Other community partners who provide services to people experiencing homelessness
- 3. Social media posts will be used to advise members of the public that a Cold Weather Alert has been issued
- 4. York Region Homelessness Community Programs staff will notify the Cold Weather Alert distribution list by email when a Cold Weather Alert has ended

To be added to the distribution list to receive Cold Weather Alerts for people experiencing homelessness, send an email to: ColdWeatherAlerts@york.ca.

2.2 DISTRIBUTION OF SUPPLIES

Emergency housing providers and drop-in programs are encouraged to submit applications to the Community Investment Fund - [Community Needs](#) for funding to purchase cold weather-related supplies for people experiencing homelessness.

York Region Community Paramedicine, Outreach Services and Transit Enforcement staff will distribute supplies to unsheltered individuals to help mitigate the effects of cold weather. Supplies include hats, gloves, neck warmers, socks, thermal underwear, sunscreen and instant warming packs. In addition to providing supplies, these teams will share information about available emergency housing services and help people access available supports.

2.3 EMERGENCY HOUSING CENTRAL INTAKE LINE

People experiencing homelessness in York Region who are seeking shelter can contact the Emergency Housing Central Intake Line (EHCIL) 24 hours a day, seven days a week by calling **1-877-464-9675 ext. 76140**. The EHCIL refers people experiencing homelessness to available emergency housing spaces, including spaces at the Mosaic Interfaith Out of the Cold seasonal shelter, and provides referrals to other resources, as appropriate. To maintain space in the emergency housing system, the EHCIL and York Region Outreach Services staff will work to divert people from emergency housing by

providing assistance to find safe and appropriate alternative housing options, such as staying with family or friends and/or providing short-term emergency financial assistance for accommodation or other basic necessities. Staff will provide people experiencing homelessness with additional supports during Cold Weather Alerts, as appropriate, which may include transportation and gift cards to purchase food and warm beverages.

2.4 EMERGENCY HOUSING AND MOSAIC INTERFAITH OUT OF THE COLD SEASONAL SHELTER

Throughout the year, emergency and transitional housing, violence against women shelters and drop-in programs provide a range of life stabilization services to help residents at risk of or experiencing homelessness. Services include meals, clothing, transportation, case management and referrals to housing, employment and income supports.

Blue Door's Mosaic Interfaith Out of the Cold seasonal shelter provides emergency overnight accommodation to people experiencing homelessness annually, from October to June. The program operates from faith-based facilities in Markham, Richmond Hill and Vaughan on a rotating basis and is open seven days a week from 5 p.m. to 7:30 a.m.

New for the 2023-2024 cold weather season:

- Through partnership with Blue Door Support Services and Victory Baptist Church, a seasonal shelter program will open nightly from 11 p.m. to 7 a.m. in East Gwillimbury, from December to April
- Through a partnership with Inn from the Cold and Maple Hill Baptist Church, a seasonal shelter program will open Tuesday, Wednesday, Thursday and Saturday nights from 10:30 p.m. to 7:30 a.m. in Georgina, from February to April

To expand emergency housing and seasonal shelter system capacity, including during the cold weather season, York Region has taken the following actions:

- Transitioned Inn from the Cold from a seasonal program to a year-round service that operates 24 hours a day, seven days a week
- Resumed regular emergency housing operations at Kevin's Place as of June 15, 2023, which increased system capacity for adult men experiencing homelessness
 - Kevin's Place was previously used as a COVID-19 isolation facility between May 2022 and June 2023
- Increased emergency housing capacity for families with children and dependents through a partnership between York Region, a local hotel and Blue Door Support Services
- Supported Blue Door's Mosaic Interfaith Out of the Cold seasonal shelter program to extend services by:
 - Opening the program in October 2023 and continuing operations until June 2024
 - Partnering with Victory Baptist Church in East Gwillimbury to open a new nightly seasonal shelter program from December 18, 2023, to April 30, 2024
- Further extending seasonal shelter services by partnering with Inn from the Cold and Maple Hill Baptist Church to open a new seasonal shelter program on Tuesday, Wednesday, Thursday and Saturday nights from February 13, 2024 to April 30, 2024

- Supported the addition of cold weather season and Cold Weather Alert overflow beds at emergency housing program locations
- Allocated new funding for rent assistance to accelerate the transition of people staying in emergency housing to longer-term housing in the broader community

The table below shows emergency housing and Mosaic Interfaith Out of the Cold seasonal shelter capacity for the 2023-2024 cold weather season. More information about emergency housing facilities in York Region can be found at York.ca/EmergencyHousing.

Emergency Housing and Seasonal Shelter					
Service Provider and Program	Location	Eligibility	Regular Emergency Housing Capacity	2023-24 Cold Weather Season Beds ¹	2023-24 Cold Weather Alert Overflow Beds ²
360°kids – Connections	10415 Yonge Street, Richmond Hill	Youth (Ages 16 to 26)	14 beds	6 beds	5 beds
Blue Door – Kevin’s Place	835 Gorham Street, Newmarket	Adult men (Ages 16+)	8 beds	2 beds	2 beds
Blue Door – Leeder Place	18838 Yonge Street, East Gwillimbury	Families with children and dependents	15 rooms (up to 60 beds)	-	-
Blue Door – Mosaic Interfaith Out of the Cold	Rotating locations in Markham, Richmond Hill and Vaughan	Adults (Ages 16+)	-	30 beds	6 beds
Blue Door – Mosaic Interfaith Out of the Cold – East Gwillimbury Site	18408 Yonge Street, East Gwillimbury	Adults (Ages 16+)	-	20 beds	6 beds
Blue Door – Porter Place	18838 Yonge Street, East Gwillimbury	Adult men (Ages 16+)	30 beds	-	6 beds
Blue Door – Passage House	18838 Yonge Street, East Gwillimbury	Adult men (Ages 16+)	-	-	6 beds ³
Blue Door – Hotel Overflow for Families with Children and Dependents	Vaughan	Families with children and dependents	10 rooms (up to 50 beds)	10 rooms (up to 50 beds)	-
Inn from the Cold	510 Penrose Street, Newmarket	Adults (Ages 16+)	25 beds	-	4 beds
Inn from the Cold – Georgina Seasonal Shelter	215 Glenwoods Avenue, Georgina	Adults (Ages 16+)	-	20 beds	5 beds
Salvation Army – Belinda’s Place	16580 Yonge Street, Newmarket	Adult women (Ages 16+)	28 beds	3 beds	4 beds

Salvation Army – Sutton Youth Services	20898 Dalton Road, Georgina	Youth (Ages 16 to 26)	16 beds	10 beds ⁴	3 beds
Total			Up to 231 beds	Up to 141 beds	47 beds

¹Cold weather season beds will operate for the duration of the cold weather season to expand system capacity.

²Cold Weather Alert overflow beds will open overnight when a Cold Weather Alert is active. The overflow beds will close when the Cold Weather Alert has ended.

³Overflow beds at Passage House are for men experiencing homelessness.

⁴From November 1, 2023, to April 30, 2024, ten transitional housing beds at Sutton Youth Services will be used as emergency housing beds. Sutton Youth Services will accommodate people ages 16 to 29 in the three designated Cold Weather Alert beds.

2.5 DROP-IN PROGRAMS

Drop-in programs for people experiencing or at risk of homelessness provide a warm space, food and beverages, access to personal care services including washrooms with showers, access to technology and Wi-Fi, case management support to find housing, peer support and opportunities for social connection.

Drop-in Programs				
Service Provider and Program	Location	Eligibility	Hours	Contact
360°kids - Home Base	10415 Yonge Street, Suite D Richmond Hill	Youth ages 13 to 26	Monday to Friday: 9 a.m. to 10 p.m. Saturday and Sunday: 10 a.m. to 6 p.m.	416-948-2186
360°kids - Pop-Up	Mobile outreach in Aurora, Georgina, Markham, Newmarket, Richmond Hill and Vaughan	Youth ages 13 to 29	Call for hours	416-873-8004
Canadian Mental Health Association - Community Connections	15150 Yonge Street, Aurora and 710-3601 Highway 7 East, Markham	Adults	Call for hours	905-841-3977 ext. 4248
Cornerstone to Recovery - Connections	570 Steven Court, Unit B Newmarket	Adults	Call for hours	905-762-1551
Inn from the Cold	623 Timothy Street, Newmarket	Adults	Daily; 10 a.m. to 4 p.m.	647-512-8754
Krasman Centre	5 Hopkins Street, Richmond Hill	Adults	Monday, Thursday, Friday: 10 a.m. to 9 p.m. Tuesday: 10 a.m. to 4 p.m. Wednesday: 12:30 p.m. to 4 p.m.	416-509-9681

			Saturday, Sunday, and Holidays: 10 a.m. to 4 p.m.	
Salvation Army - Belinda's Place	16580 Yonge Street, Newmarket	Adult women	Daily; 9 a.m. to 9 p.m.	289-366-4673
Salvation Army - Sutton Youth Services	20898 Dalton Road, Georgina	Youth ages 26 and under	Daily; 9 a.m. to 9 p.m.	905-722-9076

2.6 OUTREACH AND ENCAMPMENTS

York Region Outreach Services staff provide wraparound supports to people sheltering outdoors and in encampments year-round. This includes referrals to programs that offer rapid rehousing, income support, employment services, mental health and substance use programs, medical care and other individualized support as needed. Outreach staff use a Regional application to track encampment locations, that is updated regularly as encampment sizes and locations change. Outreach staff provide supports and supplies in areas where there may be increased risk during Cold Weather Alerts to help mitigate negative health impacts and will encourage people sheltering outdoors to come inside to access overflow spaces.

The LOFT Crosslinks Outreach Van is a mobile service that provides food, clothing and harm reduction supplies to people experiencing or at risk of homelessness in York Region. The Outreach Van operates seven days a week from 2 p.m. to 9 p.m. and can be contacted by calling or texting: **416-274-4972** or calling toll free: **1-866-553-4053**.

2.7 TRANSPORTATION

York Region Homelessness Community Programs works with service providers and York Region Transit (YRT) to help people experiencing or at risk of homelessness access public transportation. Service providers supply clients with public transportation fares and offer supplementary transportation support using program vehicles or by providing taxi fares, as appropriate. YRT's [Mobility On-Request](#) transit service — a ride-sharing service that allows people to request transit when and where they need it – is available to seniors 65+ within select service areas throughout York Region.

YRT Enforcement staff are notified of Cold Weather Alerts, and they liaise regularly with Homelessness Community Programs staff to collaborate on strategies to support people experiencing homelessness. YRT staff have resources to distribute at their discretion to support people experiencing homelessness.

2.8 MUNICIPAL LOCATIONS OPEN TO THE PUBLIC

Facilities operated by local municipalities are open to all York Region residents during operating hours. Services vary by facility and may include access to water fountains, washrooms, computers, telephones, and Wi-Fi. During extreme cold weather, some municipal facilities are used as temporary warming centres and may offer expanded hours. Facilities may close on holidays. For more information and to confirm hours of operation, visit each local municipality's webpage.

Municipal Locations Open to the Public		
Municipality	Facility Location	Hours
<u>Aurora</u>	Aurora Community Centre 1 Community Centre Lane	Daily; 7 a.m. to 11 p.m.
	Aurora Family Leisure Complex 135 Industrial Parkway North	Monday to Friday: 5:45 a.m. to 10 p.m. Saturday and Sunday: 7:45 a.m. to 5 p.m.
	Aurora Public Library 15145 Yonge Street	Monday to Thursday: 9:30 a.m. to 9 p.m. Friday: 9:30 a.m. to 6 p.m. Saturday: 9:30 a.m. to 5 p.m. Sunday: 1 p.m. to 5 p.m.
	Aurora Town Hall 100 John West Way	Monday to Friday: 8 a.m. to 5 p.m.
	Stronach Aurora Recreation Complex 1400 Wellington Street East	Daily; 6 a.m. to 12 a.m.
<u>East Gwillimbury</u>	East Gwillimbury Civic Centre 19000 Leslie Street	Monday to Friday: 8:30 a.m. to 4:30 p.m.
	East Gwillimbury Sports Complex 1914B Mt Albert Road	Daily; 6 a.m. to 12 a.m.
	Ross Family Complex 19300 Centre Street	Tuesday to Thursday: 10 a.m. to 8 p.m. Friday: 10 a.m. to 5 p.m. Saturday: 10 a.m. to 4 p.m. Sunday: 12 p.m. to 4 p.m.
	Holland Landing Community Centre 19513 Yonge Street	
	East Gwillimbury Public Libraries Mount Albert Branch 19300 Centre Street	
Holland Landing Branch 19513 Yonge Street		
<u>Georgina</u>	Georgina Civic Centre 26557 Civic Centre Road	Monday to Friday: 8:30 a.m. to 4:30 p.m.

Municipal Locations Open to the Public

Municipality	Facility Location	Hours
	Georgina Public Library Keswick Branch 90 Wexford Drive	Tuesday to Thursday: 10 a.m. to 9 p.m. Friday: 10 a.m. to 6 p.m. Saturday: 9 a.m. to 5 p.m. Sunday: 1 p.m. to 5 p.m.
	Georgina Public Libraries Pefferlaw Branch 76 Pete's Lane	Tuesday to Thursday: 10 a.m. to 9 p.m. Friday: 10 a.m. to 6 p.m. Saturday: 9 a.m. to 2 p.m. Sunday: 1 p.m. to 5 p.m.
	Peter Gzowski (Sutton) Branch 5279 Black River Road	
	The Link 20849 Dalton Road	Monday to Friday: 8:30 a.m. to 4:30 p.m.
	Regional Municipality of York Building 24262 Woodbine Avenue	Monday to Friday: 8:30 a.m. to 4:30 p.m.
King	King Township Public Libraries King City Branch 1970 King Road	Tuesday to Thursday: 10 a.m. to 8 p.m. Friday and Saturday: 10 a.m. to 5 p.m.
	Nobleton Branch 8 Sheardown Drive	
	Schomberg Branch 77 Main Street	
Markham	Angus Glen Community Centre and Library 3990 Major Mackenzie Drive East	Daily; 7 a.m. to 12 a.m.
	Aaniin Community Centre and Library 5665 14 th Avenue	Daily; 5 a.m. to 12 a.m.
	Armadale Community Centre 2401 Denison Street	Daily; 8 a.m. to 12 a.m.
	Cornell Community Centre and Library 3201 Bur Oak Avenue	Daily; 6 a.m. to 11 p.m.
	Crosby Community Centre 210 Main Street, Unionville	Daily; 7 a.m. to 11 p.m.
	Markham Centennial Community Centre 8600 McCowan Road	Daily; 6 a.m. to 12 a.m.

Municipal Locations Open to the Public

Municipality	Facility Location	Hours
	Markham Pan Am Centre 16 Main Street, Unionville	Daily; 8 a.m. to 10 p.m.
	Markham Village Branch Library 6031 Highway 7	Monday to Thursday: 9:30 a.m. to 9 p.m. Friday: 9:30 a.m. to 6 p.m. Saturday: 9 a.m. to 5 p.m. Sunday: 1 p.m. to 5 p.m.
	Milliken Mills Community Centre and Library 7600 Kennedy Road	Daily; 6 a.m. to 12 a.m.
	Thornhill Community Centre and Library 7755 Bayview Avenue	Daily; 7 a.m. to 12 a.m.
	Unionville Library 15 Library Lane, Unionville	Monday to Thursday: 9:30 a.m. to 9 p.m. Friday: 9:30 a.m. to 6 p.m. Saturday: 9 a.m. to 5 p.m. Sunday: 1 p.m. to 5 p.m.
<u>Newmarket</u>	Magna Centre 800 Mulock Drive	Daily; 5 a.m. to 11 p.m.
	Newmarket Public Library 438 Park Avenue	Tuesday to Thursday: 9:00 a.m. to 9 p.m. Friday and Saturday: 9:00 a.m. to 5 p.m. Sunday: 1 p.m. to 5 p.m.
	Ray Twinney Recreation Complex 100 Eagle Street West	Daily; 5:30 a.m. to 11 p.m.
	Newmarket Community Centre 200 Duncan Drive	Daily; 9 a.m. to 9 p.m.
	Regional Municipality of York Building 17150 Yonge Street	Monday to Friday: 8:30 a.m. to 4:30 p.m.
<u>Richmond Hill</u>	Bayview Hill Community Centre and Pool 114 Spadina Road	Monday to Friday: 6:30 a.m. to 10 p.m. Saturday: 8:30 a.m. to 4 p.m. Sunday: 7:15 a.m. to 4 p.m.
	Centennial Pool 161 Newkirk Road	Monday to Wednesday: 8:30 a.m. to 10 p.m. Friday: 8:30 a.m. to 8 p.m. Saturday: 9 a.m. to 4 p.m. Sunday: 7 a.m. to 4 p.m.
	Ed Sackfield Arena and Fitness Centre 311 Valleysmede Drive	Monday to Saturday: 6:30 a.m. to 11 p.m.
	Elgin West Community Centre and Pool 11099 Bathurst Street	Monday to Sunday: 8 a.m. to 10 p.m.

Municipal Locations Open to the Public

Municipality	Facility Location	Hours
	Langstaff Community Centre 155 Red Maple Road	Monday to Friday: 8:30 a.m. to 4:30 p.m.
	Oak Ridges Community Centre 12895 Bayview Avenue	Monday to Friday: 6 a.m. to 9 p.m. Saturday: 7 a.m. to 5 p.m. Sunday: 6:30 a.m. to 5 p.m.
	Richvale Community Centre and Pool 160 Avenue Road	Tuesday and Thursday: 8:30 a.m. to 10 p.m. Wednesday and Friday: 6 a.m. to 8:30 p.m. Saturday: 8 a.m. to 6 p.m. Sunday: 6:30 a.m. to 5 p.m.
	Richmond Hill Public Library Central Branch 1 Atkinson Street	Monday to Thursday: 9:30 a.m. to 9 p.m. Friday: 9:30 a.m. to 6 p.m. Saturday: 10 a.m. to 5 p.m. Sunday: 12 p.m. to 5 p.m.
	Richmond Hill Public Library Oak Ridges Branch 34 Regatta Avenue	Monday to Thursday: 10 a.m. to 9 p.m. Friday: 10 a.m. to 6 p.m. Saturday: 10 a.m. to 5 p.m. Sunday: 12 p.m. to 5 p.m.
	Richmond Hill Public Library Richmond Green Branch 1 William F. Bell Parkway	Monday to Thursday: 10 a.m. to 8 p.m. Friday: 10 a.m. to 6 p.m. Saturday: 10 a.m. to 5 p.m.
	Richmond Hill Public Library Richvale Branch 40 Pearson Avenue	Tuesday and Wednesday: 10 a.m. to 8 p.m. Thursday and Friday: 10 a.m. to 6 p.m. Saturday: 10 a.m. to 5 p.m.
	Rouge Woods Community Centre 110 Shirley Drive	Monday to Friday: 9 a.m. to 5 p.m. Saturday and Sunday: 8 a.m. to 11 p.m.
	Regional Municipality of York Building 50 High Tech Road	Monday to Friday: 8:30 a.m. to 4:30 p.m.
<u>Vaughan</u>	Al Palladini Community Centre 9201 Islington Avenue	Monday to Thursday: 5:30 a.m. to 10:30 p.m. Friday: 5:30 a.m. to 10 p.m. Saturday and Sunday: 7 a.m. to 6:30 p.m.
	Chancellor Community Centre 350 Ansley Grove Road	Monday to Thursday: 8 a.m. to 9:30 p.m. Friday: 8 a.m. to 6 p.m. Saturday and Sunday: 8 a.m. to 4 p.m.
	Dufferin Clark Community Centre 1441 Clark Avenue West	Monday to Thursday: 7 a.m. to 9:30 p.m. Friday: 7 a.m. to 7:30 p.m. Saturday and Sunday: 8:30 a.m. to 5 p.m.
	Father E. Bulfon Community Centre 8141 Martin Grove Road	Monday to Friday: 7:30 a.m. to 9 p.m. Saturday and Sunday: 7:30 a.m. to 3:30 p.m.

Municipal Locations Open to the Public

Municipality	Facility Location	Hours
	Garnet A. Williams Community Centre 501 Clark Avenue West	Monday to Thursday: 5:30 a.m. to 10:30 p.m. Friday: 5:30 a.m. to 9 p.m. Saturday and Sunday: 7 a.m. to 6:30 p.m.
	Maple Community Centre 10190 Keele Street	Monday to Thursday: 5:30 a.m. to 10:30 p.m. Friday: 5:30 a.m. to 10 p.m. Saturday and Sunday: 7 a.m. to 6:30 p.m.
	North Thornhill Community Centre 300 Pleasant Ridge Avenue	Monday to Thursday: 5:30 a.m. to 10:30 p.m. Friday: 5:30 a.m. to 10 p.m. Saturday and Sunday: 7 a.m. to 6:30 p.m.
	Vellore Village Community Centre 1 Villa Royale Avenue	Monday to Thursday: 5:30 a.m. to 10:30 p.m. Friday: 5:30 a.m. to 10 p.m. Saturday and Sunday: 7 a.m. to 6:30 p.m.
	Woodbridge Pool and Memorial Arena 5020 Highway 7	Monday: 9:30 a.m. to 2:30 p.m. Tuesday to Thursday: 9:30 a.m. to 2:30 p.m. and 5 p.m. to 9 p.m. Friday: 9:30 a.m. to 2:30 p.m. Saturday: 11:30 a.m. to 3:30 p.m.
	Regional Municipality of York Building 9060 Jane Street	Monday to Friday: 8:30 a.m. to 4:30 p.m.
<u>Whitchurch-Stouffville</u>	Whitchurch-Stouffville Leisure Centre 2 Park Drive	Monday to Thursday: 6 a.m. to 10 p.m. Friday: 6 a.m. to 9 p.m. Saturday and Sunday: 7:30 a.m. to 5 p.m.

2.9 COMMUNITY MEAL PROGRAMS

People at risk of or experiencing homelessness can access community meal programs and prepared meals at no cost, which are offered daily at various locations throughout York Region.

Community Meal Programs	
Day	Location
Monday: 4 p.m. to 5:30 p.m.	St. John Chrysostom Church 432 Ontario Street, Newmarket
Tuesday: 9 a.m. to 10 a.m.	York Region Food Network 350 Industrial Parkway South, Aurora
Tuesday: 4:00 p.m. to 5:30 p.m.	Trinity United Church 461 Park Avenue, Newmarket
Wednesday: 11:30 a.m. to 1 p.m.	Christian Baptist Church 127 Main Street, Newmarket
Wednesday: 5 p.m. to 6 p.m.	Trinity Anglican Church 79 Victoria Street, Aurora
Thursday* 11:45 a.m. to 1 p.m. <i>*Second and fourth Thursday of each month only</i>	St. Andrew's Presbyterian Church 484 Water Street, Newmarket
Thursday: 4:30 p.m. to 5:30 p.m.	Cedarview Church 1000 Gorham Road, Newmarket
Thursday: 5 p.m.	Keswick Presbyterian Church 23449 Woodbine Avenue, Georgina
Thursday: 11:30 a.m. to 1 p.m. (September to May)	St Andrew's Presbyterian Church 32 Mosley Street, Aurora
Friday: 4:30 p.m. to 5:30 p.m.	Inn from the Cold 510 Penrose Street, Newmarket
Saturday: 9 a.m. to 10 a.m.	Trinity Anglican Church 79 Victoria Street, Aurora
Saturday: 4:15 p.m. to 5:45 p.m.	Crosslands Church 47 Millard Street West, Newmarket
Sunday: 4 p.m. to 5:30 p.m.	Valley View Alliance Church 333 Davis Drive East, Newmarket

3.0 Roles and Responsibilities

Implementation of the Plan involves York Region staff, local municipalities and community partners. The following section shows roles and responsibilities for each program area:

York Region Homelessness Community Programs, Social Services Branch

As the Service Manager for Housing and Homelessness, York Region Homelessness Community Programs coordinates the following elements of the Plan:

- Monitoring the [Environment and Climate Change Canada](#) weather forecast
- Issuing and ending Cold Weather Alerts
- Updating the Cold Weather Alert distribution list to include internal and external partners who provide services to people at risk of and experiencing homelessness
- Providing supports to people staying in outdoor spaces
- Tracking data and statistics related to the Plan
- Providing training to municipal staff, including fire departments, community centres, libraries, and bylaw enforcement to deepen understanding of how best to support people at risk of or experiencing homelessness
- Developing and posting a news item on York.ca and on social media
- Coordinating responses to media inquiries related to the Plan
- Providing updates to York Regional Council and local municipalities, as needed

York Region Public Health

York Region Public Health continues to mitigate the impact of COVID-19 and other Diseases of Public Health Significance (DOPHS) in York Region's emergency housing system by:

- Sharing public health updates to community agencies and service providers via monthly operators' meeting
- Conducting IPAC preparedness audits and providing education to help plan for and prevent communicable disease outbreaks in congregate living settings
- Conducting outbreak investigations and providing outbreak management recommendations
- Coordinating COVID-19 testing in congregate living settings during COVID-19 outbreaks

York Region Public Health issues Extreme Cold Warnings, which includes:

- Sending notifications to its partners and the public when an Extreme Cold Warning is issued by Environment and Climate Change Canada (forecast is expected to be -30°C or colder, with or without windchill)
- Informing the public via social media of the Extreme Cold Warning and how to reduce health risks during extreme cold
- Distributing public communications on the impacts of extreme cold weather on health
- Maintaining and updating content on [york.ca/ExtremeCold](#) to share information with the public about how to keep safe during cold weather

York Region Transit

During the winter season, YRT supports the cold weather response by:

- Monitoring transit riders, stops and terminals for individuals who may need support
- Supporting individuals to get to emergency housing or other forms of shelter

- Connecting individuals to York Region's EHCIL, Access York or Homelessness Community Programs staff for assistance

York Regional Police

- York Regional Police work with residents, local businesses, and community organizations to promote strong, safe, and healthy communities. This includes connecting residents with human services and referring individuals to York Region's EHCIL, as appropriate

York Region Paramedic Services

In addition to providing emergency medical response to York Region residents, during the winter season, Paramedic Services will:

- Notify first responders of Cold Weather Alerts
- Alert people experiencing homelessness that cold weather conditions are expected or exist
- Refer people to York Region's EHCIL, as appropriate

York Region Emergency Housing Central Intake Line (EHCIL)

EHCIL staff refer people experiencing homelessness to available emergency housing spaces and provide referrals to other resources including drop-in programs and Mosaic Interfaith Out of the Cold seasonal shelter. During Cold Weather Alerts, staff provide people experiencing homelessness with additional supports which may include transportation and gift cards to purchase food and warm beverages.

Emergency Housing and Seasonal Shelter Providers

Emergency housing locations offer temporary shelter and provide a range of services and supports for people who are experiencing homelessness and have no safe, alternative housing option. During the cold weather season, emergency housing providers open overflow beds.

Local Municipalities

Local municipalities support the Plan by:

- Directing residents to cold weather-related services
- Responding to inquiries during cold weather-related emergencies and making referrals to York Region's EHCIL, as appropriate
- Providing access to municipal facilities that are open to the public

Other Community Agencies

Community agencies throughout York Region provide services and supports to individuals experiencing homelessness. Agencies are encouraged to share Cold Weather Alerts over social media and to refer residents seeking shelter during a Cold Weather Alert to York Region's EHCIL.

For more information about York Region's Cold Weather Response Plan for People Experiencing Homelessness contact: **Erin Kelly, Program Manager, Housing Stability & Homelessness at**
Erin.Kelly@york.ca.