END HOMELESSNESS WINNIPEG

2021

EXTREME WEATHER RESPONSE: A homeless-centred plan for keeping Winnipeggers safer



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

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Background

The Extreme Weather Response Committee originated in December 2016 following the tragic death of Windy Sinclair. End Homelessness Winnipeg convened an urgent meeting of stakeholders to coordinate a cross-sector response for cold weather, to help protect the life safety of those experiencing homelessness or otherwise vulnerable to exposure. This meeting led to establishment of an Extreme Weather Response Committee, tasked with developing, implementing and monitoring a cross-sector, homeless-centred Plan for responding to extreme weather conditions.

After releasing a series of seasonal plans for Extreme Cold and Extreme Heat, it was identified in Fall 2020 that, since extreme weather can occur at any time of year and pose dangers to individuals beyond simply cold- or heat-related illnesses and injuries, a year-round plan was required. Following the release and implementation of a transitional Winter Weather Plan for 2020-2021, the Extreme Weather Response Committee has made the shift to a year-round Extreme Weather Response Plan that can help to keep people experiencing homelessness or otherwise at risk of exposure safer during extreme weather in any season.

People experiencing homelessness face increased risk of direct health impacts from weather hazards because they are likely to spend long periods of time outside, resulting in increased exposure. These risks can increase further due to lack of access to things like safe shelter, seasonally appropriate clothing, nutritious food, or health care and infection prevention resources. Winnipeg experiences very harsh, cold winters and hot, humid summers. Some extreme weather events in recent years have occurred outside of these typical seasonal changes, such as the two-day winter storm in Fall 2019 or the heat wave in Spring 2021.

The goal of the Extreme Weather Response Plan is to prevent harmful health impacts of weather hazards on people experiencing homelessness by:

- Providing weather preparedness and response information and activities focused on reducing the negative health impacts of weather hazards
- Alerting those experiencing homelessness, and those who interact with them, when weather hazards are expected or exist
- Supporting people experiencing homelessness to take appropriate precautions for weather hazards
- Triggering response actions by agencies that provide services or alter operations to protect those experiencing homelessness from risks associated with weather hazards

Extreme Weather Conditions

Heat and humidity

Heat warnings are issued when two or more consecutive days of daytime temperatures are expected to reach 32°C or warmer and nighttime temperatures are expected to fall to 16°C or warmer. High humidity makes people feel hotter than they would on a drier day. The Humidex is a measure combining temperature and humidity to reflect the perceived temperature. Heat warnings and high Humidex increase risks of heat stroke and sunstroke for people outdoors.

Heavy rain

Heavy rains and severe thunderstorms can result in flash flooding, lightning and strong winds that can damage shelters or other structures and increase risks of drowning, electrocution, fire or injuries from loose objects or falling tree limbs. Wet feet and clothing over prolonged periods in cool conditions can lead to trench foot or hypothermia.

Freezing rain and ice pellets

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

Snow

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

Blizzards and winter storms

A blizzard occurs when strong winds and heavy or blowing snow combine to cause low visibility. In whiteout conditions created by blizzards, people can become lost even when going only short distances. Winter storms are large-scale weather systems that tend to move west to east and can produce strong winds, heavy snow, freezing rain and bitterly cold temperatures.

Cold and wind chill

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.

Recognizing and Responding to Weather-Related Illness and Injury

Heat-related illnesses

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 (muscle cramps)
- Heat syncope (fainting)
- Heat edema (swelling of hands, feet, ankles)
- Heat rash
- Heat stroke (this is a medical emergency, more information below)

Signs of heat illness can include:

- Extreme thirst
- Headache
- Muscle cramps
- Pale and clammy skin
- Fainting, dizziness, weakness, tiredness
- Nausea, vomiting
- Rapid breathing and heartbeat
- Decreased urination with dark yellow urine color

Response:

- If individuals show early signs of heat-related illness, they are at risk for more severe symptoms. They should be brought out of the sun and monitored for worsening signs.
- Move the person to a cooler environment, ideally with circulating air.
- Remove or loosen as much clothing as possible and apply cool, wet cloths or towels to the skin. Fanning or spraying the person with water also can help.
- If the person is conscious, give small amounts of a cool fluid such as a commercial sports drink or fruit juice to restore fluids and electrolytes. Milk or water may also be given. Give about 4 ounces/half a cup/125ml of fluid every 15 minutes.
- If they are having heat cramps, lightly stretch the affected muscle and gently massage the area.
- If the person's condition does not improve or if they refuse water, have a change in consciousness, or vomit, call 911.

Heat stroke

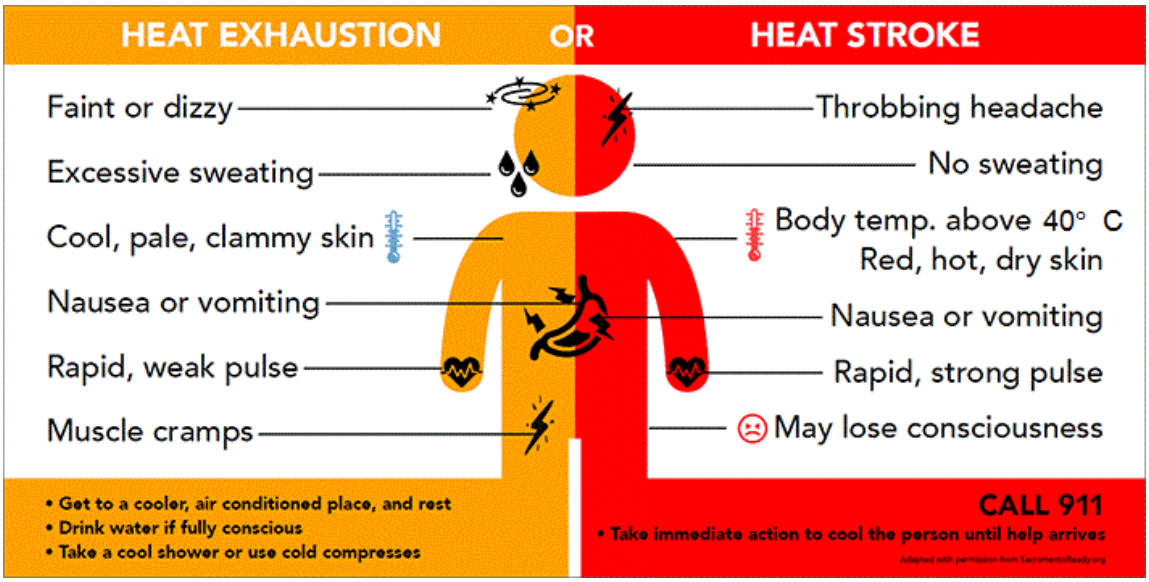
Heat stroke is a medical emergency. Call 911 immediately. During heat stroke, a person has a core body temperature above 40° C (105° F).

Signs of heat stroke include:

- Red, hot, and dry skin
- No sweating
- Dizziness and confusion
- Complete or partial loss of consciousness
- Headache
- Nausea
- Rapid pulse

Response:

- Heat stroke is a medical emergency: call 911
- While you wait, move the person out of the heat.
- Cool them down as much as possible by sponging water or ice-water towels on the skin, fanning them, or covering them with ice packs or bags of ice.
- The longer a person's body is above 40° C, the greater likelihood of permanent effects or death.



Sunburn:

Sunburn is caused by overexposure to the sun's ultraviolet radiation (UV rays). The first signs of a sunburn may not appear for a few hours after exposure and the full effect may not appear for 24 hours or longer. Signs of sunburn include:

- Red, tender skin that is warm or sensitive to the touch
- Blisters that develop hours or days later
- Peeling skin several days after
- More severe reactions including fever, chills, nausea or rash

Response:

- Immediately remove the person from the sun.
- Place the person in a cool (not cold) shower or bath or apply cool compresses several times a day. Do not wash burned skin with harsh soap.
- Avoid creams or lotions that may hold heat inside the skin or may contain numbing medication (i.e., benzocaine or lidocaine). Aloe gel can be used.
- Offer the person extra fluids for the next two to three days.
- Make certain all sunburned areas are fully covered to protect the person from further sun exposure.
- Seek immediate medical attention if the sunburn forms blisters or is extremely painful; if there are signs of facial swelling, nausea, fever, severe chills or skin infection (worsening redness, warmth, pain, swelling, or pus); or eyes hurt and are sensitive to light

Wind Burn:

Wind burn occurs when cold wind removes the top layer of oil from the skin. Although wind burn is different than sunburn, people often confuse the two because the symptoms are similar.

Signs of wind burn include:

- excessive dryness
- redness
- soreness
- itchiness

Response:

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

Trench Foot:

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

Signs of trench foot include:

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

Response:

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

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

Frostnip:

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

Signs of frostnip include:

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

Response:

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

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

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



Response:

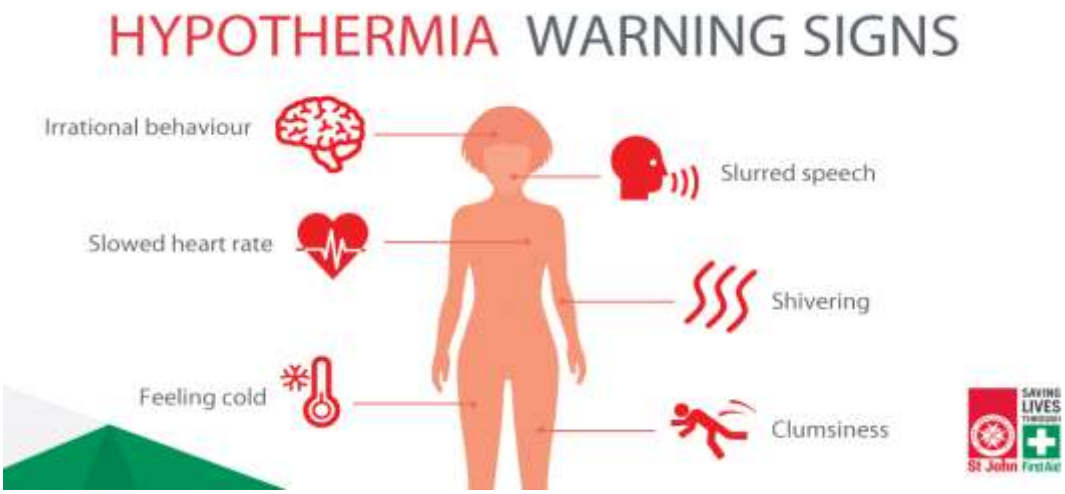
- Severe frostbite requires immediate medical attention: call 911
- While waiting for help to arrive, begin treating with passive warming: move to a warm room, remove wet clothing, wrap in dry blankets
- If moving to a warmer space, try to pad or splint affected areas to minimize further damage

Hypothermia:

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

Signs of hypothermia include:

- Uncontrollable shivering, drowsiness or exhaustion, confusion, fumbling hands, memory loss, or slurred speech
- In severe cases, unconsciousness and decreased pulse or breathing, or cardiac arrest.



Response:

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

Prevention

Recommendations for keeping cool to prevent heat and sun-related illnesses include:

- Prevent dehydration. People need to drink more water, more frequently in hot weather.
- Look for spaces that are out of the heat and reduce activities particularly at hottest times of the day. While this can be challenging for people experiencing homelessness, it can include seeking shaded areas or indoor spaces in air-conditioning during the day. If you can't spend the whole day inside, be sure to take breaks from being outside during the day. See Appendix I for resources.
- Wear loose-fitting, lightweight, light-colored clothing that covers the skin. Avoid dark colors because they absorb the sun's rays. Wear a broad-brimmed hat or use an 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.

To learn more about the health effects of hot weather, please visit Health Canada "Extreme Heat: Heat Waves" or Province of Manitoba "Heat and Your Health" online.

Recommendations for keeping warm to prevent cold and wet-related illnesses include:

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

To learn more about the health effects of cold weather, please visit Health Canada "Extreme Cold" or Province of Manitoba "Cold Weather and Your Health" online.

How the Extreme Weather Response Works

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

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

The Extreme Weather Response is divided into four stages:

- The Green Stage is in effect during periods of clear weather and moderate temperatures.
- The Yellow Stage comes into effect at the determination of the Committee, during periods of weather that may be seasonally average yet could pose elevated risks of weather-related illnesses or injuries; or when complicating factors, such as other environmental or public health emergencies, are occurring.
- The Orange Stage comes into effect when a weather notification has been issued by Environment and Climate Change Canada, but usually before extreme weather has occurred; lasting until the Committee determines that weather has stabilized.
- The Red Stage is in effect during extreme weather conditions.

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

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

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 operational and funding strategies that can support the sector in extreme weather adaptation.

Stakeholder Roles

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

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

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

STAKEHOLDER	GREEN	YELLOW	ORANGE	RED
End Homelessness Winnipeg	Convene monthly meetings Support communication with stakeholders, public As needed, revise or update Extreme Weather Response plan and associated strategies and materials	Convene monthly meetings Support communications with stakeholders, public on Extreme Weather Response Plan	Consult with or convene Committee to coordinate planned and emergent responses Share prevention and response information via news and social media Sustain regular communication with Committee until conditions stabilize	As needed, convene emergency meeting of Committee to coordinate responses Share response updates via news, email and social media Sustain daily communication with Committee
City of Winnipeg *The City's lead is the Winnipeg Emergency Management Coordinator (WEMC)	Advise on revisions or updates to plan and strategies Advise Winnipeg Emergency Management Coordination Committee on the Extreme Weather Response Plan Review City of Winnipeg plans for weather hazards	Share weather preparedness information via news and social media Make City facilities available to the public during business hours as needed; relax loitering rules in facilities and on transit Monitor service delivery	Consult with Committee to identify any need for increased capacity Increase hours/ access at City facilities to provide space as required Share weather safety information with residents	If a local state of emergency is declared, make EmergeWeb the home page for Winnipeg.ca Increase hours/access at City facilities to provide space as required Share weather and safety information with residents

STAKEHOLDER	GREEN	YELLOW	ORANGE	RED
Emergency Shelters	Advise on revisions to plan and collaborate on operational strategy Review internal plans for extreme weather, including staffing and supplies	Inform clients about risks and prevention of weather-related illness and injury Inform staff and volunteers about operating plans for extreme weather Share information and monitor capacity to support guests redirected to another shelter	Activate extreme weather response plans Collaborate with other shelters and community organizations to redirect guests to any available beds Alert WEMC and other shelters of any capacity issues and collaborate to establish overflow	Collaborate with first responders on any necessary interventions Collaborate with other shelters and community organizations to safely transport clients to the most appropriate available safe space or shelter if needed
Community Organizations	Advise on revisions to plan Review internal plans for extreme weather responses	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	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	Collaborate with emergency shelters and other community organizations to safely transport clients to the most appropriate available warming space or shelter if needed
Health Care Providers	Advise on revisions to plan Advise Committee on health system changes, prevention and responses for weather-related illness or injury	Advise Committee on health system changes affecting or involving individuals experiencing homelessness	Advise Committee of emergent health system pressures or changes	Collaborate with first responders, emergency shelters and community organizations on any necessary interventions and responses
Funders	Inform Committee of funding opportunities and changes Collaborate on strategy for weather adaptation	Gather and share fundee stories of extreme weather response and resilience	Consult with Committee to identify emergent resourcing needs	Consult with Committee to identify emergent resourcing needs

Communications

As part of the Extreme Weather 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.

Extreme Weather Response communications support the Response's broader goals:

- Provide weather preparedness and response information focused on reducing the negative health impacts of weather hazards
- Alert those experiencing homelessness, and those who interact with them, when weather hazards are expected or exist
- Support people experiencing homelessness and the public at large to take appropriate precautions for weather hazards and to know how to respond to someone in need.

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 Extreme Weather Response: sharing prevention, response, and support services information through social media, news media and email with all key audiences. All Extreme Weather 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 Extreme Weather Response, there are key messages all may share:

- The Extreme Weather Response Committee brings together emergency shelters, community organizations, first responders, and public service agencies to develop, implement and monitor a homeless-centred response plan for extreme weather.
- The Plan sets out stakeholder roles and responsibilities; offers prevention and response information for weather-related 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.
- Extreme Weather includes hazards like extreme heat, storms, and extreme cold. Such conditions increase risks of injury or illness for people who are outdoors. Lack of reliable access to shelter, clothing, food or transportation increase these risks.
- Community members can help by being aware of the signs of weather-related illnesses and keeping an eye out for people at risk. Know what resources are available and call 911 if an individual appears injured or in distress.
- The Extreme Weather Response plan and resources can be downloaded from EndHomelessnessWinnipeg.CA

Evaluation and Improvement

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

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: Extreme Weather Resources

Emergency Shelters and Overnight Safe Spaces				
AGENCY	ADDRESS	HOURS	PHONE	CAPACITY AND SERVICES
Main Street Project	637 Main	9a-3:30p; 5:30p-7:30a *24/7 in extreme weather	204-982-8245	• Capacity: 120 • Age: 18+ • Meals, showers, clothing • Low-barrier
Salvation Army Centre of Hope	180 Henry	24/7	204-946-9402	• Capacity: 45 • Age: 18+ • Therapy-pet friendly • Additional spaces for families
Siloam Mission	300 Princess	8p-7a	204-943-1748	• Capacity: 112 • Age: 18+ • Showers, laundry • Dry
Sscope	865 Main	24/7	204-987-6300	• Capacity: 50 • Age: 18+ • Meals, showers, laundry, phone, computer, clothing
1JustCity Just a Warm Sleep	109 Pulford	9p-7a *Dec.-Mar. only	204-782-3195	• Capacity: 30 • Age: 18+ • Meals, pet and cart friendly • Low-barrier
WE24	430 Langside	11p-7a	204-333-9681	• Capacity: 10 • Age: 13-26, all genders welcome • Meals, clothing
Ndinawe: Tina's Safe Haven	472 Selkirk	24/7	204-417-7233	• Capacity: 30 • Age: 13-24, youth can self-refer, all genders welcome • Meals, laundry, computers, phone
Ndinawe: Safe House	----------	24/7	204-417-7233	• Capacity: 16 • Age: 11-17, youth can self-refer, all genders welcome • Meals, locked facility
MYS YRC	159 Mayfair	24/7	204-477-1804 1-888-477-1804	• Capacity: 10 • Age: 12-21, youth can self-refer • Meals, showers, clothing, unlocked facility
Rossbrook House	658 Ross	10a-12a Su-Th *24/7 F-Sa + holidays	204-949-4090	• Capacity: 30 • Age: 6-24 • Meals and activities

Drop-Ins				
AGENCY	ADDRESS	HOURS	PHONE	CAPACITY AND SERVICES
1JustCity Oak Table	109 Pulford	12:30-3p M-Th	204-416-2240	• Capacity: 15 *20 in extreme weather • Meals, washrooms
1JustCity West End Drop-in	365 McGee	12:30-3p M/Tu/Th/F/Sa/Su	204-995-2944	• Capacity: 20 • Age: 18+ • Meals, washrooms
Freedom House	294 Ellen	7a-8p M-F	204-504-9888	• Capacity: 20 • Meals, washrooms
Lighthouse Mission	669 Main	9a-3:30p M-Th; 1-7:30p F	204-943-9669	• Capacity: 7 • Meals, washrooms
Mount Carmel Clinic Sage House	422 Dufferin	12-7p M/Th/F; 12-6p Tu-W	204-272-0838	• Capacity: 2 • For women in survival sex work • Meals, water, coffee
North End Women's Centre (NEWC)	394 Selkirk	8:30a-4p M-F	204-589-7347	• Capacity: 3 • Water, coffee, snacks, washrooms, phone
One88	188 Princess	10a-4p M-Th	204-504-8118	• Capacity: 15 • For women and their families • Coffee, phone, washrooms, showers, laundry
Salvation Army Weetamah	324 Logan	9a-4p Sa-Su	204-946-9490	• Capacity: 30 • Water, snacks, washrooms
Siloam Mission	303 Stanley	10a-2p, 4-8p *10a-8p in extreme weather	204-956-4344 1-866-648-4673	• Capacity: 150 • Meals, washrooms
Sunshine House	646 Logan	1-4:30p, 6-9p M/W; 12-5p Tu/Sa; 11a-3p Su	204-783-8565	• Capacity: 10 • 2SLGBTQ+ focused on M/W 6-9p • Meals, washrooms, showers
Union Gospel Mission	320 Princess	11:30a, 2-4p, 7p M-F; 2p Sa	204-943-9904	• Capacity: 15 • Coffee, meals, washrooms, showers
Velma's House	154 Sherbrook	9a-6p M-F	204-560-3007 204-560-3008	• Capacity: 7 • Age: 18+ • For women experiencing homelessness/violence/exploitation • Meals, washrooms, showers, laundry
West Central Women's Resource Centre (WCWRC)	640 Ellice	9a-4:30p M/W/F; 12:30-6p T/Th; 9a-12p Sa	204-774-8975	• Capacity: 3 • For women • Snacks, washrooms, showers, laundry • Emergency housing, EIA, and gender-based violence support

Outreach Services				
AGENCY	AREAS SERVED	HOURS	PHONE	SERVICES
Bear Clan Patrol	North/West End, West Broadway, Point Douglas	Varies; details on website	204-914-1708	• Walking outreach • Snacks, water, safe rides and walks
Downtown Community Safety Partnership	Downtown	24/7	204-947-3277	• Walking outreach, safe rides and walks • Basic needs, first aid
Main Street Project	Citywide	5p-7a	204-232-5217	• Van outreach, safe rides • Basic needs, hygiene/harm reduction supplies, outdoor gear
Mama Bear Clan	North End, Point Douglas	6-8p F/Su	204-947-0321	• Walking outreach • Care packages
Ma Mawi Wi Chi Itata	Citywide	9p-7a M-F; 6p-4a Sa	204-330-3300	• Van outreach, safe rides • Snacks, hygiene/harm reduction supplies
Mount Carmel Clinic: Sage House	City centre	12-7p M-F	204-272-0838	• Car outreach • Focus on women in survival sex work • Hygiene/harm reduction supplies, meals, coffee/tea/water, clothing
St. Boniface Street Links	East of the Red	7:30a-12a M/W/F; 7:30a-3:30p Tu/Th; 12-8p Sa-Su	204-228-2369	• Van outreach, safe rides • Meals, Basic needs, mental health first aid, shelter assistance
Street Connections	North/West End, Downtown	6-11:30p M-F; 5-11:30p Sa	204-981-0742	• Van outreach, no rides • Harm reduction/safer sex supplies; Naloxone
WCWRC	West End, Downtown	5-9p M/W/F; 2-6p T/Th; 11a-3p Sa/Su	204-774-8975	• Van outreach, no rides • Meals, water/coffee; harm reduction/hygiene kits, outdoor gear
Ndinawe	North/West End, City Centre	6:30p-4a Su-W	204-781-2691	• Van outreach, safe rides • Focus on youth • Basic needs, harm reduction/hygiene supplies
Resource Assistance for Youth (RaY)	Citywide	4-8p M-Th; 12-3p F	204-391-2209	• Van outreach, safe rides • Sandwiches, water, clothing/outdoor gear, harm reduction supplies
WE24	Citywide	11p-2a	204-333-9681	• Van for safe rides

Bagged Meals				
AGENCY	ADDRESS	HOURS	PHONE	OTHER SERVICES
1JustCity West Broadway Community Services	222 Furby	12:30-3p M/W/Th/F	204-774-2773	• Emergency food and hygiene supplies
Agape Table	364 Furby	7-11a M-F	204-783-6369	• Free groceries based on any surplus donations received
Freedom House	294 Ellen	3p Su	204-504-9888	
Lunchroom at Holy Trinity	256 Smith	11a-1p Tu	204-942-7465	
Ka Ni Kanichihk	455 McDermot	1p W	204-953-5820	
Missionaries of Charity	167 Aikins	9:30-10:45a M/W/F/Sa	204-582-2773	
NEWC	394 Selkirk	11:45a M	204-589-7347	• Free food bags
NorWest Co-op Community Food Centre	103-61 Tyndall	12-1:30p M/W/F; 5:30-6:30p Th	204-615-3117	• Meals for adults and supervised children
RaY	125 Sherbrook	1-3p M-F	204-783-5617	• Focus on youth; basic needs supplies
Thrive	555 Spence	11a-2p M/W	204-775-9091	• Emergency food, hygiene, safer sex and baby supplies
WCWRC	640 Ellice	12p M/W/F; 5p Tu/Th; 10a Sa	204-774-8975	
Support Services				
AGENCY	ADDRESS	HOURS	PHONE	SERVICES
End Homelessness Winnipeg	216c Pacific	8:30a-4:45p M-F	204-942-8677	• Cross-sector engagement, facilitation, systems planning, and communication centring lived experience and Indigenous perspectives • Resource listings and navigation supports
City of Winnipeg Office of Emergency Management (OEM)	510 Main	8:30-4:30 M-F	311 * If you are facing an emergency, call 911	• 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
City of Winnipeg Community Services	395 Main	8:30-4:30 M-F	311	• 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.
Winnipeg Fire Paramedic Service	185 King (second floor)	8:30-4:30 M-F *First responders are available 24/7 by calling 911	204-986-6380	• Responsible for coordinating and supporting overall emergency preparedness through research, training and education, disaster exercises, public information, and responses to emergency events.
Winnipeg Police Service	245 Smith	7a-10p *First responders are available 24/7 by calling 911	204-986-6222 (Non-emergency)	• 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.
Winnipeg Transit	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	• 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.
Winnipeg Regional Health Authority (WRHA) ACCESS Downtown	640 Main	9a-4:30p M-F	204-940-3160	• Health care and social services supports and information on community resources • Washrooms, computer, phone; warming/cooling space during extreme weather
WRHA Health Outreach and Community Support (HOCS)	80 Sutherland	Varies	204-794-3804	• 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
Street Connections	496 Hargrave (main floor)	8:30a-4:30p M-F	204-940-2210	• 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
211 Manitoba *or dial 211	Database of health, government, and social services available across Manitoba.
HelpSeeker	Website/app connecting people to nearby resources in real time
WON Resource Guide	Pocket-sized resource guide listing local supports
Seasonal Resource Guide	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

