

YORK REGION'S 2021-2022 COLD WEATHER RESPONSE PLAN

York Region's six-step Cold Weather Response Plan provides a safe and welcoming space for residents experiencing homelessness during the cold weather season by:

- Collaborating with service providers to create additional system capacity
- Alerting residents experiencing homelessness and the public that cold weather conditions are expected or currently exist
- Providing information and options for residents experiencing homelessness

Step 1: Cold Weather Alert

York Region will issue a Cold Weather Alert when temperatures are forecast to be -15°C or colder, with or without wind chill, for any local municipality in York Region.

Step 2: Communication

York Region's Homelessness Community Programs staff will send a Cold Weather Alert **by email** to community partners. A **voice message alert** will be added to Access York including information on how to contact the Transitional Shelter Intake Line. **Social media** messaging will also be posted on Regional channels.

Step 3: Intake

During a Cold Weather Alert, residents experiencing homelessness should contact the Transitional Shelter Intake Line, available 24/7, at **1-877-464-9675 ext. 76140** or email **TransitionalShelter.Line@york.ca**.

Families with children should contact Leeder Place Family Shelter at **1-888-554-5525**.

Step 4: Diversion

Staff at both the Transitional Shelter Intake Line and Leeder Place will attempt to divert the individual or family to a safe housing option in the community.

Step 5: Sheltering from the Cold

If diversion is not possible, callers to the intake line will be referred to a safe space at the Transitional Shelter, Seasonal Shelters, or another overflow hotel location until the alert has ended.

Step 6: When a Cold Weather Alert has Ended

Adults, youth, and couples staying at the Transitional Shelter only to seek shelter during the Cold Weather Alert have the option to continue their stay while receiving support to develop a housing plan to secure longer-term housing in the community. Guests staying at the overflow hotel location will be assisted by York Region's Outreach Team during their stay.

For more information on York Region's Cold Weather Response Plan, contact Theresa De Rose, Manager, Community Programs, at **Theresa.DeRose@York.ca**