

# YORK REGION'S 2022-23 COLD WEATHER RESPONSE PLAN FOR PEOPLE EXPERIENCING HOMELESSNESS

York Region's six-step Cold Weather Response Plan provides services for people experiencing homelessness during the cold weather season from November 1, 2022, to April 30, 2023 by:

- Collaborating with service providers and creating additional system capacity to accommodate people experiencing homelessness
- Alerting people experiencing homelessness and other members of the public that extreme cold weather conditions are expected or currently exist
- Providing information and other forms of assistance for people experiencing homelessness to take appropriate precautions

## 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

Staff from York Region's Homelessness Community Programs will send a Cold Weather Alert **by email** to community partners. A **voice message alert** will be added to the Access York recording that includes information on how to contact the York Region Emergency Housing Central Intake Line. To further create awareness, **social media** messaging will be posted on Regional channels.

## Step 3: Intake

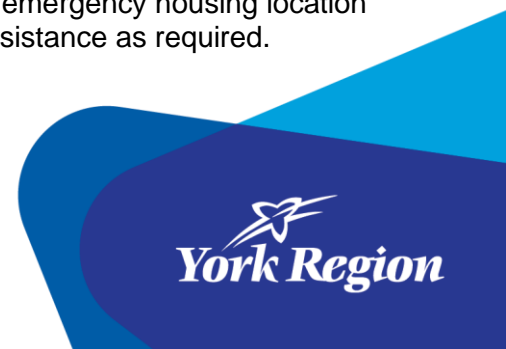
During a Cold Weather Alert, anyone experiencing homelessness should contact the York Region Emergency Housing Central Intake Line at **1-877-464-9675 ext. 76140**. This phone line operates 24 hours a day, seven days a week.

## Step 4: Diversion

The Emergency Housing Central Intake Line staff will attempt to identify a safe housing option in the community (e.g., with friends or family) and divert individuals or families from a stay in Emergency Housing, where possible.

## Step 5: Sheltering from the Cold

People who do not have an alternate housing option will be referred to an emergency housing location or a seasonal shelter and will be offered information and other forms of assistance as required.



### **Step 6: When a Cold Weather Alert Has Ended**

After a Cold Weather Alert has ended, every effort will be made to continue providing shelter for people staying in cold weather overflow beds. Following the Cold Weather Alert period, people experiencing homelessness can continue to receive support from housing workers or York Region's Outreach Team to help them find longer-term housing.

For more information on York Region's Cold Weather Response Plan, contact Monica Sangoi, Manager, Homelessness Community Programs, at [Monica.Sangoi@york.ca](mailto:Monica.Sangoi@york.ca)