

2025-26 Community Cold Weather Response Plan for Individuals Who Are Unhoused

 **Cold Weather Alert:** This plan is not triggered by a specific temperature. Individuals are encouraged to use their judgement about the temperature and weather conditions, as well as the safety and wellbeing of individuals.

Do you see someone in need of assistance?

Is it a life threatening emergency?

Call 911

They need assistance, but not an emergency response. Call:

For downtown support, call Welcoming Streets at: 519-838-6737
Here 24/7: 1-844-437-3247

Guelph Police Service non-emergency line: 519-824-1212

I'm looking for an emergency shelter at any time of day...

Adults (25+ years) & Families

Call: 226-821-3345

Families

Call: 519-265-1323

Youth (16-25 years)

Call: 519-837-3892



Warm-up locations in Guelph

Where	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
23 Gordon Emergency Shelter (23 Gordon St.) Youth Emergency Shelter* (18 Norwich St. E.) Youth Hub* (133 Woolwich St.) Royal City Mission (50 Quebec St.) Grove Hubs* (737 Woolwich St.) (130 Woodland Glen Dr)** Hope House (10 Cork St. E) Chalmers Downtown: (41 Macdonell St.) West: (577 Willow Rd.)	8:00 PM - 8:00 AM (7 days a week - intake done upon arrival)						
	24/7 (7 days a week)						
	9:00 AM - 4:30 PM (Monday - Friday)					CLOSED	
	12:00 PM - 7:00 PM (Monday - Sunday)						
	11:00 AM - 7:00 PM (Monday - Friday)					CLOSED	
	9:00 AM - 4:00 PM (Monday - Wednesday)			9 AM - 6 PM		CLOSED	
	9:30 AM - 12 PM Downtown	9:30 AM - 12 PM Downtown	6:30 PM - 8 PM Downtown	9:30 AM - 11:30 AM West	10 AM - 11:30 AM Downtown	CLOSED	
Guelph City Hall (1 Carden St.) Guelph Public Library West End Branch (21 Imperial Rd. S) Main Library Branch (100 Norfolk St. E) All other Guelph Public Library Locations****	8:30 AM - 4:00 PM (Monday - Friday)					CLOSED***	
	9:00 AM - 8:00 PM (Monday - Thursday)				9 PM - 9 PM	9 AM - 5 PM	1 PM - 5 PM
	9:00 AM - 9:00 PM (Monday - Thursday)				9 AM - 5 PM (Fri & Sat)		1 PM - 5 PM
	9:00 AM - 8:00 PM (Monday - Thursday)				9 AM - 5 PM (Fri & Sat)		1 PM - 5 PM

*The Youth Emergency Shelter, Youth Hub, and Grove Hubs are only open to those under 26 years old

**The Grove YMCA will open at 1-5 PM on the first and last Wednesday of the month

*****Please note:** City Hall may open as a warming centre with extended hours in the event of a cold warning. Please visit the City of Guelph's social channels on Facebook, Instagram or Twitter for immediate updates on hours. Visit the City of Guelph website at <https://guelph.ca/living/recreation/rec-facilities/> for additional updates on hours. The warming locations listed above will also be notified of warming center extended hours to share updates with the community.

**** (380 Eramosa Rd., 1 Starwood Dr., 650 Scottsdale Dr., 100-31 Farley Dr.)

Meals



Royal City Mission (50 Quebec St.): Lunch at 1pm and dinner at 6 pm Monday - Sunday

Side by Side Guelph (176 Wyndham St N.): Meal at 2pm - 3:30 pm Sundays

Holiday Hours

Hope House, Youth Hub, Grove Hubs, Guelph City Hall & Guelph Public Libraries: Closed Dec 25th & 26th, Jan 1st, Feb 16th
Chalmers (All Locations): Closed December 25th & 26th, Jan 1st



Beat the Cold

Staying Safe in Cold Weather

Cold weather can be dangerous for individuals who spend time outdoors or don't have regular access to heating. Knowing how to stay warm and where to find support can help you stay safe.

1. Know the Signs



Mild Frostbite: Skin turns pale, white, or blue. Feels cold, hard, or numb. Most often affects fingers, toes, ears, and nose.

Move to warm place if possible. Warm the area gently using body heat or warm (not hot) water. Do not rub the area as this can injure the skin.

If severe, call 911.



Hypothermia (a medical emergency): Shivering, confusion, drowsiness, slurred speech, slow breathing, or loss of coordination.

Call 911 right away, move person to a warm place, remove wet clothing, wrap in blankets or coats if possible

2. Stay Warm and Dry



- Dress in layers and keep clothes as dry as possible.
- Keep moving to stay warm when possible.
- Change wet socks and gloves as soon as you can.

3. Find Warm Spaces in the Community



Warming spaces are listed in the **Guelph and Wellington Cold Weather Response Plans**, including public libraries, recreation centres, City or Town Halls and shelters.

4. Look Out for Others



Simple actions – sharing information, a blanket, or directions to a warm space – can save a life. If you see someone outside who appears cold, disoriented, or unresponsive:

- Call 911 if they need medical help
- Share information about nearby warming spaces
- Offer assistance or call 211 for guidance on local outreach supports