

2026 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.)				8:00 PM - 8:00 AM (7 days a week - intake done upon arrival)			
Youth Emergency Shelter* (18 Norwich St. E.)				24/7 (7 days a week)			
Youth Hub* (133 Woolwich St.)			9:00 AM - 4:30 PM (Monday - Friday)			CLOSED	
Royal City Mission (50 Quebec St.)				1:00 PM - 7:00 PM (Monday - Saturday)			10 AM - 2 PM
Grove Hubs* (737 Woolwich St.) (130 Woodland Glen Dr)**			11:00 AM - 7:00 PM (Monday - Friday)			CLOSED	
Hope House (10 Cork St. E)	9:00 AM - 4:00 PM (Monday - Wednesday)		9 AM - 6 PM			CLOSED	
Chalmers Downtown: (41 Macdonell St.) West: (577 Willow Rd.)	9:00 AM - 12 PM Downtown	9:00 AM - 12 PM Downtown	6:30 PM - 8 PM Downtown	9:30 AM - 11:30 AM West	10 AM - 11:30 AM Downtown	9 AM - 12 PM Downtown	CLOSED
Guelph City Hall (1 Carden St.)			8:30 AM - 4:00 PM (Monday - Friday)			CLOSED***	
Guelph Public Library West End Branch (21 Imperial Rd. S)			9:00 AM - 8:00 PM (Monday - Thursday)		9 PM - 9 PM	9 AM - 5 PM	1 PM - 5 PM
Main Library Branch (100 Norfolk St. E)			9:00 AM - 9:00 PM (Monday - Thursday)		9 AM - 5 PM (Fri & Sat)		1 PM - 5 PM
All other Guelph Public Library Locations****			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 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 1 pm Mondays to Sunday and dinner at 6 pm Mondays to Saturdays

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

Holiday Hours

Hope House, Youth Hub, Grove Hubs, Guelph City Hall, & Guelph Public Libraries: Closed Feb 17th, April 18th, May 19th