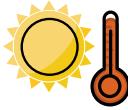


# 2025 Community Hot Weather Response Plan for Individuals Experiencing Homelessness



## Hot 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)

Call: 519-822-1100

Families

Call: 519-265-1323

Youth (16-24 years)

Call: 519-837-3892



## Cool-down 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      | .....  |
| Grove Hub* (130 Woodland Glen Dr)                            | 12 PM - 8 PM                           | 12 PM - 8 PM                          | 12 PM - 8 PM**   | 1 PM - 5 PM                | 1 PM - 5 PM                  | .....       | CLOSED |
| Grove Hub* (737 Woolwich St.)                                | .....                                  | .....                                 | 10:00 AM - 5:00 PM (Monday - Friday)                         | .....                      | .....                        | CLOSED      | .....  |
| Royal City Mission (50 Quebec St.)                           | .....                                  | .....                                 | 12:00 PM - 7:00 PM (Monday - Sunday)                         | .....                      | .....                        | .....       | .....  |
| 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.) | 9:30 AM - 12 PM<br>Downtown            | 9:30 AM - 12 PM<br>Downtown           | 6:30 PM - 8 PM<br>Downtown                                   | 9:30 AM - 11:30 AM<br>West | 10 AM - 11:30 AM<br>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 AM - 9 PM                | 9 AM - 5 PM                  | 1 PM - 5 PM | .....  |
| All other Guelph Public Library Locations****                | .....                                  | 9:00 AM - 8:00 PM (Monday - Thursday) | .....  | 9 AM - 5 PM (Fri & Sat)*** | .....                        | CLOSED      | .....  |

\*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 cooling centre with extended hours in the event of a heat 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 at <https://guelph.ca/living/recreation/rec-facilities/city-cooling-centres/> for additional updates on hours. The cooling locations listed above will also be notified to share updates with the community.

\*\*\*\*(100 Norfolk St., 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

Your Downtown Guelph Friends (176 Wyndham St. N): Meal at 2 pm- 3:30 pm Sunday

## Holiday Hours

Hope House, Youth Hub & Grove Hubs, Chalmers (all locations), Guelph City Hall & Guelph Public Libraries: Closed Sept 1st