

# Cold Weather and People Experiencing Homelessness in Ottawa

December 1, 2025

Ottawa experiences extreme cold throughout the winter . Uncovered skin can freeze in as little as 10 minutes when exposed to wind chill of -35 C or colder.

Shepherds of Good Hope makes every effort to ensure people have a warm place to stay during extreme weather conditions. This includes modifying its check-in/check-out policy at the Transitional Shelter to give people a warm place to stay.

Shepherds also works closely with partnering agencies to ensure everyone has a place to sleep, including accessing the City's designated shelter overflow beds. This is a collective effort to encourage people to come inside when the weather is extreme.

If you see someone in need of help:

- **Call 2-1-1** for information about drop-in centres, community and health resource centres, food banks and community food programs, winter clothing, financial assistance with utilities and a list of Out of the Cold programs.
- **Call 3-1-1** to get referred to the best available shelter, or to get assistance for someone who needs transportation to get out of the cold. The City's 3-1-1 Line is available to respond to calls 24 hours a day. Calls are answered by the City of Ottawa Call Centre on a priority basis and referred to appropriate service providers.
- **Call 8-1-1** Health Connect Ontario for non-emergency medical advice.
- **Call 9-1-1** for medical emergency assistance such as hypothermia.

If you are experiencing homelessness, or know someone who is, **call 3-1-1** to get referred to an available and appropriate overnight shelter.

- Cornerstone: Women's Shelter
- Salvation Army: Men's Shelter, 171 George Street
- Shepherds of Good Hope: All Genders, 256 King Edward Avenue
- The Mission: Men's Shelter, 35 Waller Street
- Youth Services Bureau shelters for youth and young adults
- Bernard Grandmaitre Arena, 309 McArthur Road
- Heron Road Community Centre, 1480 Heron Road