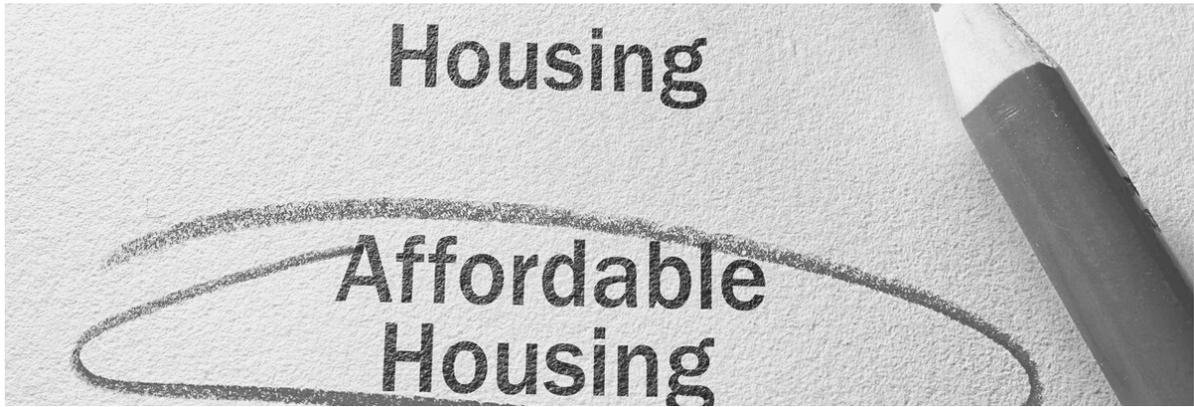


SUPPORTING PEOPLE  
*Hastings*<sup>TM</sup>  
AND OUR COMMUNITIES



## 2022-2023 Warming Centres

This end-of-season report is prepared to disseminate the 2022-2023 warming centre usage data and observations.



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## PROGRAM SUMMARY

Warming centres are intended to provide safe, warm space for the community's most vulnerable experiencing homelessness.

Warming centres are not shelters and do not provide overnight sleeping accommodations but are intended to bridge the gap between overwhelmed shelter systems ensuring there are alternate, adequate places for the homeless during the cold weather season.

The paramount purpose of warming centres is prevention of injury and death from exposure to the elements. A warming centre is generally one open space for people to rest and warm themselves, with safety and security in place.

In 2022-2023 Hastings County jointly operated three warming centres in The Town of Bancroft, The City of Belleville and The City of Quinte West.

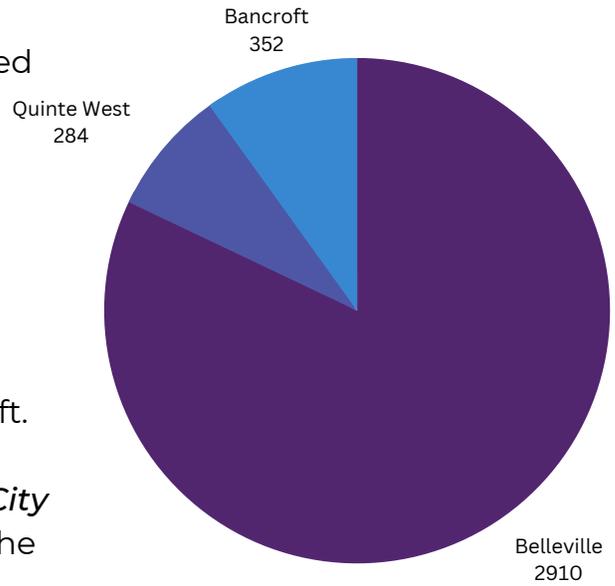


# BACKGROUND

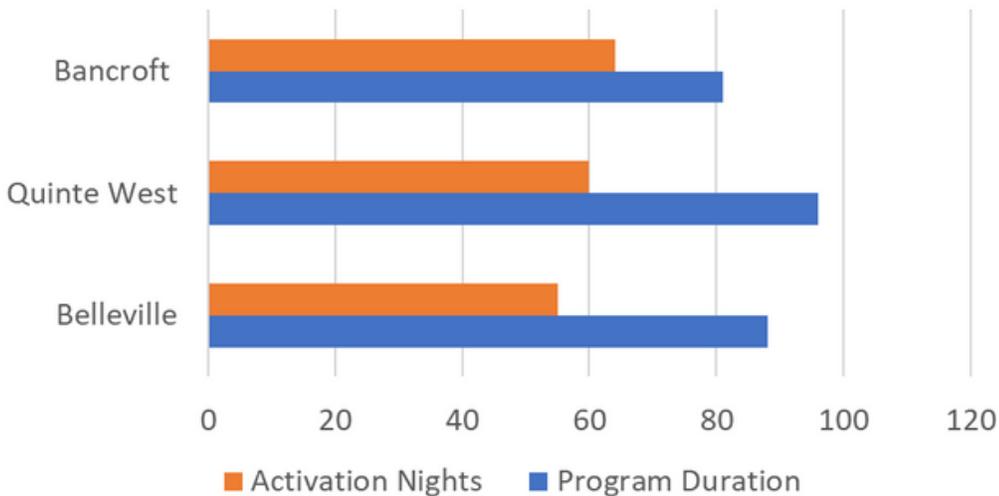


## 2021-2022 PROGRAM

In 2021-2022 Hastings County jointly operated overnight warming centres in the City of Belleville, City of Quinte West and Town of Bancroft. All three warming centres were temperature activated (-10 C) and were located at Bridge Street United Church, Trenton United Church and Bancroft Community Centre, then moving part way through the season to Flint Avenue, Bancroft. *The Belleville warming centre experienced 2,910 visits, 352 in Bancroft and 284 in the City of Quinte West.* The below chart indicates the number of nights of warming centre activation for all three locations.



Activation Nights per Location





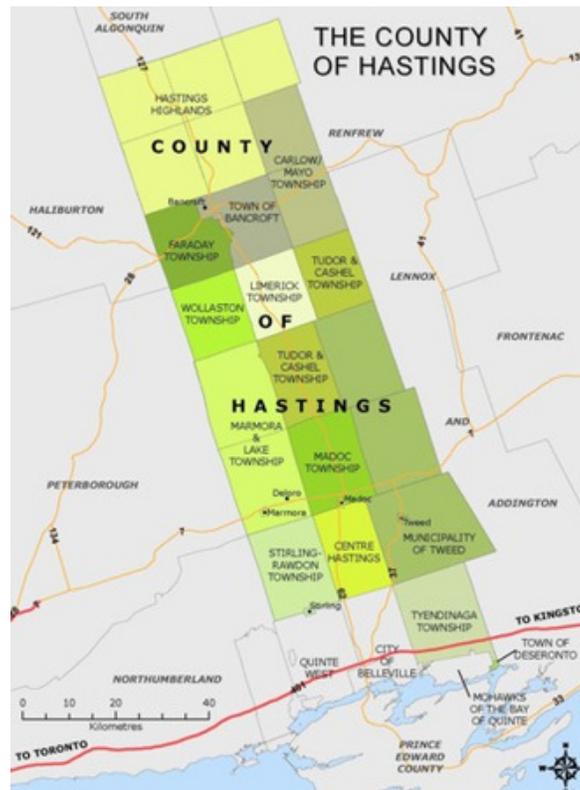
## OPERATION OF 3 HASTINGS COUNTY WARMING CENTRES IN 2022-2023

Warming centres are temporary measures in our community and the end goal is to reduce homelessness by stably housing individuals and families in Hastings County. While we work together as a community towards housing solutions, warming centres preserve life and provide safety to vulnerable community members.

At the May 11, 2022 Community and Human Services Committee meeting, committee approved a nightly operating model resulting in warming centres being open nightly from December 15, 2022 through until March 31, 2023. In previous years the warming centre activation was based on temperature thresholds.

On December 15, 2022 the Belleville and Quinte West warming centres opened at 8:00 pm, and ran nightly until March 31, 2023.

The Bancroft Warming Centre, located at North Hastings Community Trust activated on February 2, 2023 and ran nightly until April 15, 2023. All three centres were staffed by Integrity Investigative Solutions Ltd. and in QW and NH volunteers were also available for visitor needs and stewardship.



## BANCROFT



### REGULAR GUESTS

9 Regular guests attended 50% or more of the program nights



### INTERMITTENT GUESTS

9 Intermittent guests attended less than 50% of the program nights but more than 25%



### SPORADIC GUESTS

28 Sporadic guests attended less than 25% of the program nights



### AVERAGE NIGHTLY GUESTS

On average, 13 guests attended the Bancroft Warming Centre per night



### AVERAGE OVERNIGHT GUESTS

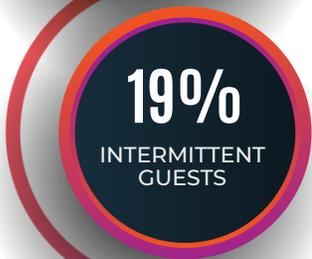
Of the average 13 guests that attended each night, 9 guests stayed overnight

## BELLEVILLE



### REGULAR GUESTS

3 Regular guests attended 50% or more of the program nights



### INTERMITTENT GUESTS

41 Intermittent guests attended less than 50% of the program nights but more than 25%



### SPORADIC GUESTS

178 Sporadic guests attended less than 25% of the program nights



### AVERAGE NIGHTLY GUESTS

On average, 46 guests attended the Belleville Warming Centre per night



### AVERAGE OVERNIGHT GUESTS

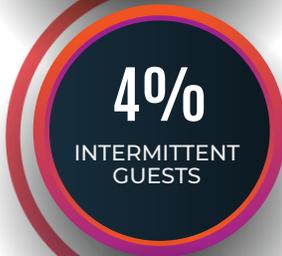
Of the average 46 guest attended each night, 30 guests stayed overnight

## QUINTE WEST



### REGULAR GUESTS

3 Regular guests attended 50% or more of the program nights



### INTERMITTENT GUESTS

2 Intermittent guests attended less than 50% of the program nights but more than 25%



### SPORADIC GUESTS

41 Sporadic guests attended less than 25% of the program nights



### AVERAGE NIGHTLY GUESTS

On average, 6 guests attended the Quinte West Warming Centre per night



### AVERAGE OVERNIGHT GUESTS

Of the average 6 guests that attended each night, 4 guests stayed overnight



## DATA ASSUMPTIONS

The following data assumptions have been made for each Warming Centre location:

For the purposes of this study the following terms will be used to identify usage:

- Regular Guests are defined as those that attended the warming centre 50% or more of the program nights
- Intermittent Guests are defined as those that attended less than 50% but more than 25% of the program nights
- Sporadic Guests are defined as those that attended less than 25% of the program nights

Individuals who visited only once are not included in our counts as guests to avoid the skewing of data. These are individuals who attended for other purposes i.e., to drop something off, to see what the centre was like, to meet a friend, dropped off due to weather conditions and did not return, etc.

## FINDINGS

### Belleville Warming Centre

The Belleville Warming Centre operated for 107 nights. 300 individuals attended, 78 of the 300 individuals were onetime visitors and therefore Belleville had 222 unique Warming Centre guests. Of the 222 guests there were 149 males, 72 females and 1 person who identified as other. The breakdown of guests at the Belleville location were 3 Regular guests that attended more than 50% of program nights, 41 Intermittent Guests and 178 Sporadic Guests. Of the three identified groups on average 46 guests attended per night, of these 30 were male, 15 were female and 1 identified as other. Of the 46 guests, 65% stayed overnight representing 30 guests. The remainder (16) did not stay for the entire night.

### Bancroft Warming Centre

The Bancroft Warming Centre operated for 73 nights. 61 individuals attended, 15 of the 61 individuals were onetime visitors and therefore Bancroft had 46 unique Warming Centre guests. Of the 46 guests there were 26 males and 20 females. The breakdown of guests at the Bancroft location were 9 Regular guests that attended more than 50% of program nights, 9 Intermittent Guests and 28 Sporadic Guests. Of the three identified groups on average 13 guests attended per night, of these 7 were males and 6 were female. Of the 13 guests, 69% stayed overnight representing 9 guests. The remainder (4) did not stay for the entire night.

### The Quinte West Warming Centre

The Quinte West Warming Centre operated for 107 nights. 79 individuals attended, 33 of the 79 individuals were onetime visitors and therefore Quinte West had 46 unique Warming Centre guests. Of the 46 guests there were 36 males and 10 females. The breakdown of guests at the Quinte West location were 3 Regular Guests that attended more than 50% of program nights, 2 Intermittent Guests and 41 Sporadic Guests. Of the three identified groups on average 6 guests attended per night, of these 4 were male and 2 were female. Of the 6 guests, 67% stayed overnight representing 4 guests. The remainder (2) did not stay for the entire night.



## FACILITIES AND STAFFING

During the 2022-23 season, the Belleville warming centre was located in the gymnasium space at the former Belleville Police Services Building at 93 Dundas Street East, Belleville. There were renovations made by City of Belleville staff to ensure there were operational bathroom spaces, secure areas for staff and attendees and also egress routes per Belleville Fire requirements.

The Trenton United Church located at 85 Dundas Street East opened its doors for the second season in Quinte West and North Hastings Community Trust offered their space in the Town of Bancroft at 19 Valleyview Drive.

Once again this season the Hastings County warming centres were staffed by Integrity Investigative Solutions Ltd. Integrity staff specialize their services in a manner that supports those in mental health crisis who are in need of support. The Belleville warming centre employed four to five security officers nightly, Quinte West, two and two each evening in Bancroft as well.

Quinte West and Bancroft also utilized volunteer staff available on-site to assist with visitor needs.

In Bancroft a special transportation arrangement was set up with Bancroft Community Transit (BCT) to transport visitors back and forth to the centre, on a set schedule.

Partnerships are key in the operation of warming centres throughout Hastings County.



## FINANCIALS

As with any major project, warming centres have considerable costs involved related to operations and staffing.

Warming centres in Hastings County are temporary measures while the end goal is to reduce homelessness by stably housing individuals and families. While we work together as a community towards housing solutions, warming centres help preserve life and provide safety to vulnerable community members.

Costs included in warming centre operations are security, building and cleaning costs, contingencies, coffee, supplies, and transportation.

At the May 11, 2022 Community and Human Services Committee meeting, committee approved a 106-night operating model resulting in warming centres being open nightly from December 15, 2022 through until March 31, 2023. In previous years the warming centre has been temperature activated. The 2022-2023 warming centre program budget was set at \$388,000, and increased by \$42,000 based on this new every night model, with a total operating cost of \$430,000.

On the next page please find the financial actuals for the 2022-23 Warming Centre operations for all three sites.



## Warming Centre 2022-2023 Actuals

	Bancroft	Belleville	Quinte West
Security	\$72,176.09	\$198,777.35	\$86,594.79
Site Cost	\$35,243.52	-	\$15,100.00
Cleaning	-	\$18,136.50	\$33,792.88
Transportation	\$13,825.00	-	-
Supplies	-	\$2,652.03	-
Subtotal	\$121,244.61	\$219,565.88	\$135,487.67
Total Program Cost	\$476,298.16		
Nightly Cost	\$1660.89	\$2052.02	\$1266.24

# OBSERVATIONS, VISITOR DYNAMICS & INCIDENT REPORTING

ANDREW FRALICK, INTEGRITY INVESTIGATIVE SOLUTIONS LTD

“As the Owner and Director of Operations for Integrity Investigative Solutions Ltd., 2022-2023 proved again to be a challenging, yet successful warming centre season. Integrity staffed all three warming centres each evening in Belleville, Quinte West and Bancroft. The Belleville warming centre employed 4-5 guards per shift, Quinte West 2 guards and Bancroft 2 as well.

The staff report a higher reporting of incidents specifically in Belleville and Bancroft. Naloxone was administered on many occasions, and lives were saved. Even though there are incidents to report, there were also relationships developed with the vulnerable and homeless population through our guards providing support and safety. There are always gains in these types of situations, where the public perception is often enforcement, whereas we are trying to put more of a mental health and supportive response in our work.

We are very happy to have once again partnered with Hastings County, Belleville, Quinte West and Bancroft, as well as with the volunteers and visitors to the centres. Thank you for your support.”

-Andrew Fralick

## STATEMENTS FROM THOSE WITH LIVED EXPERIENCE USING THE BELLEVILLE WARMING CENTRE

“It’s the reason we are alive”  
“They go above and beyond and they let us make it our home”  
“They do what they can for us and try to keep us safe”

## INCIDENT REPORTS COMPLETED

**BANCROFT - 12**  
**BELLEVILLE - 18**  
**QUINTE WEST - 1**

\*\* The incidents reported range from altercations between attendees, medical emergencies, overdose response, and fires, etc.



## NEXT STEPS

As with any project there are lessons learned that help to inform planning moving forward. A major factor in moving forward with warming centres in the future is of course, financial.

With a changing environment, Hastings County will continue to evaluate funding opportunities and challenges as it relates to homelessness services and prevention. Hastings County will balance investing in preventative measures and emergency solutions as it continues to address homelessness. Efforts will focus on providing permanent and supportive housing in our community while working with all levels and government and community partners.

Community and Human Services will work with municipalities in the service area to identify warming centre options for the 2023-2024 season, with recommendations brought back to Committee and Council.



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