



COMMUNICATION UPDATE

TO:	Mayor and Members of City Council
DATE:	January 23, 2026
SUBJECT:	Winter Response Strategy for Unhoused Individuals Update
WARD(S) AFFECTED:	City Wide
SUBMITTED BY:	Michelle Baird Director, Housing Services Division Healthy and Safe Communities Department
SIGNATURE:	<i>Michelle Baird</i>

This communication update is to provide an update on the Winter Response Strategy for Unhoused Individuals.

Winter response – and emergency response more broadly – continues to be a challenge as homelessness grows in our community and across the province. In the City of Hamilton in December 2025, there were just under 2,000 individuals experiencing homelessness with 287 individuals actively experiencing unsheltered homelessness.

In 2024 it was decided that the City would move away from winter response and seasonal response and instead this would become part of the shelter expansion, with the rationale that shelters provide a more fulsome service to those requiring support. At this time an additional 272 beds were added to the existing emergency shelter system representing an 80% capacity increase to the system overall.

Despite the expansion of our emergency shelter system, need continues to outpace growth across the system and pressures remain. There are several additional drop-in spaces and expanded hours of existing services that have been operationalized over the last several months. Additionally, in response to the extreme cold temperatures we are currently experiencing, The City is working with community partners to **immediately operationalize more overnight drop-in and warming spaces** to support those experiencing homelessness.

Operational as of January 23, 2026, these include:

- 5 additional beds for women at Mary's Place
- 20 additional overnight spaces for men at Cathedral
- Expansion within the family system
- 5 additional spaces at Carol Anne's Place

OUR Vision: To be the best place to raise a child and age successfully.

OUR Mission: To provide high quality cost conscious public services that contribute to a healthy, safe and prosperous community, in a sustainable manner.

OUR Culture: Collective Ownership, Steadfast Integrity, Courageous Change, Sensational Service, Engaged Empowered Employees.

- Extended hours at Cathedral Café from 9am-9pm
- St. Matt's at St. Paul's Coach House extended hours from 9pm-9am

The City's Housing Focused Street Outreach Team continues to provide support 7 days a week to connect homeless individuals with services and supports. As part of an immediate response to extreme weather and increased need, the Outreach Team is extending hours of service and reach across the community.

The need for service continually outpaces the services available. We are continuing to work with partners across the sector over the next week to identify more opportunities to further expand operational hours and services this winter.

A comprehensive list of services can be found on the following pages of the City of Hamilton's website: [Emergency and Violence Against Women Shelters & Drop-in Programs | City of Hamilton](#) and [Winter Response Strategy | City of Hamilton](#)

Summary of Overnight Drop-In & Evening Warming Spaces:

Mission Services Night Link

25 evening warming spaces for people of all genders
Hours of operation: 5:30 pm to 11 pm, 7 days a week
196 Wentworth St. N, Hamilton Door 8, ON L8L 5V7
Call 905-528-4212

Mission Services Willow's Place

45 overnight warming spaces for women & gender diverse individuals
Hours of operation: 9 pm to 9 am, 7 days a week
196 Wentworth St. N, Hamilton, ON L8L 5V7
Call 905-528-5100 ext.1200

St. Matt's at St. Paul's Coach House

35 overnight warming spaces for men and individuals identifying as men
Hours of operation: 9 pm to 9 am, 7 days a week
70 James Street South, Hamilton, ON L8P 2Y8
Call 905-923-5419

YWCA Carole Anne's Place (CAP)

40 overnight drop-in spaces for women & gender diverse individuals
Hours of operation: 6 pm to 1 pm, 7 days a week
75 MacNab St. S, Hamilton, ON L8P 3C1
Call 905-517-9326

SUBJECT: Winter Response Strategy for Unhoused Individuals Update - Page 3 of 3

In addition to these winter warming sites our usual drop-in programs continue at:

Cathedral Café

Hours of operation: Monday to Saturday from 9 am to 9 pm

Address: 252 James Street N, Hamilton, ON L8R 2L3

Call: 905-523-5546 ext. 232

Hamilton Regional Indian Centre

Indigenous-led drop-in program

Hours of operation: Monday to Friday from 8:30 am to 6:30 pm

Address: 407 King Street W, Hamilton, ON L8P 1B5

Email: HDICP@hric.ca

Living Rock Ministries

Drop-in program for youth

Hours of operation: Monday to Friday from 8 am to 8 pm, Saturday & Sunday from 1 pm to 8 pm

Address: 30 Wilson Street, Hamilton, ON L8R 1C5

Call: 905-528-7625

Mission Services Willow's Place

Drop-in program for women and gender diverse individuals

Hours of operation: 9 am to 9 pm, 7 days a week

Address: 196 Wentworth Street N, Hamilton, ON L8L 5V7

Call: 905-528-5100 ext. 1200

YWCA Carole Anne's Place (CAP)

Drop-in program for women and gender diverse individuals

Hours of operation: 10 pm to 1 pm, 7 days a week

Address: 75 MacNab Street S, Hamilton, ON L8P 3C1

Call: 905-517-9326

For more information, please contact Michelle Baird, Director Housing Services Division, Healthy and Safe Communities Department at Michelle.Baird@hamilton.ca.

APPENDICES AND SCHEDULES ATTACHED

N/A

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