

City of Kingston Winter Services Response Plan

Effective December 1, 2024 - March 31, 2025

The 2024/2025 Winter Services Response Plan outlines the services available within the City of Kingston to support people experiencing homelessness during the winter season.

The Winter Services Response Plan includes:

- Locations offering emergency beds and overnight services including summaries of services offered and hours of operation
- Weekday and Weekend Daytime Drop in Services
- Warming Centres
- Street Outreach Services and Prevention Diversion Services

The Winter Services Response Plan is designed to adapt and evolve based on demand and availability of appropriate locations. It is important to note, that some sites are scheduled to add capacity over the winter season and in response to changes to services at other sites. These anticipated changes are noted for each site with an *.

Note on ICH Reopening/Services

At this time the ICH is providing limited services in the newly defined Access and Support Centre, formerly known as the Drop-In. A maximum of 10 individuals are allowed inside at one time to support safe access. People with needs can connect with essential services, access showers, bathrooms or computers, meet with workers, and have their basic requirements met. These services are available from 10:00 a.m. to 4:00 p.m., seven days a week.

If/When additional services become available at the ICH this plan will be updated accordingly. For the most current information on the services available at the ICH please visit the ICH website <https://integratedcarehub.ca..>

Emergency Shelter Beds/ Overnight Services

Note: this plan reflects maximum shelter capacity – meaning the total number of individuals that can be supported on-site. This varies from the number of beds available as some sites support couples and families who can share beds in some locations. If each bed is occupied by only one individual, then the number of beds is equal to the minimum capacity of the site.

1. In From the Cold - 540 Montreal St. (capacity for **24** individuals, in **24** beds)
24-hour coed Housing Focused shelter for adults over 24 years of age
Pet friendly, programming, storage, meals, showers
7 days per week, 24 hours
*10 additional beds for 10 additional individuals will be available starting Jan 6, 2025

2. Concession St. Shelter- 218 Concession St. (capacity for **29** individuals, in **25** beds)
Coed shelter for adults over 18 years of age
Pet Friendly, clothing bank, meals, showers
7 days per week, 9:00 p.m. – 8:45 a.m.
*Closing Jan 5, 2025
3. Adelaide Shelter - 38 Cowdy St. (capacity for **60** individuals, in **48** beds)
Coed shelter for adults over 18 years of age
Couples welcome, storage, meals
7 days per week, 9:00 p.m. – 9:00 a.m.
4. Lily's Place Family Shelter - 333 Kingscourt Ave (capacity for **31** individuals, depending on the family size)
Family shelter for single or couples with children
Programming, showers, laundry, meal assistance
7 days a week, 24 hours
5. Kingston Youth Shelter - 365 Nelson St (capacity for **24** individuals, in **24** beds)
Coed shelter for individuals aged 16 to 24
Family mediation, storage, meals, showers
7 days per week, 24 hours
6. Veronica's Veil (St. Mary's Parish) - 260 Brock Street (capacity for **12** individuals who identify as male, in **12** beds)
Emergency Shelter for men
Meals, clothing bank, showers
7 days per week, 9:00 p.m. – 8:00 a.m.
*Opens Jan 2, 2025
7. Dawn House for Women (capacity for **14** individuals who identify as female, in **14** beds)
Emergency shelter for women
Programming, showers, laundry, meal assistance
7 days week, 24 hours
613-929-3440
8. Kingston Interval House (capacity for **25** individuals, in **25** beds)
Emergency shelter for Women, youth and children who have experienced violence
Support services, programming, showers, laundry, meals
7 days per week, 24 hours

613-546-1777

*Crisis Line available 24 hours per day

Drop In / Day Services

1. Housing Resource Centre: Salvation Army - 342 Patrick St
Washrooms, showers, meals & laundry
Mon – Fri: 9:00 a.m. – 9:00 p.m.
2. St Mary's Drop-In Centre - 260 Brock St
Washrooms, showers & meals
Mon – Fri: 1:00 p.m. – 3:30 p.m.
3. Adelaide Shelter - 38 Cowdy St
Washrooms, meals, and scheduled programming & activities
Saturdays, Sundays & statutory holidays, day 9:00 a.m. – 9:00 p.m.
4. Peers of the Round Table - 60 Queen St
Washrooms, meals & laundry
Mon – Fri: 10:00 a.m. – 3:00 p.m.
5. Integrated Care Hub (ICH)*
As of Dec 1, 2024, a maximum of 10 individuals are allowed inside at one time to support safe access to essential services, support workers, showers, bathrooms & computers
7 days per week, 10:00 a.m. to 4:00 p.m.,
The Consumption Treatment Services at the ICH site (CTS) is also open 7 days a week 9:00 a.m. – 9:00 p.m.
6. Kingston Alliance Church - 540 Palace Rd
Washrooms, meals
Mon: 10:00 a.m. - 11:30 a.m. & 12:00 p.m. – 2:00 p.m.
7. One Roof Youth Drop-In Daytime Services - 620 Princess St.
Community hub: youth-serving agencies provide wraparound services for youth aged 16 to 24.
Programming, washrooms, showers, meals & laundry
Mon – Fri: 8:30 a.m. – 4:30 p.m.
8. A Great Start for Families: Kahwà:tsire Ronwatiyenawá:se Centre-
263 Weller Ave. Unit #4.
For families with children under 6yrs and expecting parents
Programming, Indigenous supports, cooking and child-minding, washrooms
Mon – Fri: 8:30 a.m. – 4:30 p.m.

Warming Centres

Extreme weather shelter locations are public and private spaces within the City where individuals are welcome to come in and seek shelter during extreme weather events. Individuals are encouraged to call ahead to confirm hours of operation and if there is capacity.

[Warm Up, Cool Down, and Clean Air Locations | City of Kingston](#)

1. INVISTA Centre - 1350 Gardiners Rd.
Mon – Fri: 6:00 a.m. – 9:00 p.m.
Sat: 7:00 a.m. – 8:00 p.m.
Sun: 8:00 a.m. – 8:00 p.m.
2. Calvin Park Library Branch - 88 Wright Cres.
Mon – Thu: 9:00 a.m. – 8:00 p.m.
Fri & Sat: 9:00 a.m. – 5:00 p.m.
3. Cataraqui Centre - 945 Gardiners Rd.
Mon - Fri: 10:00 a.m. – 8:00 p.m.
Sat: 10:00 a.m. – 6:00 p.m.
Sun: 11:00 a.m. – 5:00 p.m.
4. Kingston East Community Centre - 779 Highway 15
Mon - Fri: 6:00 a.m. - 9:00 p.m.
Sat & Sun: 8:00 a.m. – 8:00 p.m.
5. Central Library Branch - 130 Johnson St.
Mon - Thu: 9:00 a.m. – 8:00 p.m.
Fri & Sat: 9:00 a.m. – 5:00 p.m.
6. Pittsburgh Library Branch - 80 Gore Rd.
Tue - Thu: 10:00 a.m. – 8:00 p.m.
Sat: 9:00 a.m. – 5:00 p.m.
7. Rideau Heights Library Branch - 85 MacCauley St.
Mon & Wed: 10:00 a.m. – 8:00 p.m.
Fri & Sat: 9:00 a.m. – 5:00 p.m.
8. Housing & Social Services - 362 Montreal St.
Mon - Fri: 8:30 a.m. – 4:30 p.m.
Thu 9:00 a.m. – 12:00 p.m. storage services

Meals

1. Kingston Street Mission - 218 Concession St.
7 days per week, 7:00 p.m. – 11:00 p.m.
*Moving to a new location Jan 2025
2. Martha's Table - 629 Princess St.
Takeout meals
7 days per week, 2:00 p.m. – 2:00 p.m.
3. St. Vincent de Paul Society - 85 Steven St.
Mon – Fri: 10:00 a.m. – 1:00 p.m., takeout meals
*Provides clothing and household items
Emergency food pantry – must have ID and an address
4. Lunch by George - 129 Wellington St.
Mon – Fri: 9:00 a.m. – 11:45 a.m.
5. Tommy's Restaurant or Smoke 'N Barrel
Tuesday's & Thursday's, typically delivered between 3pm – 4pm
*Approx. 20 meals, distributed by Home Base Housing Street Outreach Team

Outreach and Prevention Diversion Services

Street Outreach Workers will check on individuals' wellbeing and encourage people living outside to come indoors. Outreach staff also hand out blankets, sleeping bags and warm winter clothing all winter long as supplies permit.

1. Addiction and Mental Health - KFLA
24/7 Crisis
613-544-4229 or 1-866-616-6005
2. Home Base Housing's Street Outreach Team
7 days a week, 8:30 a.m.- 6:30 p.m.
613-542-6672 ext. 130
Plans to expand hours effective Jan 5, 2024.
3. Welcoming Streets
Street Outreach Service in the Downtown Business Improvement Area
7 days a week, 9:00 a.m. – 5:00 p.m.

613-583-5008

Prevention Diversion Services are available to individuals at imminent risk of homelessness and divert them from entering the shelter system through housing support services.

1. Prevention Diversion Service - Salvation Army- 613 548-4411
2. Prevention Diversion Service - Home Base Housing- 613-542-6672

Public Washrooms

1. City Hall (lower level - access by Market Square)
216 Ontario St.
Daily, 7:00 a.m. – 7:00 p.m.
*When outdoor rink is in operation hours are extended until 10:00pm
2. Visitor Information Centre (lower level – access by Confederation Park)
209 Ontario St.
Mon – Sun: 10:00 a.m. – 5:00 p.m.
3. Hotel Dieu Hospital
166 Brock St.
Mon – Fri: 8:00 a.m. – 8:00 p.m.
Sat – Sun: 8:00 a.m. – 4:00 p.m.
4. Kingston General Hospital (KGH)
41 King Street West
7 days per week, 24 hours

Please visit our website for further information:

[Homelessness Services | City of Kingston](#)