



Winter Warming Centre: Frequently Asked Questions & Community Guide

Located at Saint Andrews Presbyterian Church
209 Cochrane St, Whitby ON L1N 5H9

Purpose of the Winter Warming Centre Program

The Doors of Compassion Winter Warming Centre provides a safe, warm, and respectful overnight space for unsheltered individuals in our community. Guided by values of compassion, love, humility, integrity, and generosity, we strive to treat all patrons with dignity and to foster a culture of safety and respect for everyone. The Warming Centre is open every night from 9:30 PM to 8:30 AM between December 1, 2024 and April 1, 2025.

Program Safety Measures in Place

- ✓ Low-Barrier Approach with Clear Rules:
 - Patrons are welcome regardless of substance use history, but use of substances on the premises is strictly prohibited.
 - Patrons must agree to a Code of Conduct, including respecting others and adhering to safety rules.
- ✓ Prohibited Items Policy:
 - Patrons are required to check all weapons and hazardous items upon entry. These items are securely stored and returned upon departure.
- ✓ Incident Management:
 - Trained staff de-escalate conflicts using trauma-informed practices.
 - Serious incidents are documented, and actions are taken to ensure a safe environment.
- ✓ Security and Monitoring:
 - Staff conduct regular safety checks.
 - Staff-to-patron ratios are maintained to ensure effective supervision.
- ✓ Emergency Protocols:
 - Immediate response procedures for fire, medical, or violent incidents, including contacting emergency services when necessary.

Program Benefits for the Community

- ▶ Reduces Street Presence: By offering a safe space overnight, fewer individuals are left exposed to dangerous outdoor conditions.
- ▶ Harm Reduction Focus: Patrons are supported in minimizing risky behaviours while connecting to broader support services.
- ▶ Respectful Environment: Policies encourage patrons to be mindful of neighbours and surroundings, minimizing disturbances.

Who to Contact for Concerns or Support

- ▶ Emergencies (Crime in Progress or Danger):
 - Call 911 immediately.
- ▶ Non-Emergency Concerns (Suspicious Activity):
 - Call the Durham Regional Police Non-Emergency line at 905-579-1520.
- ▶ General Inquiries or Support for Individuals Experiencing Homelessness:
 - Email: Homelesshelp@Durham.ca
 - Phone: 905-668-4113 ext. 5510
 - Dial 311, ext. 5510
- ▶ Feedback or Concerns About the Program:
 - Contact Morgan, Program Supervisor at morgan@cfoc.ca.

Working Together for a Compassionate Community

The community's support makes this vital initiative possible. Your partnership helps us protect lives and work toward positive change for individuals facing homelessness. If you have further questions or would like to learn more about the program, please don't hesitate to reach out.

Follow us on social media to learn more:



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