

WARMING CENTRE REPORT

2024-2025



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PROGRAM SUMMARY

Warming centres are designed to offer a safe and warm environment for those experiencing homelessness. Unlike shelters, warming centres do not provide accommodations but offer nightly support during the coldest months of the year. They play a crucial role in the emergency shelter system by ensuring alternative, adequate spaces for people experiencing homelessness in the winter.

The primary purpose of warming centres is to prevent injury and death from exposure to the elements. These centres typically provide a single open space where individuals can rest and warm up, with safety and security measures in place.

Warming centres are temporary measures within our community. Ultimately, the goal is to reduce homelessness by providing stable housing for individuals in Hastings County.

In 2024-2025, Hastings County jointly operated three warming centres located in the Town of Bancroft, the City of Belleville, and the City of Quinte West. All three centres operated nightly for 12 hours from 8:00 pm – 8:00 am, December 1, 2024 – March 31, 2025.

BACKGROUND

2022-2023 PROGRAM

In May 2022, the Community and Human Services Committee approved a nightly operating model resulting in the warming centres being open nightly from December 15, 2022 until March 31, 2023. This was a change from the previous season when the warming centre activation was based on temperature thresholds.

In 2022-2023, the Belleville and Quinte West Warming Centres operated for 107 nights, opening on Dec 15 and running until March 31. Due to a delay in location availability, the Bancroft Warming Centre operated for 73 nights.



2023-2024 PROGRAM

In response to a request from the City of Belleville, the Belleville and Quinte West Warming Centres opened on December 1, 2023 rather than the scheduled start date of December 15, and ran nightly until March 31, 2024. Belleville and Quinte West Warming Centres operated for 122 nights.

At the November 28, 2023 Community and Human Services Meeting, the Committee approved the relocation of the Belleville mobile medical unit to the Town of Bancroft to be used as the Bancroft Warming Centre. During the logistical phase of moving the mobile unit, the Town of Bancroft operated a warming centre at Bancroft Bible Chapel which opened on January 9, 2024. On February 1, 2024, the warming centre operations transitioned to the mobile unit located at 6 Cleak St. in Bancroft. The Bancroft Warming Centre operated for 83 nights.

OVERVIEW

OPERATION OF WARMING CENTRES IN 2024-2025

In August 2024, the Community and Human Services Committee approved opening the warming centres effective December 1 ongoing, rather than December 15. On December 1, 2024, the Bancroft, Belleville, and Quinte West Warming Centres opened and ran nightly until March 31, 2025. All three locations continue to be staffed by Integrity Investigative Solutions Ltd. who specialize in providing support to those experiencing mental health or addiction-related crisis.

The Belleville Warming Centre was located at 240 Bridge Street West Belleville, the old fairground building. The space was operated by four to five Integrity security officers nightly. The Trenton United Church located at 85 Dundas Street East provided the location for the Quinte West Warming Centre for another season. Volunteer staff were available on-site to assist with guest needs and stewardship, and the centre was operated by two Integrity security officers. The Bancroft Warming Centre, located at 6 Cleak St, operated as a hybrid model this season which included two separate areas within the mobile unit: a sleeping area and a traditional seating area. The centre was operated by one Integrity security officer and one Grace Inn Shelter staff nightly as part of the new collaborative hybrid model.

Partnerships are vital in the operation of warming centres throughout Hastings County. Effective partnerships ensure efficient resource allocation, enhanced service delivery and expertise, increasing the overall impact of warming centres for vulnerable populations during cold weather months.

DEFINITIONS

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

Total Guests are defined as all of the guests who attended a warming centre, including one-time visitors and visitors (see data assumptions below).

One-Time Visitors are defined as those who only attended the local Warming Centre once.

Visitors are defined as those who attended a warming centre for 60 minutes or less every time they attended.

Unique Guests are the number of individual guests who attended more than once and more than 60 minutes, and do not include repeat visits to a warming centre by the same person.

Total Visits are defined as the total number of visits from all guest types.

Nightly Guests are defined as unique guests who attended the program.

Overnight Guests are defined as the number of unique guests who stayed overnight at a warming centre (six hours or more).

Regular Guests are defined as those who attended a warming centre 50% or more of the program nights¹

Intermittent Guests are defined as those who attended less than 50% but more than 25% of the program nights²

Sporadic Guests³ are defined as those that attended more than once but less than 25% of the program nights.

¹ Does not include Visitors

² Does not include Visitors

³ Does not include Visitors or One-Time Visitors

DATA ASSUMPTIONS

The following data assumptions have been made for each warming centre location:

- To avoid the skewing of data, individuals who visited less than 60 minutes, whether one time or multiple times, are not included in the unique guests. These are guests who attended for other purposes i.e., to drop something off, to see what the centre was like, to meet a friend etc.
- To avoid the skewing of data, individuals who visited only once, but more than 60 minutes, are not included in the unique guests based on the assumption that they attended the warming centre for other purposes, as above.

DATA

This warming centre season, staff at each warming centre used the Homeless Individuals and Families Information System (HIFIS) to track guest usage. Each guest was invited to consent to be part of By-Name Data and Coordinated Access. HIFIS is the data base supporting the Coordinated Access System.

The data provided in this report provides a comprehensive analysis of the three warming centres located in the Town of Bancroft, the City of Belleville, and the City of Quinte West. This report details key metrics including total visits, demographic profiles of the individuals served, and patterns of stay. Additionally, it offers a year-over-year comparison to highlight trends in usage. This comprehensive breakdown aims to create awareness among stakeholders and community members about the effectiveness and reach of these facilities in supporting those in need during cold weather conditions and inform next steps.



2024-2025 SUMMARY & DATA

BANCROFT WARMING CENTRE

The Bancroft Warming Centre operated for 121 nights. 54 individuals attended, 18 of the 54 individuals were one-time visitors or stayed less than 60 minutes only. Therefore, Bancroft had 36 unique warming centre guests. Of the 36 guests there were 23 males and 13 females. The breakdown of guest types at the Bancroft location were 5 regular guests that attended more than 50% of program nights, 4 intermittent guests and 27 sporadic guests. On average, 7 guests attended per night. Of the 7 guests, 5 stayed overnight. The remainder (2) did not stay for the entire night.

BELLEVILLE WARMING CENTRE

The Belleville Warming Centre operated for 121 nights. 322 individuals attended, 100 of the 322 individuals were one-time visitors or stayed less than 60 minutes only. Therefore, Belleville had 222 unique warming centre guests. Of the 222 guests there were 183 males, 91 females, and 2 LGBTQQIP2SAA+. The breakdown of guest types at the Belleville location was 17 regular guests that attended more than 50% of program nights, 42 intermittent guests and 163 sporadic guests. On average, 37 guests attended per night. Of the 37 guests, 29 stayed overnight. The remainder (8) did not stay for the entire night.

QUINTE WEST WARMING CENTRE

The Quinte West Warming Centre operated for 121 nights. 95 individuals attended, 31 of the 95 individuals were one-time visitors or stayed less than 60 minutes only. Therefore Quinte West had 64 unique warming centre guests. Of the 64 guests there were 40 males and 24 females. The breakdown of guest types at the Quinte West location were 3 regular guests that attended more than 50% of program nights, 8 intermittent guests and 53 sporadic guests. On average, 8 guests attended per night. Of the 8 guests, 6 stayed overnight. The remainder (2) did not stay for the entire night.

BANCROFT 2024-2025 WARMING CENTRE

OPERATING NIGHTS
121

TOTAL VISITS

881



VISITORS

2

TOTAL GUESTS



54

ONE-TIME VISITORS



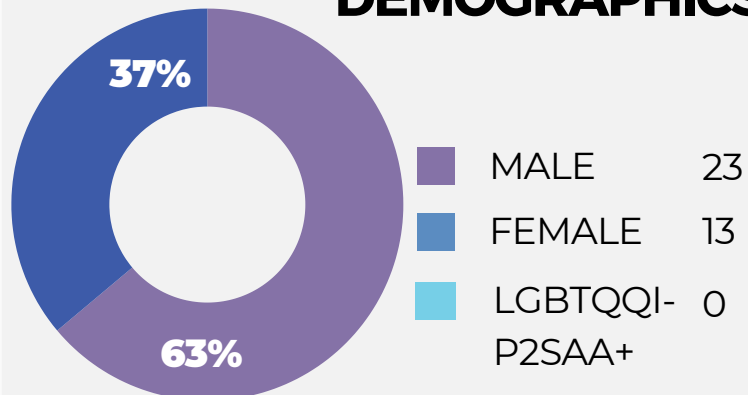
16

UNIQUE WARMING
CENTRE GUESTS



36

DEMOGRAPHICS



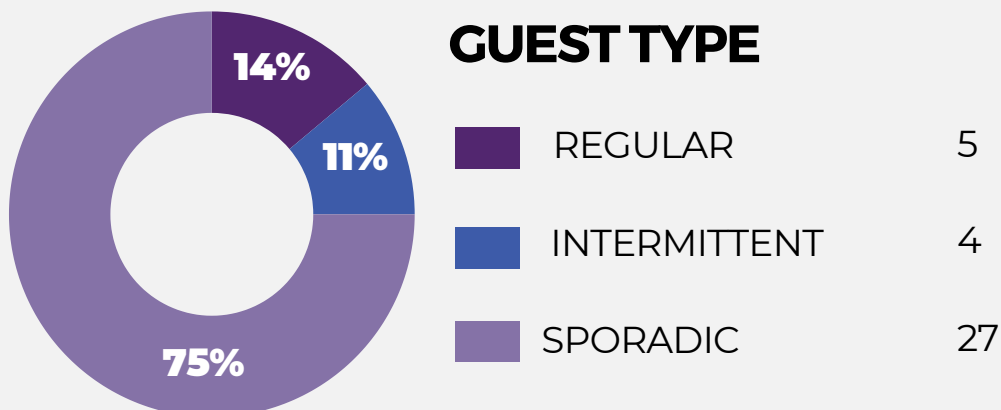
AVERAGE NIGHTLY
GUESTS

7

AVERAGE OVERNIGHT
GUESTS

5

GUEST TYPE

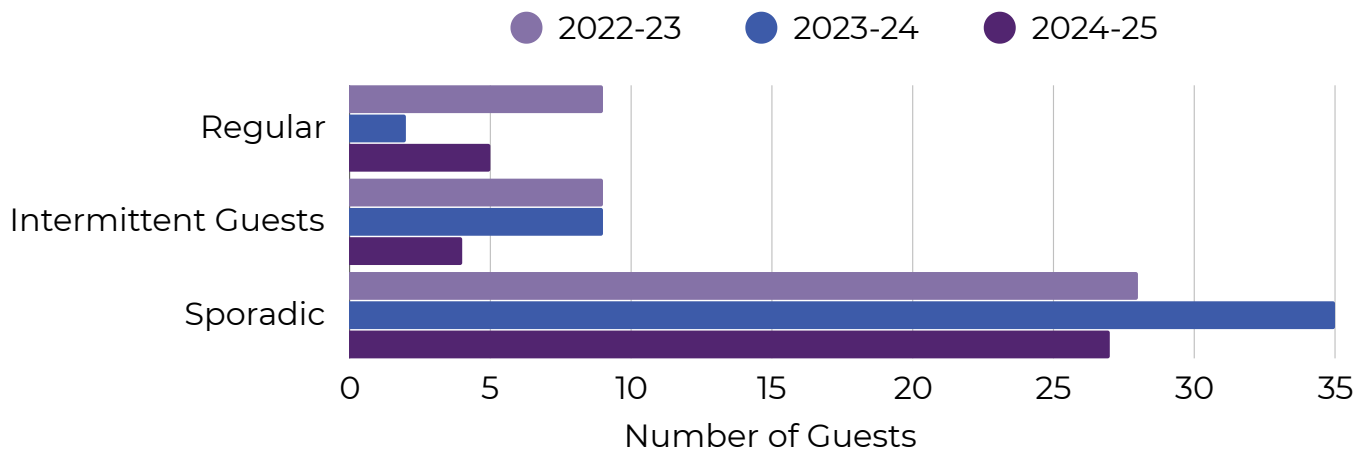


Please Note: You can refer to the definitions on Page 6 for more details on what each data point represents.

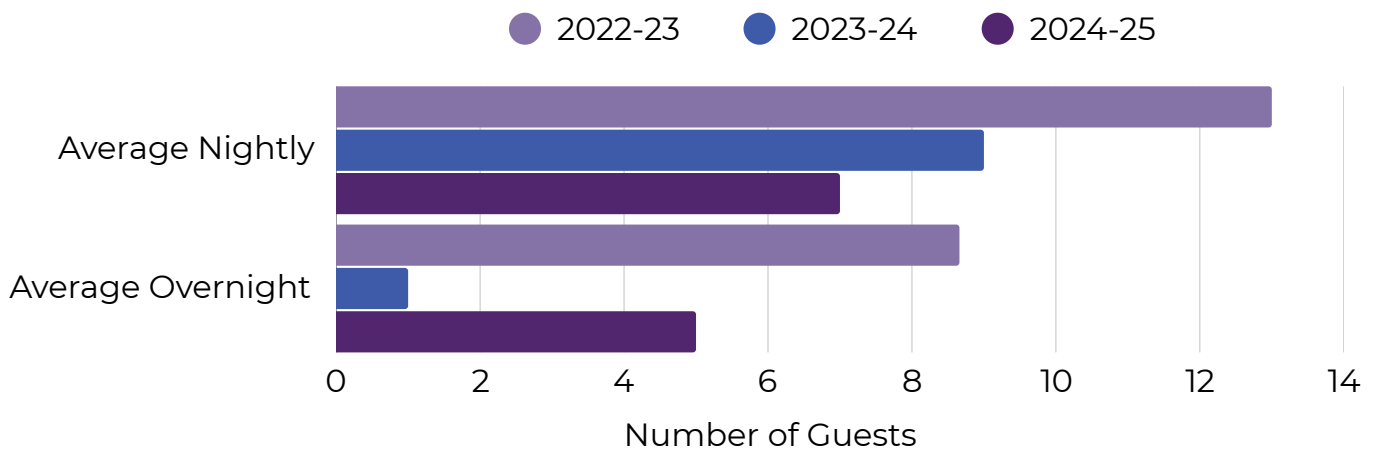
YEAR-OVER-YEAR COMPARISON

BANCROFT	2022-23	2023-24	2024-25
NIGHTS OPERATED	73	83	121
TOTAL VISITS	940	672	881
TOTAL OVERNIGHT VISITS	632	108	549
AVERAGE NIGHTLY GUESTS	13	8	7
AVERAGE OVERNIGHT GUESTS	9	1	5

YEAR-OVER-YEAR GUEST TYPES



YEAR-OVER-YEAR STAY PATTERNS



BELLEVILLE WARMING CENTRE

OPERATING NIGHTS
121

TOTAL VISITS

4952



VISITORS

5

TOTAL GUESTS



322

ONE-TIME VISITORS



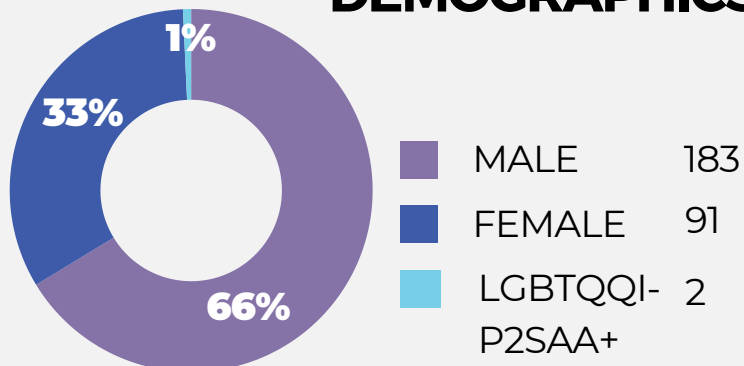
95

UNIQUE WARMING
CENTRE GUESTS



222

DEMOGRAPHICS



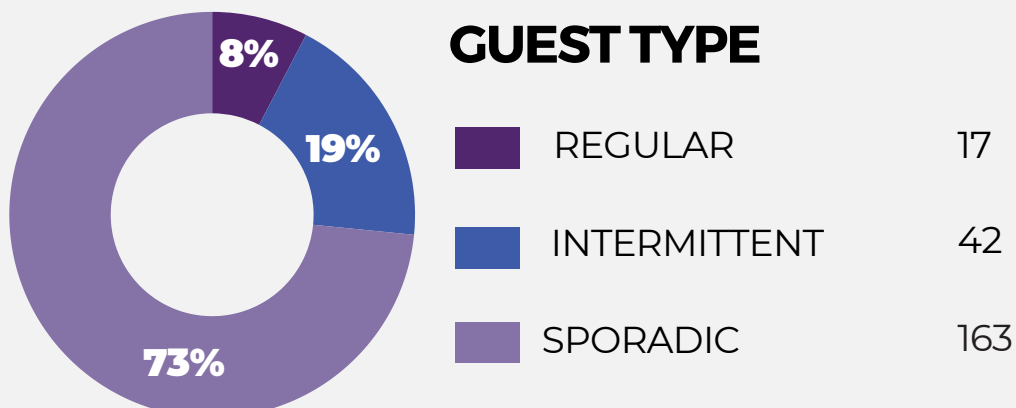
AVERAGE NIGHTLY
GUESTS

37

AVERAGE OVERNIGHT
GUESTS

29

GUEST TYPE



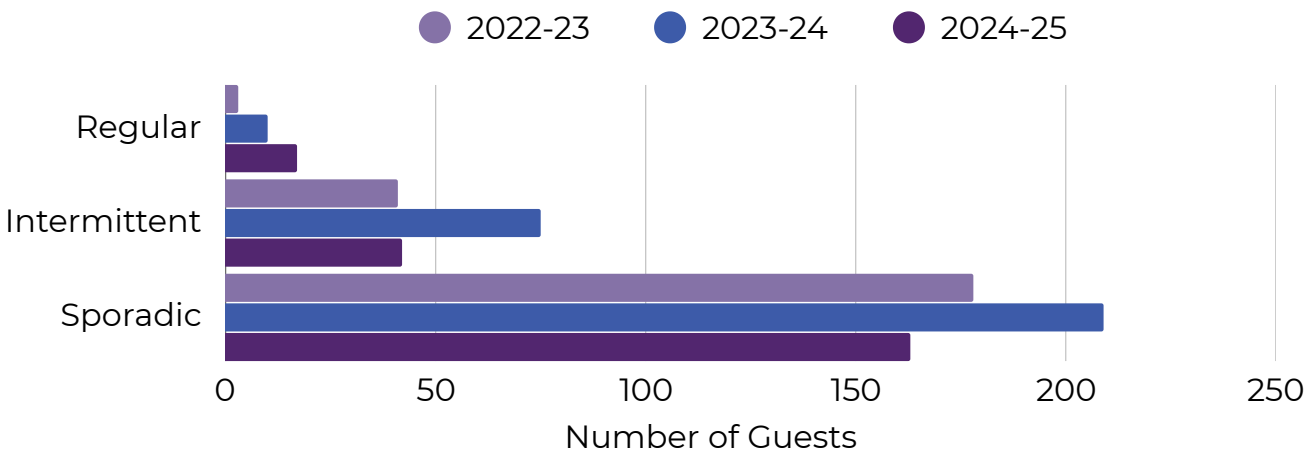
Please Note: You can refer to the definitions on Page 6 for more details on what each data point represents.

YEAR-OVER-YEAR COMPARISON

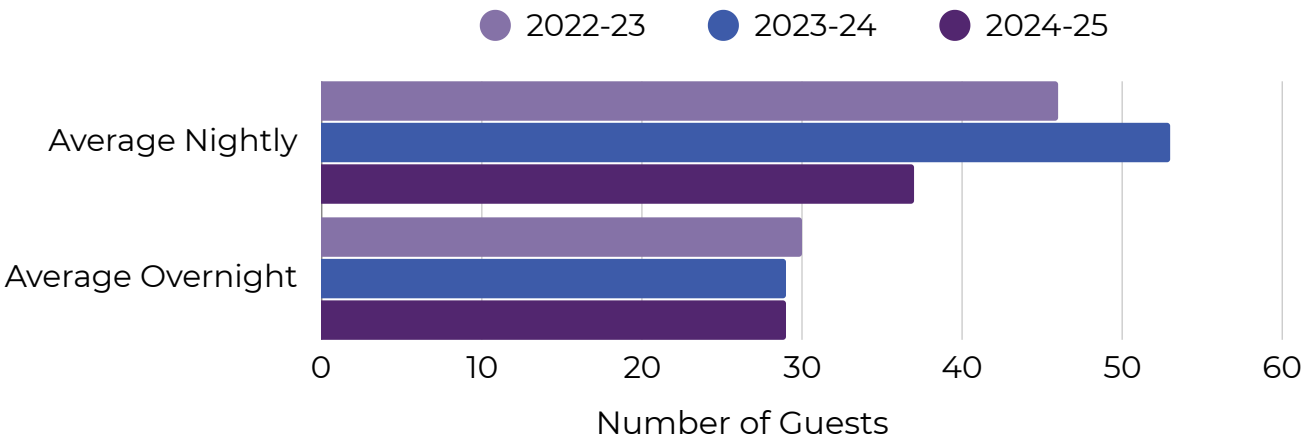
BELLEVILLE

	2022-23	2023-24	2024-25
NIGHTS OPERATED	107	122	121
TOTAL VISITS	4958	6524	4952
TOTAL OVERNIGHT VISITS	3267	3597	3497
AVERAGE NIGHTLY GUESTS	46	53	37
AVERAGE OVERNIGHT GUESTS	30	29	29

YEAR-OVER-YEAR GUEST TYPES



YEAR-OVER-YEAR STAY PATTERNS



QUINTE WEST WARMING CENTRE

OPERATING NIGHTS
121

TOTAL VISITS

996

VISITORS

5



TOTAL GUESTS

95



ONE-TIME VISITORS

26

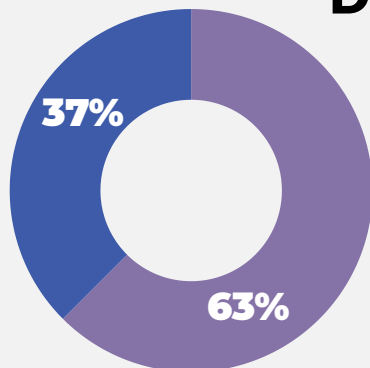


UNIQUE WARMING
CENTRE GUESTS

64



DEMOGRAPHICS



MALE	40
FEMALE	24
LGBTQQI-P2SAA+	0

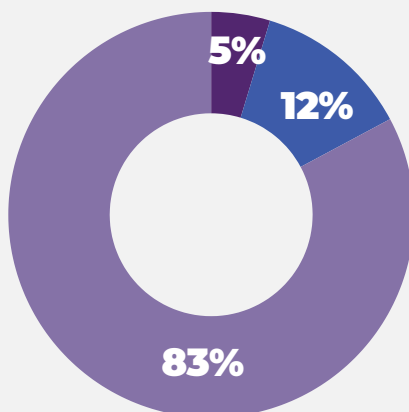
AVERAGE NIGHTLY
GUESTS

8

AVERAGE OVERNIGHT
GUESTS

6

GUEST TYPE

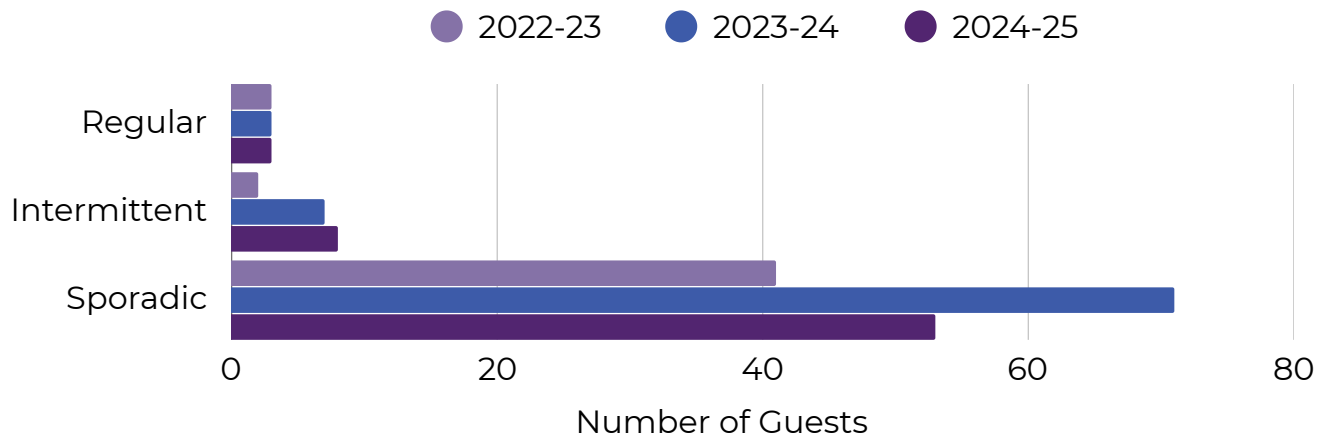


REGULAR	3
INTERMITTENT	8
SPORADIC	53

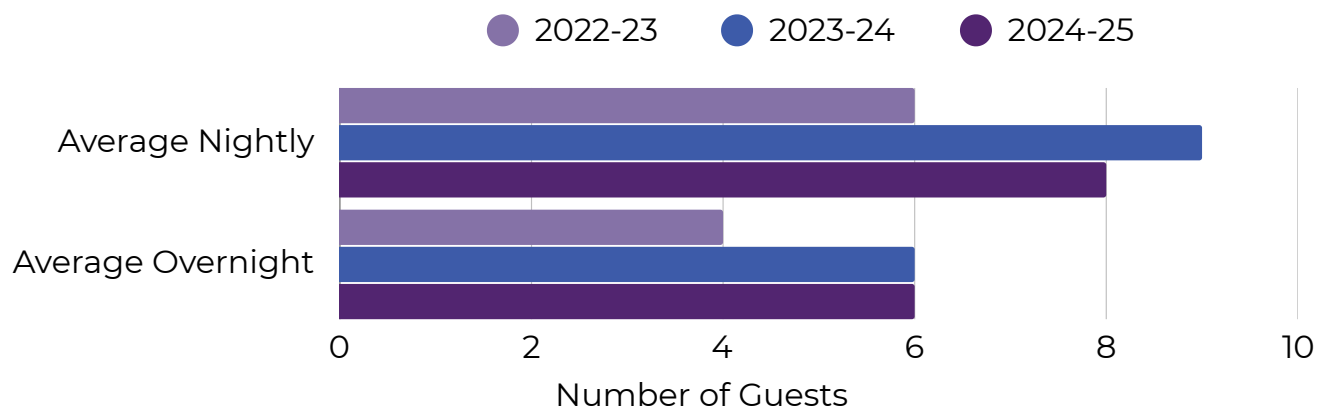
YEAR-OVER-YEAR COMPARISON

QUINTE WEST	2022-23	2023-24	2024-25
NIGHTS OPERATED	107	122	121
TOTAL VISITS	628	1212	996
TOTAL OVERNIGHT VISITS	473	748	714
AVERAGE NIGHTLY GUESTS	6	9	8
AVERAGE OVERNIGHT GUESTS	4	6	6

YEAR-OVER-YEAR GUEST TYPES

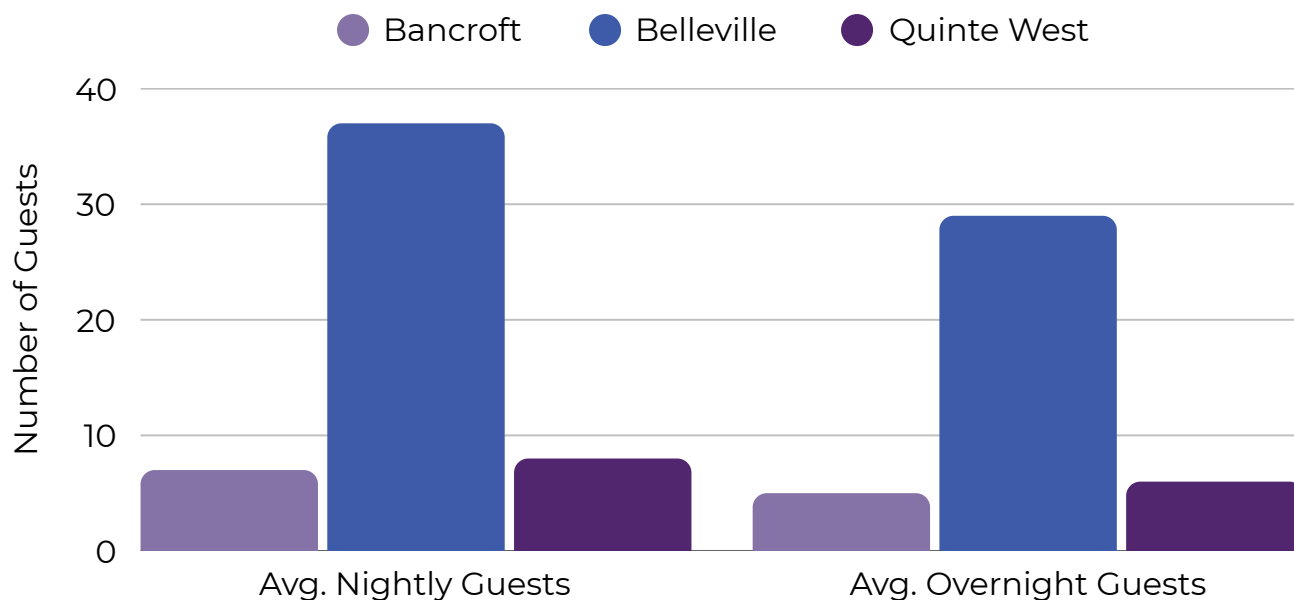


YEAR-OVER-YEAR STAY PATTERNS

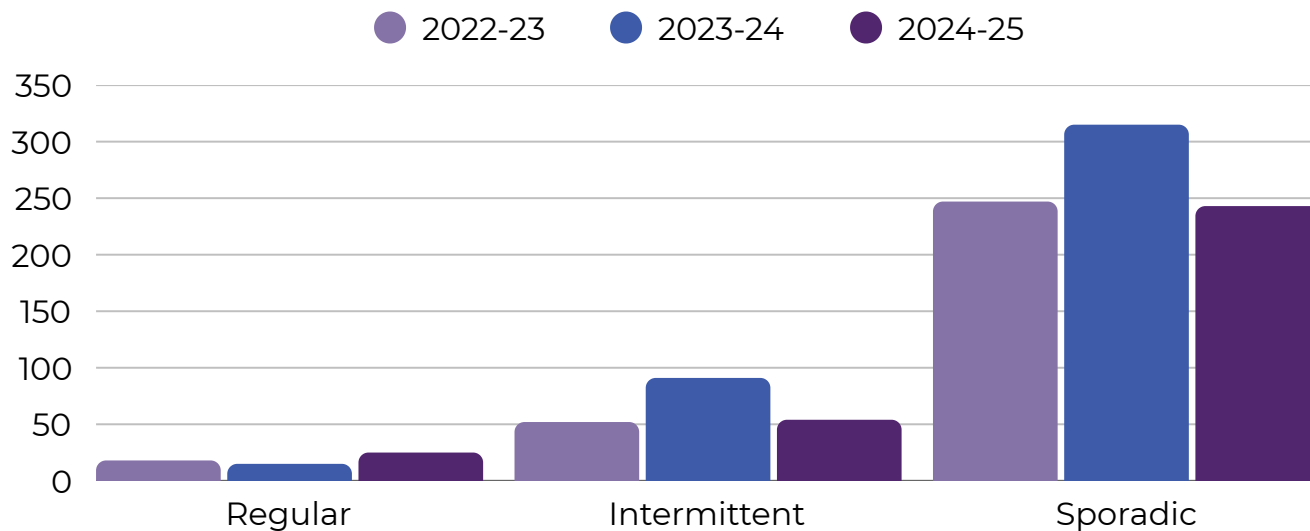


GUEST USE PER WARMING CENTRE SITE

2024-25 AVERAGE GUEST USE



NUMBER OF GUESTS ACROSS ALL THREE WARMING CENTRE LOCATIONS



FINANCIALS

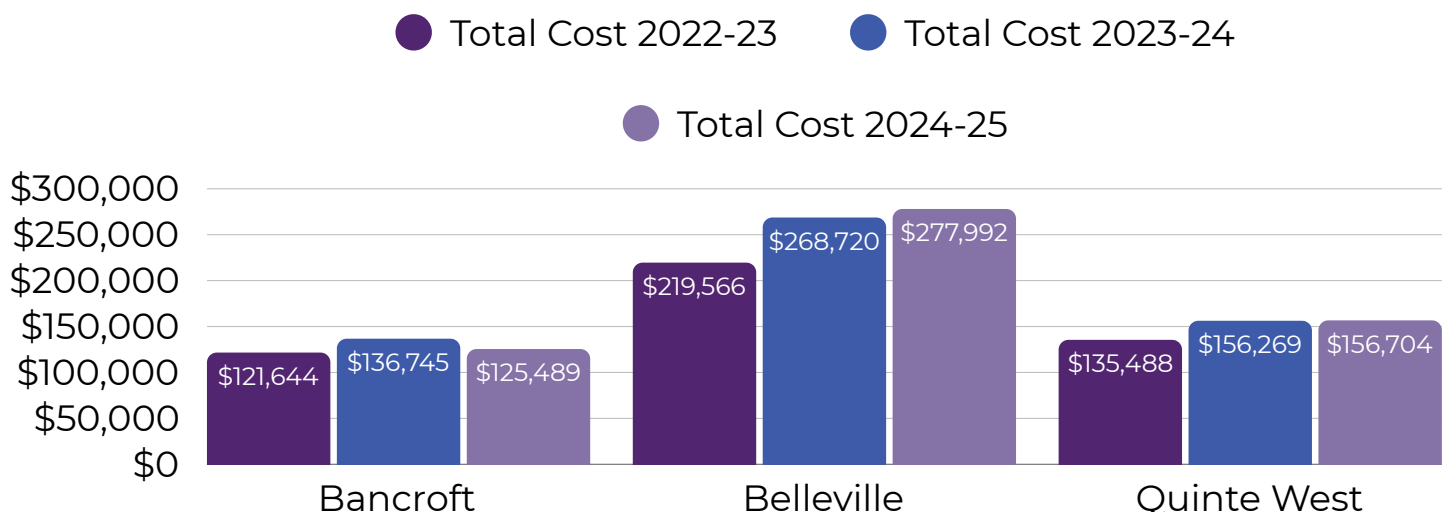
Costs incurred during warming centre operations for the 2024-2025 season included security/staffing, site costs, and cleaning. The Belleville and Quinte West locations were staffed by security, while Bancroft was staffed by both security and shelter staff. Bancroft site costs included cleaning fees and one-time costs associated with setting up the mobile unit as a hybrid model.

Overall, program costs for Belleville and Quinte West remained relatively stable while Bancroft program costs decreased.

WARMING CENTRE 2024-2025 ACTUALS

	Bancroft	Belleville	Quinte West
Staffing	\$107,107	\$257,796	\$103,708
Site Costs	\$18,382	\$0	\$17,625
Cleaning	\$0	\$20,196	\$35,371
Subtotal	\$125,489	\$277,992	\$156,704
Total Program Cost	\$560,185		

TOTAL COST COMPARISON PER WARMING CENTRE SITE



PROGRAM COST PER NIGHT & GUEST

COST PER NIGHT OF WARMING CENTRES

Location	2022-23	2023-24	2024-25
Bancroft	\$1,666	\$1,647	\$1,037
Belleville	\$2,052	\$2,202	\$2,297
Quinte West	\$1,266	\$1,280	\$1,295

2024-2025 COST PER GUEST PER NIGHT

	Bancroft	Belleville	Quinte West
Cost per night	\$1,037	\$2,297	\$1,295
Cost per person attending per night*	\$148	\$62	\$162
Cost per person staying overnight*	\$207	\$79	\$216

*based on average nightly stays and overnight stays



FINANCIAL COMPARISON OF OPERATIONS

BANCROFT

Bancroft	2022-23	2023-24	2024-25
Security/Staffing	\$72,176	\$78,362	\$107,105
Site Cost	\$35,243	\$48,382	\$18,382
Cleaning	–	\$10,000	–
Transportation	\$13,825	–	–
Total Program Cost	\$121,244	\$136,745	\$125,488
Nightly Cost	\$1,660	\$1,647	\$1,037

BELLEVILLE

Belleville	2022-23	2023-24	2024-25
Security	\$198,777	\$243,639	\$257,796
Site Cost	-	\$4,092	-
Cleaning	\$18,136	\$20,988	\$20,196
Supplies	\$2,652	-	-
Total Program Cost	\$219,565	\$268,720	\$277,992
Nightly Cost	\$2,052	\$2,202	\$2,297

QUINTE WEST

Quinte West	2022-23	2023-24	2024-25
Security	\$72,176	\$110,720	\$103,708
Site Cost	\$15,100	\$38,486	\$17,625
Cleaning	\$33,792	\$7,062	\$35,371
Total Program Cost	\$135,487	\$156,269	\$156,704
Nightly Cost	\$1266	\$1280	\$1,295




LIVING EXPERIENCE INTERVIEWS

Hastings County, in collaboration with Reaching Home partners, the Community Advisory Board, and warming centre staff and volunteers, conducted living experience interviews at the warming centres. These interviews represent ongoing efforts to engage with those experiencing homelessness in Hastings County and provide data directly from those experiencing unsheltered homelessness. This is an invaluable source of experience and information for planning homelessness prevention and solutions. 35 guests participated in the interviews, 16 from Bancroft, 9 from Belleville, and 10 from Quinte West. Staff at Bancroft Warming Centre completed the interviews over several days, while the Belleville and Quinte West interviews were conducted in one evening.

Key Lessons

- More than 1/3 of respondents self-identified as Indigenous (34%)
- More males than females were surveyed (almost double)
- Addiction was cited most often as the reason that led to homelessness
- Of these respondents, the majority stated that programs to help them get clean is what they think the government needs to do to help and/or what they need in order to live the life they want
- 37% reported first experiencing homelessness as a youth (12-24), with 34% between the ages of 12-19. 14 years old was the most common cited age
- 34% of respondents indicated a tiny home/small apt was their home of choice
- When asked what they would do next after moving into their home, seven mentioned time with family, 13 mentioned work or schooling, one person said, “never leave”

QUOTES FROM GUESTS USING WARMING CENTRES & STAFF OF THE WARMING CENTRES



"The warming centre is great. I'm very thankful that it's here. The volunteers and guards genuinely care."

-Warming Centre Guest

"They all have a story, they want to be talked to, they want to give back to the community, their lives haven't gone how they planned, they miss their kids, they have drug problems, they could be me or you."

-Warming Centre Staff Member

"I am appreciative of Hastings [County] providing the money to make a warming centre".

- Warming Centre Staff Member

"The guests are extremely grateful for a safe, warm space to use."

-Warming Centre Staff Member

"I feel the most safe here at the warming centre."

- Warming Centre Guest



NEXT STEPS

Hastings County continues to evaluate funding opportunities and challenges as it relates to homelessness services and prevention, balancing investing in preventative measures, emergency solutions, and long-term housing-first approaches.

As funding sources fluctuate, consideration of cost-effective and time-sensitive solutions to end homelessness become increasingly important, while continuing to support those experiencing homelessness. Efforts will focus on providing permanent and supportive housing in our community.

Hastings County recognizes that as partners, we all have a responsibility to work towards providing the supports and services to individuals in need. The nightly operation of warming centres throughout the colder winter months is a critical component to the health and well-being of individuals experiencing homelessness and the County is committed to funding the ongoing operations of these supports. Staff have explored options to provide emergency shelter during critical life threatening cold events and recommend that municipalities internally operate daytime drop in emergency facilities during severe cold events, similar to the hot weather protocol for cooling centres.

Community and Human Services will work with municipalities in the identified service areas to implement warming centre options for the 2025-2026 season, with recommendations brought back to Committee and Council for approval.

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