



# PRÉVENTION

## CDN — NDG

April 18<sup>th</sup>, Montreal

Dear partners,

Over the past few days, there has been public discussion about the warming centre (*halte-chaleur*) that was organized at the MultiCaf food bank last winter. We would like to address some of these concerns and discuss them in a broader context.

As you know, Prévention CDN-NDG is a community organization that offers expertise, resources, and tools to residents of the Côte-des-Neiges - Notre-Dame-de-Grâce borough of Montreal to improve their quality of life regarding security, their environment, and social issues. For the past four winters, we have overseen a warming centre in the borough, which was closed with the arrival of spring at the beginning of the month. This project was supported by the borough of CDN-NDG due to the needs within our community.

The warming centre is an essential service that provides a warm and safe space for some of the most vulnerable people in our community during the winter months, offering them food, clothing, shelter and activities. This winter, the warming centre received 5,785 visits, with 47 users per night, on average. By comparison, demand has more than doubled for this service since we first launched during the winter of 2020-21.

The centre serves some of our community's most vulnerable people. The housing crisis, the opioid crisis, and the chronic lack of mental health services are having devastating effects in Montreal and elsewhere. The needs are equally vast, critical, and urgent in our community as well.

We continue to work to ensure that our warming centre is a welcoming and secure place for those who need it, all the while respecting our neighbours. The centre is

accessible to everyone. The approach to harm reduction and the high level of accessibility mean that the most vulnerable people in our borough who need these services most are welcomed. This is also a requirement for the funding of the centre.

However, the balance between the growing demands and limited resources make balancing these needs a delicate exercise. High demand puts enormous pressure on the delivery of essential services, which is becoming increasingly complex, particularly for those on the front line.

We would like to thank our partners in the community who have generously provided space, food, medical and social support, as well as ensuring the safety of the premises and those present. We will continue to work together to mobilize our collective resources to ensure that this essential service is provided in the most appropriate space and in the best possible way.

Although the deployment of these services can never be perfect in the eyes of everyone, our actions are always guided by the principle of providing essential support to the most vulnerable members of our society. Prévention CDN-NDG firmly believes that ongoing dialogue with our partners is essential if we are to continue to identify areas of contention and ways to improve these services.

In this respect, we are confident that we will be able to discuss these issues with you. Together, we can continue to defend the need for this work, while looking for ways to improve the way in which we deploy these efforts.

Sincerely,

Members of the Management and Board of Directors of Prévention CDN-NDG