

Windsor Downtown

We are so much
more
when we work together.

Neighbourhood Safety Plan

Your go-to guide for neighbourhood safety and accessing essential resources, whether you live, learn, work, or play in the N9A area.

Developed in partnership through the Substance Supports in Neighbourhoods Accessed through Police Partnerships 'SSNAPP' initiative.

This resource is based on information gathered from residents, businesses, and local organizations in June of 2024. Information may be subject to change.

To access all Neighbourhood Safety Plans, visit
www.ssnapp.ca

ssnapp | Substance Supports.
Neighbourhood Resources.
Community Partnerships.





Who Do I Call?

A Bystander's Blueprint

- 911** Call 911 for emergencies needing police, fire, or ambulance help or if there is immediate threat to life or bodily harm, violence, weapons, or a medical emergency. 📞 Available 24/7
- 311** Call 311 for city information, requests about municipal programs, and non-emergency services including parks and recreation, street issues, needle disposal, and more.
Text: 311
Email: 311@citywindsor.ca
Online: www.311online.ca
App: download 'Windsor 311'
- 211** Call 211 for help with programs and services in your area, including mental health, housing, and employment. 📞 Available 24/7
Email: info@211southwestontario.ca
Online: www.211southwest.ca
- Windsor Police Service Non-Emergency Line**
Call 519-258-6111 for non-emergency police help or to file a report.
For example, filing a noise complaint either by phone or online.
Email: info@windsorpolice.ca
Online: www.windsorpolice.ca
- Windsor and Essex County Crime Stoppers**
Call 519-258-8477 to report a crime or leave a tip anonymously.

Disclaimer: This Neighbourhood Safety Plan is designed for residents in Windsor, Ontario to provide general guidelines, support strategies, and information to help promote a safer community environment. The recommendations and strategies are provided as general guidance and may not be suitable for every individual or situation. The creators of this Neighbourhood Safety Plan do not guarantee the effectiveness of it or any of its components and are not responsible for any outcomes or consequences resulting from its use. These materials are intended for informational purposes only and is not a substitute for professional medical, psychological, or legal advice. In the event of an emergency, call 911 immediately.

What Can I Do?

Encountering Someone Experiencing a Mental Health Crisis

SIGNS The person might be upset, confused, or talking to themselves. They could be pacing, crying, or showing signs of distress.

- ACTIONS**
- ⚠️ Ensure Your Safety First. Stay Calm, Keep a Safe Distance, or Walk Away if You Feel Unsafe.
 - 📞 Call 911 If There's Immediate Danger.

If You Feel Safe and Comfortable to Help, Consider These Steps:

- 👂 Listen to the Person and Show You Care.
"I can see that this is really hard for you."
- 👂 Offer Support, Not Solutions.
"It's OK to feel this way. Let's find a way through it together."
- 👂 Use Non-Threatening Body Language.
Face them and nod to show you're listening.
- 👂 Use Non-Stigmatizing Language.
Stigma can shape opinions and stop people from getting help. "What you're going through is real and important" is a good way to avoid blame.
- 📞 Call 911 if There Are Safety Risks to the Person or Others, or Threats of Self-Harm or Harm to Others.
- 👂 Share Information About Local Mental Health Resources, Available on Page 11.
- 👂 Follow Up with the Person if Possible.

Call 911 or go to your nearest emergency department if you're facing immediate safety risks or feel like you're a threat to yourself or others. Available 24/7.

Non-Emergency? Call the Windsor Crisis Response Team (CRT) at 519-255-6700 ext. 4203 to help people presenting symptoms of mental illness, substance use, behavioural disorders, or people in acute crisis situations within the City of Windsor.



For Immediate Mental Health Support:

Call Community Crisis Services at 519-973-4435.
📞 Available 24/7

Call or text the Suicide Crisis Helpline at 988.
📞 Available 24/7

Visit the Mental Health and Addictions Urgent Crisis Centre at 1030 Ouellette.
519-257-5111 ext. 77968.



Encountering Someone Experiencing a Substance Use Crisis

SIGNS

The person could be unconscious or showing signs of an overdose (e.g., difficulty walking, blue or grey lips or nails, very small pupils, cold and clammy skin, confused, snoring/gurgling sounds).

ACTIONS

⚠️ **Ensure Your Safety First. Stay Calm, Keep a Safe Distance, or Walk Away if You Feel Unsafe.**

☎️ **Call 911 if There's Immediate Danger.**

If You Feel Safe and Comfortable to Help, Consider These Steps:

- 1 Call 911 Immediately.**
In an overdose emergency, call 911 right away. *The Good Samaritan Drug Overdose Act* offers some legal protection for people who experience or witness an overdose and call 911. Learn more in the resources section at www.wecoss.ca



- 2 Shout 'hello' and shake their shoulders to check if they respond.**

- 3 Give Naloxone if you think it's an opioid overdose.**

How to Use Naloxone Nasal Spray:
Lay the person on their back and gently insert the tip of the nozzle into their nostril. Press the plunger to give the dose of Naloxone. **Do not** test the spray before you administer.

Note: *Naloxone is unlikely to cause harm if given to someone experiencing a non-opioid overdose, but it won't help either. Naloxone only works for opioid overdoses.*

- 4 Perform chest compressions (push hard and fast) or start CPR if trained.**

- 5 If no response after 2 to 3 minutes, repeat steps 3 and 4 (alternating nostrils) until the person responds or EMS arrives.**

If the person responds, place them in the recovery position.



- 6 Provide detailed information when emergency responders arrive.**

For example, the substances involved if known, time of overdose, and if Naloxone was administered.

Opioids are drugs that include legal pain relievers (like morphine and fentanyl) and illegal drugs (like heroin). They have a high risk of addiction. If prescribed, follow the dosage, know the side effects, keep your medication safely secured, and dispose of unused or expired medicine at your local pharmacy. Learn more in the resources section at www.wecoss.ca

Tips for Safer Substance Use

- Never use alone.
- Try a very small amount first – “start low, go slow.”
- If you use with a friend, do not use at the same time.
- Avoid mixing substances.
- Have Naloxone ready. Know how to respond to an overdose.
- Call the National Overdose Response Service 24/7 hotline at **1-888-688-6677** for confidential support when using substances.

If you are experiencing a substance use crisis, call 911, contact Community Crisis Services at 519-973-4435, or go to your nearest emergency department.

Non-Emergency? The Nurse Police Team helps with non-emergency substance use related incidents within the City of Windsor. Call the Windsor Police Service Non-Emergency line at 519-258-6111 for help.

“I rose from the ashes and put all my energy into sobriety! ... I work daily to try and help as many people as I can and to be there for my wife and kids emotionally and physically.”

Chris Thibert
Phoenix Recovery Program
Downtown Mission

We are so much **more** than what you see. **We are people first.**



Save a Life, Carry Naloxone

Naloxone is a life-saving medication that can reverse an opioid overdose. Get a free Naloxone Nasal Spray Kit at participating local pharmacies. Find locations in the resources section at www.wecoss.ca





Found a Needle?

If you find a needle on **City of Windsor property**, treat it as used and call **311** to report it and arrange for disposal.

If you find a needle on your **private property**, treat it as used and follow these steps:

- 1 Wear gloves to protect from fluids.
- 2 Use tongs or tweezers to pick up the needle by the middle of the syringe, with the sharp end facing down.
- 3 Place the needle in a sharps container or a puncture-proof, sealable container and close it tightly.
- 4 Remove gloves and wash your hands or use hand sanitizer.
- 5 Dispose of the container at a sharps disposal bin or local pharmacy.

Landlords or property managers should contact a biohazard company for large quantities, consider installing sharps disposal bins (from local pharmacies), and report finds to **311** for data collection.

DO NOT:

- ✗ Throw loose sharps in the garbage.
- ✗ Put sharps in the recycling bin.
- ✗ Flush sharps down the toilet.
- ✗ Dispose of sharps in bushes, parks, or streets.

A list of 24-hour sharps disposal bin locations can be found in the resources section at www.wecoss.ca

Witnessing Someone Being Harassed

SIGNS

The person may be distressed, appear fearful, anxious, or is trying to avoid the harasser. Harassment can be verbal abuse, physical intimidation, unwanted touching, stalking, sexual harassment, or public shaming.

ACTIONS

- ⚠️ Ensure Your Safety First. Stay Calm, Keep a Safe Distance, or Walk Away if You Feel Unsafe.
- 📞 Call 911 if There's Immediate Danger.

If You Feel Safe and Comfortable to Help, Consider These Steps:

- 🗣️ **Address the Harasser Calmly.**
"That's not OK. Please stop."
- 👥 **Get Help if You Can't Intervene.**
Find a friend, bystander, or someone in authority to help or call 911 if the situation escalates.
- 📝 **Document the Incident if Safe.**
Record the incident or take notes with details like time, location, and what was said. Respect the privacy of the person being harassed when sharing any recordings.
- 🤝 **Check In and Offer Support.**
Check in with the person being harassed and offer your support.
- 📞 **Report the Incident.**
Report the incident or encourage the person being harassed to report it.

Need to Report a Harassment?

Call the Windsor Police Service Non-Emergency Line at **519-258-6111**.

If you or someone you know is experiencing domestic violence, please reach out for support. For resources and assistance, contact the Windsor Police Service Non-Emergency Line at **519-258-6111**. If you are in immediate danger, call **911**.



I have been sober since October 4th, 2004. I have been through numerous challenges that would sink any boat. I have been through so many tragedies, two daughters in Heaven, yet so many miracles. Finding help, I was able to change my whole perception, reveal it to feel it, to heal it, and now I can go through each day and hopefully inspire others to just hold on."

Barbara Mann
Complex Trauma Program, RE/ACT Windsor-Essex



Encountering Someone Experiencing Homelessness

SIGNS

The person may be carrying their personal belongings, using public spaces for resting, seeking assistance, or wearing inconsistent or inadequate clothing for the season.

ACTIONS

⚠️ **Ensure Your Safety First. Stay Calm, Keep a Safe Distance, or Walk Away if You Feel Unsafe.**

📞 **Call 911 if There's Immediate Danger.**

If You Feel Safe and Comfortable to Help, Consider These Steps:

- 🕒 **Acknowledge the Person with Respect.**
Be polite, make eye contact, smile, and avoid making assumptions about them.
- 🕒 **Talk to the Person.**
"How's your day going?"
- 🕒 **Offer Help.**
Give a meal, drink, or hygiene supplies (like wipes or bandages).
- 🕒 **Connect Them to Resources**
If the person is receptive to help, connect them with local resources, available on page 13.

Call 311 to request a homelessness response or to report an encampment in your neighbourhood. Outreach teams will make an effort to help people access appropriate services, including harm reduction supports and mental health services.



Witnessing a Conflict Situation

SIGNS

People involved in a conflict may have raised voices, use aggressive language, display threatening physical gestures (e.g., pointing fingers, clenching fists), and be in visible distress or fear.

ACTIONS

⚠️ **Ensure Your Safety First. Stay Calm, Keep a Safe Distance, or Walk Away if You Feel Unsafe.**

📞 **Call 911 if There's Immediate Danger.**

If You Feel Safe and Comfortable to Help, Consider These Steps:

- 🕒 **Stay Calm and Non-Confrontational.**
Use "I" statements instead of "You" statements. "I feel concerned seeing this argument escalating."
- 🕒 **Maintain Calm Body Language.**
Keep your hands visible, make eye contact, and nod to show you're listening.
- 🕒 **Create a Distraction to Interrupt the Conflict.**
"I need help with something important. Can you give me a hand?"
- 🕒 **Show Empathy.**
"I can see that you're really upset right now. It's understandable given the situation."
- 🕒 **Offer Choices and Control.**
"Would you prefer to discuss this now or would you like to take a moment to cool down first?"
- 🕒 **Set Boundaries if Necessary.**
"I think it would be helpful if we could keep the discussion focused on the issue, not on personal attacks."
- 🕒 **Get Help if There is Violence or the Situation Continues to Escalate.**
Call the Windsor Police Non-Emergency Line at **519-258-6111** or **call 911** if there is immediate danger.

As a Police Officer, I strongly believe it is important to show care and compassion for people when they need it the most and expect it the least."

Constable Surjeet Gill
Community Services Branch
Windsor Police Service

We are so much **more** than enforcement.
We are people first.





Discrimination/Racism

Witnessing Someone Being Discriminated Against or Experiencing Racism

SIGNS

The person may be subjected to racial slurs, derogatory comments, or insults based on their race or ethnicity. Intentionally excluded someone from an activity and displaying hostile body language, such as glaring or rolling eyes can also be indicators of discriminatory behaviour.

ACTIONS

⚠️ **Ensure Your Safety First. Stay Calm, Keep a Safe Distance, or Walk Away if You Feel Unsafe.**

📞 **Call 911 if There's Immediate Danger.**

If You Feel Safe and Comfortable to Help, Consider These Steps:

- 🕒 **Stay Calm and Non-Confrontational.**
- 🗣️ **Express Your Feelings.**
Use "I" statements instead of "You" statements. "I feel uncomfortable when I hear comments like that."
- 🤝 **Show Support.**
Stand next to the person being discriminated against to show support.
- 🗨️ **Address the Specific Behaviour.**
"That joke/comment was offensive."
- 🛡️ **Set Boundaries.**
"I cannot tolerate any form of discrimination or racism. Please stop making these comments."
- 📄 **Document and Report the Incident.**
Record the incident or take notes with details like time, location, and what was said. Respect the privacy of the person being discriminated against when sharing any recordings.
- 👥 **Check In and Offer Support.**
Check in with the person being discriminated against and offer your support.

Need to Make a Discrimination Complaint?

Call the Human Rights Tribunal of Ontario at **1-866-598-0322**.

Were You a Victim of a Hate Crime or Hate-Motivated Incident?

Report online at www.windsorpolice.ca or call the Windsor Police Service Non-Emergency Line at **519-258-6111**. A hate crime is a criminal act motivated by bias against race, religion, ethnicity, sexual orientation, gender, disability, or similar factors. Hate-motivated incidents include name-calling, racial insults, graffiti, or spreading hateful messages.



Vandalism

Preventing Vandalism on Your Property

SIGNS

May include graffiti, broken windows or doors indicating forced entry, and damaged vehicles. You may also notice scratched signs, litter, or debris across your property.

ACTIONS

⚠️ **If Your Property Has Been Vandalized, Ensure Your Safety First and Avoid the Area if You Do Not Feel Safe.**

📞 **Call 911 if There's Immediate Danger.**

Consider These Steps for Preventing Vandalism:

- 🔒 **Secure Your Property.**
Use locks, fences, and security systems.
- 🧹 **Keep Your Property Clean and Well-Maintained.**
- 💡 **Install Bright, Motion-Sensor Lighting.**

- 👁️ **Join or Start a Neighbourhood Watch Program.**
For more information, call the Safety Village at **519-945-5500**.
- 📞 **Report Vandalism Right Away.**
- 📄 **Document any Damage.**
- 🧹 **Clean or Cover Graffiti Quickly.**
- 🛡️ **Check if Your Property Insurance Covers Vandalism and Graffiti.**
- 🔒 **Ensure your property is safe and secure through Crime Prevention Through Environmental Design 'CPTED' analysis by completing a self-audit safety checklist.**
Access the self-audit tool and learn more in the resources section at www.wecoss.ca

Need to Report Vandalism?

Call the Windsor Police Service Non-Emergency line at **519-258-6111** for vandalism to your private property or call **311** to report graffiti on City of Windsor's public property.

How to Respond to Someone Urinating in Public?

- 1** **Avoid Direct Confrontation to Ensure Your Safety.**
- 2** **Contact the Windsor Police Service Non-Emergency Line at 519-258-6111 to Report the Incident.**
Provide specific details about the location, description of the person, and any other relevant information.
- 3** **If the Situation Escalates or Poses a Danger, Call 911.**



Who Can Help?

For up-to-date information on municipal services, call 311, and for the latest information on mental health, housing, legal, employment resources, and more, call 211.

Health 811

Call 811 for free, secure, and confidential health advice from a registered nurse. Available 24/7.

Legal Assistance Windsor

Call 519-256-7831 for legal and social assistance. Online: www.legalassistanceofwindsor.com

Windsor-Essex Community Health Centre

Call 519-997-2824 ext. 408 or 409 for support navigating the healthcare and social service system, or to access a variety of programs and services. Online: www.weCHC.org

Windsor-Essex Local Immigration Partnership (WE LIP) 'My New Community Map'

The 'My New Community Map' helps newcomers, immigrants, and refugees find a variety of local programs and services, including child and youth, employment, health, housing, language, mental health and substance use, and more. Online: www.workforcewindsor.com/mynewcommunitymap/

Windsor-Essex Ontario Health Team (WEOHT)

Access community resources and Mobile Medical Support, including primary care check-ups, wound care, mental health support, substance/addiction services, and more. Find where Mobile Medical Support will be located next at www.weoht.ca/resources

Mental Health and Substance Use Services

For a full list of mental health and substance use services, visit www.wecoss.ca

24-Hour Hotlines

Community Crisis Services

Call 519-973-4435 if you are experiencing a mental health crisis.

Connex Ontario

Call 1-866-531-2600 or text CONNEX to 247247 if you are experiencing problems with gambling, drugs, alcohol, or mental health. Online: www.connexontario.ca

Kids Help Phone

Call 1-800-668-6868 or text CONNECT to 686868 for mental health counselling and mental health support, including accessing community support services. Online: www.weCHC.org

Ontario Poison Centre

Call 1-800-268-9017 or 911 if your child ingests a drug, or you or someone else is having a bad reaction to a drug.

Suicide Crisis Helpline

Call or text 988 for a safe space to talk if you need help or if you are worried about someone else. Online: 988.ca

Offers tailored services for:

- 2SLGBTQIA+ Community
- Indigenous Peoples
- International Students
- Men
- Newcomers
- Women
- Youth

Local Services

Brentwood Recovery Home

519-253-2441
2335 Dougall Ave
Online: www.brentwoodrecovery.com

Canadian Mental Health Association Windsor-Essex County

519-255-7440
1400 Windsor Ave.
Online: www.windsorsex.cmha.ca

Hôtel-Dieu Grace Healthcare

519-257-5111
1453 Prince Rd
Online: www.hdgh.org

House of Sophrosyne

519-252-2711
5305 Adstoll Ave.
Online: www.sophrosyne.ca

Mental Health and Addictions Urgent Crisis Centre

519-257-5111 ext. 77968
1030 Ouellette Ave.
Online: www.hdgh.org/mhaucc

Mobile Outreach and Support Team (MOST)

226-787-5724
Online: www.hdgh.org/most

Nurse Police Team (NPT)

Pairs police officers and nurses to respond to non-emergency substance use related incidents within the City of Windsor. Program is dispatched through 911 and the Windsor Police Non-Emergency Line at 519-258-6111. Online: www.windsorpolice.ca

Positive Pathways

Offers free harm reduction supplies, such as new needles and other drug equipment. 519-973-0222
511 Pelissier St.
Online: www.pozitivepathways.com

RE/ACT Recovery Education for Addictions and Complex Trauma

519-903-7629
502 Wyandotte St. W.
Online: www.weflourish.ca/react

WE Connect Kids

A place to start if you aren't sure how, where, or what type of mental health service you need. Up to age 18. Open Monday – Thursday, 8:00am-6:30pm
519-257-5437
3901 Connaught St.
Online: www.hdgh.org/CYMHCoordinatedAccess

Youth Wellness Hub

Offers mental health and addiction counselling, peer support, primary care, and more. Ages 12-25. Open Monday – Friday, 1:00pm-7:00pm
519-800-8640
info@youthhubbyqg.com
215 Eugenie St. W
Online: www.youthhubbyqg.com

We are so much **more** when we work together.



International Students and Newcomers

Multicultural Council of Windsor and Essex County

519-255-1127
245 Janette Ave.
Online: www.themcc.com

St. Clair College – International and U.S. Students

519-966-1656
2000 Talbot Rd. W
Online: www.stclaircollege.ca/international

University of Windsor – International Student Centre

519-253-3000 ext. 3938
401 Sunset Ave.
Online: www.uwindsor.ca

YMCA of Southwestern Ontario

519-258-9622
500 Victoria Ave.
Online: www.ymcaswo.ca

Services and Resources for People Experiencing Homelessness

Homelessness and Housing Help Hub (H4)

519-254-4828 or 519-253-3806
400 Wyandotte St. E
Open Monday – Sunday, 8:00am-12:00am.

Street Help

519-977-9200
964 Wyandotte St. E
Online: www.street-help.com

The Downtown Mission of Windsor

519-973-5573
875 Ouellette Ave.
Online: www.downtownmission.com

The Salvation Army Windsor Centre of Hope

519-253-7473
355 Church St.
Online: www.salvationarmywindsor.ca

Welcome Centre Shelter for Women and Families

Offers free harm reduction supplies, such as new needles and other drug equipment.
519-971-7595
500 Tuscarora St.
Online: www.welcomecentreshelter.com

Windsor-Essex Community Health Centre – Street Health

519-997-2824
711 Pelissier St.
Online: www.wechc.org

Food Resources

Downtown Mission of Windsor

519-973-5573 ext. 400
875 Ouellette Ave.

Feeding Windsor Essex

519-971-7664
999 Drouillard Rd.
Online: www.feedingwindsor.essex.ca

Men United for God

519-564-8046
343 Wyandotte St. W

The Salvation Army Windsor Centre of Hope

By appointment.
519-253-7473 ext. 227
355 Church St.

Offers tailored services for:

- 2SLGBTQIA+ Community
Indigenous Peoples
International Students
Men
Newcomers
Women
Youth

Windsor Family Homes and Community Partnerships

519-258-4501
900 Howard Ave.

Windsor Goodfellows

519-252-2739
401 Park St. W

Family Services

Can-Am Indian Friendship Centre

519-253-3243
2929 Howard Ave.
Online: www.caifc.ca

Family Services Windsor-Essex

519-966-5010
1770 Langlois Ave.
Online: www.fswe.ca

New Beginnings

Offers various programs for youth, including counselling, employment support, and recreational activities. Ages 16-24.
Open Monday – Saturday, 9:00am-6:00pm.
519-254-2363
syannacopoulos@newbe.ca
1015 Highland Ave.
Online: www.newbeginningswindsor.com

Southwest Ontario Aboriginal Health Access Centre

519-916-1755
1405 Tecumseh Rd. W
Online: www.soahac.on.ca/locations/windsor

St. Leonard's House

519-256-1878
491 Victoria Ave.
Online: www.stleonardswindsor.com

The Windsor Youth Centre

Supports with essentials like food and hygiene items. Ages 16-25.
Open Monday – Saturday, 4:00pm-9:00pm.
226-674-0006
info@downtownmission.com
1247 Wyandotte St. E
Online: www.downtownmission.com

Trans Wellness Ontario

226-674-4745
1435 Tecumseh Rd. E
Online: www.transwellness.ca

Windsor-Essex Children's Aid Society

Provides support and resources for at-risk youth and their families. Up to age 18.
Open Monday – Friday, 9:00am-4:30pm.
519-252-1171
info@essexcountydiversion.com
1671 Riverside Dr. E
Online: www.wecas.on.ca

Windsor Residence for Young Men

226-221-8464
1505 Langlois Ave.
Online: www.wrym.ca

Youth Diversion

Provides a variety of skill-building and support programs. Up to age 18.
Open Monday – Friday, 8:30am-4:30pm.
519-253-3340
info@essexcountydiversion.com
1015 Highland Ave.
Online: www.ecyouthdiversion.ca

Downtown Windsor Neighbourhood Safety Plan

For more information visit
www.ssnapp.ca

