

# Understanding homelessness and encampments in Welland

## What is homelessness?

Homelessness is a complex issue affecting individuals and families who lack stable, safe, and adequate housing. People may become homeless due to various factors, including economic hardship, mental health challenges, family breakdowns, or unexpected life events.

## What are encampments?

Encampments are temporary shelters set up by individuals experiencing homelessness, often in public spaces. These makeshift communities provide a sense of safety and community for those without housing but also present challenges related to safety, health, and public order.

## Why do encampments exist?

Encampments occur when individuals facing homelessness have no access to emergency shelters, affordable housing, or other necessary support services. These spaces are often chosen out of necessity rather than preference, reflecting the urgent need for solutions.

## The City of Welland's response

Welland is committed to addressing homelessness with compassion and respect. The City works closely with social services, outreach programs, and law enforcement to provide support and find sustainable solutions for those in need. The goal is to connect individuals with housing, healthcare, and other vital resources while maintaining public safety.

We acknowledge that many of you feel uneasy, even angered, by encampments in public spaces, and we hear and understand your concerns. The safety and well-being of your community, neighbourhoods, and parks are important to us. Your feelings are valid, and we are committed to addressing these challenges together. We are dedicated to creating a safe and inviting environment for you and your family. Your voice is crucial; we are here to support and listen to you. Together, we can work towards finding solutions and making your community a better place for everyone.

## How you can help

- ♥ **Understand:** Recognize that homelessness is a complex issue that requires community involvement and support.
- ♥ **Support local services:** Donate to or volunteer with local organizations that assist the homeless.
- ♥ **Report encampments:** If you notice an encampment, report it to the appropriate authorities so outreach teams can offer help.



## Who to contact

### To report or clean up an encampment, or to report a safety concern:

Call 211 for information on community resources and support services

**For outreach services, contact local outreach teams:** Niagara Assertive Street Outreach Team (NASO)  
905-735-4445

**For emergencies:** Call Niagara Regional Police (NRP) at 911



Read more at [welland.ca](https://www.welland.ca)