



Town of Trenton

POLICY NO. OTH-20250513-01

APPROVED: 2025-05-13

COMFORT CENTRE POLICY

Purpose

The purpose of this policy is to provide guidance and information regarding the establishment and control of a Comfort Centre in the Town of Trenton during times of emergency situations/incidents.

Definitions

“CAO” means the Chief Administrative Officer of the Town of Trenton.

“Comfort Centre” means an accessible and heated building equipped with a generator, kitchen and washrooms. The Comfort Centre will offer drinks (coffee, water), snacks or light meals, electronics charging station, water filling station and a place to get warm.

“REMO” means Regional Emergency Management Organization of Pictou County.

“Town” means the Town of Trenton.

Policy

1. During differing types and phases of an emergency, the Town may need a Comfort Centre. It is the direction of this policy to ensure there is a facility in the Town equipped for this purpose.
2. The Town’s Comfort Centre will be located at the Trenton Fire Hall (122 Main Street, Trenton NS).
3. The Comfort Centre will be made available anytime day or night when:
 - a. There is a significant event that may endanger the health and safety of community residents (i.e.: state of emergency),
 - b. During prolong power outages.
4. A Comfort Centre is not an overnight shelter. If, during the daytime operations, the Comfort Centre’s volunteers identify a requirement for overnight shelter, such requests will be made to REMO.

Procedures for Opening a Comfort Centre

5. There are two (2) ways that a Comfort Centre will be made available to the public:
 - a. An organization volunteers to be open, or
 - b. The CAO makes the request.
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6. The REMO Coordinator must be contacted before a Comfort Center is opened.
7. Before opening a Comfort Centre several safety factors should be considered for both the volunteers, who will travel to the comfort centers, and those who seek out the services. These include:
 - a. Are there Provincial Public Notices, Municipal Departments of Public Works, and/or Police advising the public to avoid unnecessary travel? If the answer is “yes”, then don’t open.
 - b. Have roads and streets been plowed or cleared of debris? If the answer is “no”, then don’t open.
 - c. Is the storm or event over? Check the weather forecast. If it is not, wait until it is.
 - d. Is it daylight? Travelling in the dark during a storm or significant event presents some dangers and should be avoided.
 - e. Have the parking lot(s), walkways and steps been cleared and accessible? If the answer is “no”, then don’t open. The site needs to be accessible and safe for those using the service.
 - f. If the power is out, what is the expected time that power will be restored? If it is going to be restored within a few hours, it may not be necessary to open.
8. Following the international standard for emergency preparedness, it is recommended residents prepare personal preparedness kits for their family and pets to Shelter in Place for up to 72 hours. It is further recommended that Comfort Centres open after 72 hours have passed. In extenuating circumstances, there may be a need to open a Comfort Centre prior to 72 hours.

Roles & Responsibilities

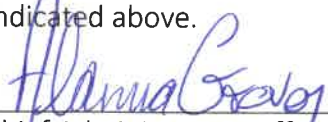
9. Comfort Centres are to be staffed with volunteers from within the community as prearranged by the community group responsible for the Comfort Centre.
 10. Each organization designated responsibility for operating a Comfort Centre must be prepared to be operational within six (6) hours of being requested to do so by the Town’s CAO.
 11. If the organization voluntarily opens then they will incur all costs, but if the CAO makes the request then financial assistance will be made available. If long-term initiation of a Comfort Centre is required (more than 72 hours duration), or anticipated, REMO may be required to provide resources to the Comfort Centre as requested.
 12. Transportation to/from the Comfort Centre will be the citizens’ responsibility.
 13. The decision to deactivate a Comfort Centre will be made by the community group responsible for the Comfort Centre. REMO will be notified of the intent to deactivate and will report the deactivation to the Nova Scotia Department of Emergency Management.
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		<u>CAO's Annotation for Official Policy Book</u>	
Policy Number:	OTH-20250513-01	Date of Notice to Council Members of Intent to Consider (Minimum 7 Days):	<u>April 29, 2025</u>
Council Approval:	<u>2025/ 05/ 13</u> Y M D	Date of Passage of Current Policy:	<u>May 13, 2025</u>
Effective Date:	<u>2025/ 05/ 13</u> Y M D	I certify that this Policy was adopted by Council as indicated above.	
Supersedes Date:	<u> / /</u> Y M D		<u>05/13/2025</u>
		Chief Administrative Officer	Date