



Title **Comfort Centre & Emergency Shelter Policy**

Approved by Council

Date: April 24, 2023

Policy Review Notification

Date: April 11, 2023

Policy Review

Date: February 27, 2023

I certify this to be a true copy of the Municipal **Comfort Centre & Emergency Shelter Policy** as adopted by the Municipal Council of Richmond County at a Public Meeting held on April 24, 2023.



Shelley David
Municipal Clerk

1) Policy Statement

The Municipality of the County of Richmond in the event of an emergency has Centre's which can be opened to serve the public in time of need as a Comfort / Warming Centre, Reception Centre, or as an Emergency Shelter under the direction of the Canadian Red Cross and Provincial Emergency Social Services.

2) Objective(s)

- a) This policy applies to the Centres identified by the County as a designated Comfort Centre or Emergency Shelter.
- b) It outlines the overview of procedures and responsibilities regarding the activation of one or all the Centres or Shelters.
- c) By developing a partnership with Community organizations to open their facilities, the goal is to ensure residents have adequate access to temporary sheltering following an emergency.



3) Definition(s)

a) Comfort / Warming Centre

- i) A facility operated by a community organization that is opened to provide a location where community members can gather for a period ***during the day*** to access ***limited*** services. Depending on the time of year and the nature of the emergency, a comfort / warming centre can serve several purposes including providing relief from extreme temperatures, provision of light nourishment, information gathering, and charging personal devices. ***A Comfort Centre is NOT OPEN with the intention of turning into an overnight shelter operation and usually after at least 72 hours post event.***

b) Emergency Shelter

- i) In large scale and severe emergencies, these types of Centres are opened and operated by the Canadian Red Cross, under the Department of Community Services to provide safe, temporary lodging to those affected by an emergency. Services can include overnight accommodations, feeding, personal services, psycho-social support, and other emergency social services depending on the nature of the emergency and need.

4) Activation Criteria/Guidelines

a) To open as a Comfort Centre, the following criteria is recommended:

- i) A localized or widespread power outage has occurred
- ii) The impacted community may benefit from a temporary place of shelter with relief from extreme temperatures, provision of light nourishment, or to gather information
- iii) There is a need being communicated by multiple residents in the impacted community
- iv) The activation is expected to be short-term (short periods or during the day)



- b) **To open as an Emergency Shelter**, the following criteria is recommended in addition to having met the criteria to open as a Comfort Centre:
- i) Temporary overnight shelter is needed as a result of a substantial emergency
 - ii) A community evacuation may be a possibility or have already occurred
 - iii) There is an identified need for personal care or psycho-social services
 - iv) The activation is expected to be long-term until a more permanent solution is found (temporary accommodations)

5) Communications:

- a) Ensuring public notification for the opening and deactivation of Comfort Centres & Emergency Shelters will be the responsibility of the Municipality of the County of Richmond Emergency Management Organization with support from the involved community organization.
- b) Where possible, public notification for the opening and deactivation of Comfort Centres & Emergency Shelters will be made through press releases, local news media outlets, television, radio, local municipal websites, and social media as appropriate.

Sample script for a Comfort Centre & Emergency Shelter activation:

A Comfort Centre/Emergency Shelter has been opened at [location/facility name] located at [civic address]. The facility will be open from [hours of operation]. [List of available services provided] will be available.

Further questions regarding this Comfort Centre/Emergency Shelter can be directed to [phone number of contact at the Comfort Centre/Emergency Shelter].



6) Responsibilities:

a) Municipality

- i) If a need or potential need for the opening of a centre has been identified, it shall be communicated to the centre by the ESC after consultation of the CAO. The decision to open, close or extend the operation of a centre shall be communicated and agreed jointly by both the municipality and centre to ensure coordination and the resources can be maintained
- ii) Assist with cost recovery

b) Emergency Services Coordinator

- i) Coordinate the requests made by community members, Council, NSEMO or others to have centres opened
 - (1) People should be prepared for at least 72 hours or more during extreme emergencies before counting on centres being opened (dependent on weather, issue and time of year) for the safety of volunteers, community members, etc. needing to travel
- ii) Communicate with the centre outlining the need to open and expected timelines
- iii) Communicate the opening(s) through the Information Officer out to the public
- iv) Assist with guidance and discussions during community meetings

c) Comfort /Warming Centre (Facility)

- i) A centre may open without approval or direction from the municipality, but should notify the ESC for monitoring
- ii) Conduct business as normal and if there is a need by either the community or by the Municipality, make the appropriate arrangements for provisions
 - (1) Organizations are responsible for developing their own plans for the opening and operation.



- iii) Update facility / contact information immediately when there is a change so that there are no delays or issues in the event the facility is needed
 - iv) Maintain appropriate levels of supplies for the time of year
 - v) Hold regular meetings involving the ESC so that continued discussions can be had for possible program updates
 - vi) If called to activate:
 - (1) It would seem reasonable to expect the centre to be operational within 4 hours which would allow sufficient time for volunteers to arrive and prepare the Centre to receive community members and have snacks/drinks ready
 - (2) Provide a minimum number of volunteers to operate the Centre
 - (3) Make a schedule of volunteers and shifts
 - (4) Have a sign in sign out form for volunteers
 - (5) Manage supplies and report needed replacement to the ESC
 - vii) Conduct maintenance and routine testing if needed according to provincial guidelines
- d) **Volunteers**
- i) Work safely in accordance to the policy and procedures put in place by the Centre

7) Policy Distribution and Maintenance:

- a) A copy of this policy will be distributed to all Comfort Centre & Emergency Shelter contacts along with information on how to contact the Municipality of the County of Richmond Emergency Management Organization upon activation and deactivation.
- b) A copy of this policy will be distributed to all Councillors along with the contact information for Comfort Centre & Emergency Shelter contacts in their district.



- c) This policy will be reviewed annually by the Municipality of the County of Richmond Emergency Management Organization.
- d) The contact information for designated Comfort Centres & Emergency Shelters will be reviewed annually by the Municipality of the County of Richmond Emergency Management Organization.

Appendix A – Comfort / Emergency Centre Guideline

Appendix B – List of Centres in the Municipality of the County of Richmond

Appendix B1 – Map of Comfort Centres by District in the County of Richmond

Appendix C – Recommended Supplies according to NSEMO

Appendix D – Comfort Centre Survey

Appendix E – NSEMO Comfort Centre Guidelines

Appendix F – Comfort Centre MOU – Sample

Policy Review/Amendment Schedule

This Policy was last reviewed :

Date of Review	Formally Advertised and Amended By Council
	April 24, 2023 - Adoption

Next Scheduled Review is Fall of 2025.



Title	Comfort Centre & Emergency Shelter Guideline
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1) Activation Criteria/Guidelines

- a) **To open as a Comfort Centre**, the following criteria is recommended:
 - i) A localized or widespread power outage has occurred
 - ii) The impacted community may benefit from a temporary place of shelter with relief from extreme temperatures, provision of light nourishment, or to gather information
 - iii) There is a need being communicated by multiple residents in the impacted community
 - iv) The activation is expected to be short-term (short periods or during the day)

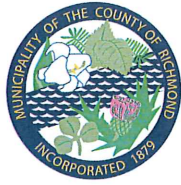
- b) **To open as an Emergency Shelter**, the following criteria is recommended in addition to having met the criteria to open as a Comfort Centre:
 - i) Temporary overnight shelter is needed as a result of a substantial emergency
 - ii) A community evacuation may be a possibility or have already occurred
 - iii) There is an identified need for personal care or psycho-social services
 - iv) The activation is expected to be long-term until a more permanent solution is found (temporary accommodations)

2) Procedure(s)

- a) **Procedure for Opening a Comfort Centre:**
 - i) The decision to open a Comfort Centre is made by the community organization in consultation with the Municipality of the County of Richmond Emergency Management Organization.
 - ii) In situations of widespread emergency or utility disruptions in a community, the Municipality of the County of Richmond Emergency Management



- iii) Organization may contact the Comfort Centre contact person to discuss the activation of a centre.
 - iv) Comfort Centres are to be staffed with volunteers as prearranged by the community organization responsible for the facility.
 - v) Comfort Centres are not intended for overnight shelter. If Comfort Centre volunteers identify a need for overnight shelter, a request to transition into an Emergency Shelter will be made to the Municipality of the County of Richmond Emergency Management Organization.
 - vi) If extended operations of a Comfort Centre are required or anticipated, the Municipality of the County of Richmond Emergency Management Organization may provide resources to the centre as requested.
 - vii) The decision to deactivate a Comfort Centre will be made by the community organization responsible for the Comfort Centre in consultation with the Municipality of the County of Richmond Emergency Management Organization.
- b) Procedure for Opening an Emergency Shelter:**
- i) The decision to open an Emergency Shelter is made by the Municipality of the County of Richmond Emergency Management Organization in consultation with the Canadian Red Cross and other emergency services partners and first responders.
 - ii) The facility location for the Emergency Shelter will be guided by the Emergency Plan and determined by the Municipality of the County of Richmond Emergency Management Organization in consultation with the Canadian Red Cross and other emergency services partners and first responders.
 - iii) Once the decision to open an Emergency Shelter has been made, the Canadian Red Cross and the Department of Community Services will be



- iv) contacted to initiate their response protocols. The set-up and operation of the Emergency Shelter will be the responsibility of the Canadian Red Cross.
- v) The decision to deactivate an Emergency Shelter will be made by the Municipality of the County of Richmond Emergency Management Organization in consultation with the Canadian Red Cross and other emergency services partners and first responders.

3) Guidelines for operating Comfort Centres:

- a) Ideally located in a central location and away from potential hazards
- b) Barrier free inside and out
- c) Have drinking water from a regulated (municipal) supply. Alternatively, well water must be tested according to Provincial regulations and Guidelines.
- d) Heated so visitors can warm up during power outages
- e) Cooling capacity during warm months (air conditioning, heat pumps, etc.)
- f) Have adequate power outlets available to allow charging of devices
- g) Have an approved First Aid Kit and an Automated External Defibrillator (AED)
- h) Have enough staff/volunteers to operate the Centre safely
- i) Adequate occupancy capacity for the need (staff, visitors, volunteers, etc.)
- j) Have a generator and/or approved connections for a portable generator
- k) Be equipped to provide light refreshments such as coffee, tea, water, and light snacks (NSEMO does not recommend serving meals at comfort centres. If a Municipality wishes to serve food that isn't pre-packaged, please ensure all food safety guidelines are followed).

<https://novascotia.ca/nse/food-protection/factsheets-publications.asp>

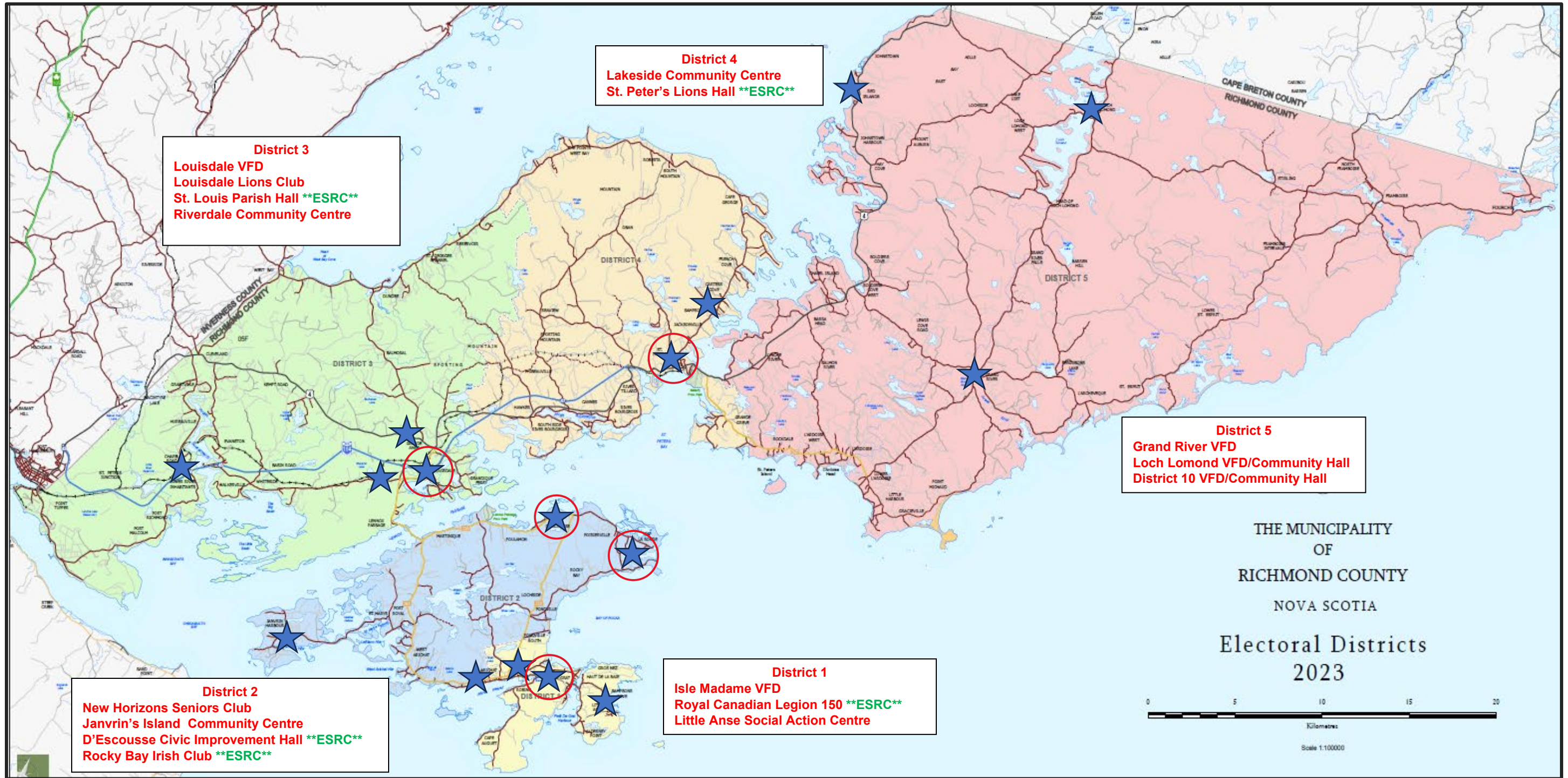
- l) Ensure enough supplies to meet the potential needs of the Centre.

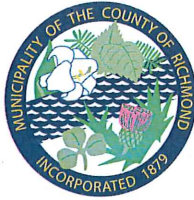


TITLE	LIST OF MUNICIPALITY COMFORT CENTRES
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Municipality of the County of Richmond Comfort Centres	
District	Community / Location
1	Isle Madame VFD P.O. Box 279, 5125, Hwy 320, Arichat, NS, B0E 1A0 Fire Hall: (902) 226-3660 islemadame.63@gmail.com
1	Royal Canadian Legion Branch #150 1219 Veteran's Memorial Drive, P.O. Box 294, Arichat, NS, B0E 1A0 (902) 226-3089 Facebook - Royal Canadian Legion-ISLE MADAME Branch 150
1	Little Anse Social Interaction Centre 4114 Highway 206, Little Anse, NS, B0E 3C0 (902) 226-2001
2	New Horizon Seniors Club 2373 NS-206, Arichat, NS, B0E 1A0 (902) 226-1915
2	Janvrin Island Community Hall 1442 Janvrin Harbour Road, West Arichat, NS, B0E 3J0 info@janvrinisland.ca Facebook - Janvrin's Island Community News
2	D'Escousse Civic Improvement Hall 3276 NS-320, D'Escousse, NS, B0E 1K0 (902) 227-8069
2	Rocky Bay Irish Club 791 Rocky Bay Rd, D'Escousse, NS, B0E 1K0 (902) 226-3463
3	Louisdale VFD P.O. Box 522, 6457 Hwy 4, Louisdale, NS, B0E 1V0 Fire Hall : (902) 345-2157
3	Louisdale Lions Club 3128 Whiteside Rd, Louisdale, NS, B0E 1V0 (902) 345-2379
3	St. Louis Parish Hall 148 Grandique Ferry Road, Louisdale, NS, B0E 1V0 (902) 345-2316 Facebook - Louisdale St. Louis Parish
3	Riverdale Community Centre Lower River Inhabitants, Port Hawkesbury, NS, B0E 2V0 (902) 625-0012
4	Lakeside Community Center Sampsonville, NS, B0E 3B0 (902) 535-2640

4	St. Peter's Lions Hall 32 Lions Ave, St. Peter's, NS, B0E 3B0 (902) 535-2482 StPetersLions@hotmail.com Facebook - St. Peter's Area Lions Club
5	Loch Lomond VFD/Community Hall 1177 Passage Rd, Loch Lomond, NS, B2E 1C4 Fire Hall: (902) 822-3340 lochlomondvfd@outlook.com
5	Grand River Community Hall / VFD 11 East Side Road, PO Box 37, Grand River, NS, B0E 1M0 (902) 587-2966
5	District 10 (Red Islands) VFD 14799 Hwy # 4, Red Islands, NS, B0E 3B0 (902) 535-3375 district10red@outlook.com Facebook - District 10 Red Islands Volunteer Fire Department
Richmond County Municipal Building is the Main ECC Emergency Services Coordinator - 902-226-3990	





Title	Comfort Centre Supply List
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Recommended Supplies for Comfort Centres

Stationary	Safety	Miscellaneous
Bristol Board and paper for signage	Approved first Aid kit	Toilet paper
Sign-in sheets	Cold packs	Paper towels
Thumb tacks, tape, rubber bands	Survival blankets	Tissue
Lined paper pads, copier paper	Triangular bandages	Cleaning products (soap, bleach, etc.)
Pens, pencils, eraser, sharpeners	AED	Broom, mop, bucket
Paper clips, envelopes, staplers, staples	Antibacterial hand wipes	All-purpose cleaner
Coloured markers	Disposable gloves	Garbage bags
Scissors	Flashlights and batteries	Beverages, snacks, serving supplies
Filing boxes	AM/FM radio and batteries	
	Hand soap	
	Hand sanitizer	
	Disposable face masks	
	Infrared instant read thermometers, as required	



Title	Comfort Centre & Emergency Shelter Survey
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Comfort Centre Information Survey

Thank you for taking the time to fill out this survey so that I have a better understanding of your Centre's readiness in the event we need to call upon you to activate for when residents find themselves in need.

Please provide as much detail as possible and if you have any questions, about this survey, or anything in general please do not hesitate to contact me.

General Information

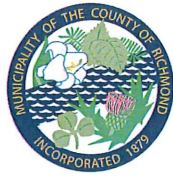
Centre Name:	
Proper Address:	
Centres Phone Number:	
Centre Email Address:	
Centre Social Media info:	

Primary Contact:

Primary Contact Person:	
Position:	
Primary Phone Number:	
Alternate Phone Number:	
Email Address:	

Alternate Contact:

Alternate Contact Person:	
Position:	
Primary Phone Number:	
Alternate Phone Number:	
Email Address:	



1. What is the state of readiness for the Centre if activation is needed? Is it ready to open, not ready to open and why? Explain – ex. no generator, renovation, no heat etc.
2. For those without a generator, if a generator was provided, is your facility wired to accept a generator? Do you have the proper connections, or would you need to run power cords, etc.)?
3. Do you have the proper cords?
4. Would you be able to power your heating sources?
5. What is the occupancy for your Centre according to the Office of the Fire Marshal? During times of Pandemic, or social distancing what is the occupancy reduced to (hope we don't revert to this, but it will help for planning)?
6. Are you able to accommodate basic food preparation such as soup and sandwiches, coffee, and tea? Do you have any members who have safe food handling training?
7. Does your Centre have sufficient chairs and/or tables to accommodate a full occupancy?
8. Does your Centre have sufficient first aid qualified members and supplies to provide basic life saving for those individuals that have arrived in your facility?
9. Does your organization have an Automated External Defibrillator? If yes, is it registered with EHS?
10. Do you have any concerns, comments, or questions?

Thanks again for your information.

Steve Marcellus
Emergency Services Coordinator
(902) 226-3990
Email: emo@richmondcounty.ca



THE MUNICIPALITY OF THE COUNTY OF
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RICHMOND

Nova Scotia
Emergency
Management
Office

NSEMO
Comfort Centre
Guidelines

December 12, 2022

Record of changes

Date	Description	Changed by
Dec. 12, 2022	Update information to remove COVID-19 rules that are no longer in place.	LE

Record of biennial review

Reviewer	Position	Date
Lori Errington	Manager of Planning and Preparedness	Dec. 12, 2022

Planning for Municipal Comfort Centres

Comfort centres are an important tool that enhance communities' resiliency to emergencies and reduce impacts of emergencies on vulnerable populations. It is important that comfort centres be identified and planned for in advance, locations advertised to the public, and that measures are taken to operate them safely.

The following provincial guidelines are presented to municipalities to inform planning for comfort centres within their own emergency management planning documents and procedures.

Definition of Comfort Centre

The comfort centres referred to in these guidelines are those identified and operated by municipalities. Municipal comfort centres are intended to allow individuals to charge electronic devices, access internet or phone service, receive information from officials, warm up or cool off, and have light refreshments. Comfort centres are not intended to provide overnight accommodations, showers, or meals.

Some community organizations choose to offer refreshments, meals, and other services outside of municipally identified or approved comfort centres. This activity falls outside of NSEMO's mandate. These groups are encouraged to train volunteers and follow all public health and safety standards for food handling, safe drinking water, and preventing the spread of communicable diseases such as COVID-19.

Definition of Reception Centre

A reception centre (also evacuation centre) is designed to receive evacuees who have been forced from their homes as the result of an emergency or disaster. Evacuees are registered by the Canadian Red Cross (CRC) and overnight accommodations and other supports are arranged through Provincial Emergency Social Services and the CRC.

Definition of Shelter

Shelters are supported provincially through an agreement between the Department of Community Services and the Canadian Red Cross. Shelters can provide overnight accommodations, shower facilities, meals, location services, and access to social supports including mental health supports. They are typically opened for evacuations or emergencies involving substantial damage that make it unsafe for people to remain in their homes. Shelters follow all provincial public health guidelines, and the CRC trains volunteers that support emergency shelters.

Activating comfort centres

The number and type of comfort centres offered by municipalities varies, as do the triggers used by local officials to determine when a comfort centre should open. All municipalities are strongly encouraged to include comfort centres in their Emergency Management Plan so processes and decision chains are clear before an emergency happens. Municipalities are responsible for the cost of operating comfort centres, and they decide what services they will offer.

If an event causes conditions that put vulnerable populations at risk, such as power outages accompanied by extreme weather temperatures, NSEMO may recommend that municipalities open comfort centres.

Guidelines for Operating Comfort Centres

These guidelines are intended to ensure the safety and comfort of staff, volunteers, and visitors to comfort centres.

NSEMO recommends that comfort centres identified and operated by municipalities:

- Are in a central location, away from potential hazards (e.g.: floods)
- Are barrier-free inside and out, as defined by the NS Building Code Regulations;
- Have drinking water from a regulated (municipal) supply. Alternatively, well water must be tested according to provincial regulations and guidelines;
- Are heated so visitors can warm up during power outages;
- Have cooling capacity (air conditioning, heat pump, etc.);
- Have adequate power outlets to allow visitors to charge devices;
- Have an approved First Aid Kit and an Automated External Defibrillator (AED);
- Have enough seating for visitors, staff, and volunteers;
- Have enough volunteers or staff identified, in advance, to operate the comfort centre(s) safely;
- Have a generator and/or approved connections for a portable generator;
- Are equipped to provide light refreshments such as coffee, tea, water, and snacks; and
- Adhere to public health guidance to prevent the spread of communicable diseases. Contact your nearest [Public Health Office](#) for advice. (COVID-19 protocols are at www.novascotia.ca/coronavirus)

NSEMO does not recommend serving meals at comfort centres. If a municipality wishes to serve food that isn't pre-packaged, please ensure all [food safety guidelines](#) are followed.

Planning

Once appropriate locations have been identified, municipalities should take the following planning steps:

- Sign a memorandum of understanding (MOU) with the organization that owns the comfort centre location, if required
- Prepare and share an operations checklist with municipal leaders and identified volunteers or staff
- Prepare a comfort centre kit (see Appendix A) containing supplies for each location
- Notify NSEMO with the following information and ensure the information is regularly updated:
 - Civic address(es) of the comfort centre(s)
 - Planned hours of operation
 - Services that will be provided
 - Capacity
- Notify the public of the comfort centre and the services that will be offered

- Consider options for notifying residents and visitors to the community about comfort centre location(s), such as signage, social media, website, etc.
- Consult [Public Health](#) officials for guidance on required or recommended measures to prevent the spread of communicable diseases
- Consult provincial [Environmental Health](#) for information and training opportunities for preventing the spread of diseases and infections in public spaces
- Incorporate the comfort centre plans into the municipal emergency management plan. NS Emergency Management Planning Officers are available to assist with this step.

For more information on planning for and operating comfort centres contact NSEMO at 902-424-5620 or toll-free at 1-866-424-5620, or email emo@novascotia.ca during regular business hours.

****NOTE: When the Provincial Coordination Centre is activated for an emergency, please send all information regarding comfort centres to EMO at pcc@novascotia.ca or call 1-866-424-5620.****

Recommended Supplies for Comfort Centre Kit

Stationary	Safety	Miscellaneous
Bristol board and paper for signage	Approved first-aid kit	Toilet paper
Sign-in sheet	Cold packs	Paper towel
Thumb tacks, tape, rubber bands	Survival blankets	Tissues
Lined paper pads, copier paper	Triangular bandages	Cleaning products (soap, bleach, etc.)
Pens, pencils, erasers, sharpeners	AED	Broom, mop, bucket
Paper clips, envelopes, staplers, staples	Antibacterial hand wipes	All-purpose cleaner
Coloured markers	Disposable gloves	Garbage bags
Scissors	Flashlights and batteries	Beverages, snacks, serving supplies
Filing box	AM/FM radio and batteries	
	Hand soap	
	Hand sanitizer	
	Disposable face masks	
	Infrared instant read thermometers, as required	

Last updated: December 12, 2022



Title	Comfort Centre & Emergency Shelter MOU - Sample
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Memorandum of Understanding

Use of Facilities as a Comfort Centre and/or Emergency Shelter during an Emergency
Between

The Municipality of the County of Richmond

Emergency Management Organization

Herein referred to as the "Richmond EMO"

And

The [Name of Facility]

Herein referred to as the "Facility Owner"

This is a Partnership Agreement between The Municipality of the County of Richmond (Emergency Management Office) and _____ Centre/Hall. _____ which is one of the County's listed Comfort/Warming Centre's if an emergency arises.

Program highlights:

1. Commitment from the ESC for any assistance requests
2. Continued support of the program with stakeholder meetings (hoping for continuous improvements)
3. Possible County/Provincial Assistance if activated
4. Follow a requirement for maintenance and upkeep of building (costs paid by Centre)
5. Ensure contacts are immediately updated as they change
6. Meet the standard outlined as it relates to items to be stocked

WHEREAS the Richmond EMO desires to enter into an agreement with the Facility Owner for the use of their facility as a Comfort Centre and/or Emergency Shelter during a loss of infrastructure caused by severe weather, a catastrophic event, or a declared State of Local Emergency.

WHEREAS this MOU does not limit the Fire Hall or Community Centre from activating their facility as a Comfort Centre on their own initiative, if such activation takes place, the Facility Owner agrees to inform Richmond EMO of the Comfort Centre activation. There will not be any reimbursement of costs by Richmond EMO to the Facility Owner if the facility is opened under the initiative of the Facility Owner.



Definitions:

a) **Comfort / Warming Centre**

- i) A facility operated by a community organization that is opened to provide a location where community members can gather for a period ***during the day*** to access ***limited*** services. Depending on the time of year and the nature of the emergency, a comfort / warming centre can serve several purposes including providing relief from extreme temperatures, provision of light nourishment, information gathering, and charging personal devices. ***A Comfort Centre is NOT OPEN with the intention of turning into an overnight shelter operation and usually after at least 72 hours post event.***

b) **Emergency Shelter**

- i) In large scale and severe emergencies, these types of Centres are opened and operated by the Canadian Red Cross, under the Department of Community Services to provide safe, temporary lodging to those affected by an emergency. Services can include overnight accommodations, feeding, personal services, psycho-social support, and other emergency social services depending on the nature of the emergency and need.

Agreement:

1. The parties agree when the facility is opened as a Comfort Centre at the request of the Emergency Management Coordinator for the Richmond EMO, the Richmond EMO and the Facility Owner will determine if their volunteers or the Red Cross volunteers will staff the facility to provide for the needs of those seeking relief. Reimbursement of costs and expenses paid by the Facility Owner meaning; building costs, power, water, sewer charges, clean-up, including food and warm drinks if provided by the Facility Owner, will be reimbursed only if the Facility Owner is directed to open by Richmond EMO.
2. The parties further agree this facility is opened as an Emergency Shelter at the request of the Emergency Management Coordinator (EMC) for Richmond EMO, following consultation with the NS Department of Community Services, the Red Cross, and EMO Nova Scotia. Richmond EMO will contact these agencies to staff the shelter and provide for the needs of persons evacuated to the Shelter, meaning food, blankets, beds, personal care items, registration. The facility shall operate without interruption until notified by Richmond EMO to terminate activities. Reimbursement of costs and expenses paid by the Facility Owner meaning building costs; power, water, sewer charges, will be reimbursed if the Facility Owner is directed to open by Richmond EMO.
3. The Facility Owner agrees to open their facility within four (4) hours notification for a Comfort Centre or six (6) hours notification for an Emergency Shelter by the Emergency Services Coordinator for Richmond EMO.
4. Richmond EMO shall advertise the location of Comfort Centres and Emergency Shelters for use by any resident or persons in need without regard to their place of residence.



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5. Any facility on a well shall meet safe drinking water guidelines at the time of opening to the public. To ensure water quality, the Facility Owner shall submit test samples of its water supply annually to a health authority for clearance as a safe source of potable water.
6. Any facility dependent on a septic system shall ensure the system is fully operational, able to meet the capacity needs of the facility for extended periods.
7. The Facility Owner shall submit their claims for costs and expenses to Richmond EMO within Sixty (60) days of ceasing activities.

WITNESS WHEREOF: This Memorandum of Understanding executed by Richmond EMO and Facility Owner, made this: Day _____ of _____, 2023

**Signature, Name of Richmond
EMO**

**Signature, Name of Facility
Representative**