

# **Policies and Resources**

# Comfort Centre

Comfort Centres Suitable HRM owned and operated facilities will be utilized for Comfort Centres whenever possible. If there is not a suitable HRM facility available in the area, HRM will look to facilities that have Comfort Centre designation through pre-approved Memorandums of Understanding (MOU). If there are local community groups that wish to provide Comfort Centre services to their community, they may apply for the designation and receive an inspection to determine if the facility meets the needs. If the building does not have a generator to provide service during power outages, they are encouraged to apply for financial support through the community grants process.

- Comfort Centre Process (link to be added)
- Comfort Centre Manual (ink to be added)
- Comfort Centre Activation Checklist

## Training

Comfort Centre training information can be found under [training resources](#).

# Comfort Centres

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- Comfort Centre Process (link to be added)
- Comfort Centre Manual (link to be added)

Document

[HRM EM Volunteer Job Discription-Comfort Centre Manager Feb2022.pdf](#)

Document

[HRM EM Volunteer Job Discription-Safety Officer Feb2022.pdf](#)

Document

[HRM EM Volunteer Job Discription-Support Staff Supervisor Feb2022.pdf](#)

Document

[Comfort Centre Kit-Inventory 2024.pdf](#)

Document

[CCM - Final Report.pdf](#)

Document

[CCM - Incident Log.pdf](#)

Document

[CCM - Requisition Form.pdf](#)

Document

[CCM - Volunteer Schedule.pdf](#)

Document

[Comfort Centre Checklist- updated.pdf](#)

Document

[CCM - Resident Tracking.pdf](#)

Document

[CCM - Volunteer Timesheet.pdf](#)

Document

[CCM - Menu Planner.pdf](#)

## **Training**

Comfort Centre training information can be found under [training resources](#).

# Forms

## Reimbursement Forms

In order to get reimbursed for any expenses approved and associated with JEM activities.

you will need to fill out the following forms:

- Travel Expense Form: Use this form to calculate your total for travel reimbursement (you will need to fill out the cheque request form as well)
- Cheque Request Form: Use this to add your total travel expenses, and any other expenses. please attach receipts.

both forms and receipts can be sent to [HRM\\_EMO@halifax.ca](mailto:HRM_EMO@halifax.ca)

please make sure you're always downloading the latest form by using the links below.

Document

[FRM-004-2015-ChequeRequest-Fillable.pdf](#)

Document

[Local-Travel-Expense-Report-Form.pdf](#)

## Reimbursement Forms Examples

Document

[JEM Expense Report - After April 1 2023 - Exmample.pdf](#)

Document

[FRM-004-2015-ChequeRequest-Fillable-Example.pdf](#)

## Application Form

This application form needs to be filled out by all new volunteers, and emailed to [HRM\\_EMO@halifax.ca](mailto:HRM_EMO@halifax.ca)

Document

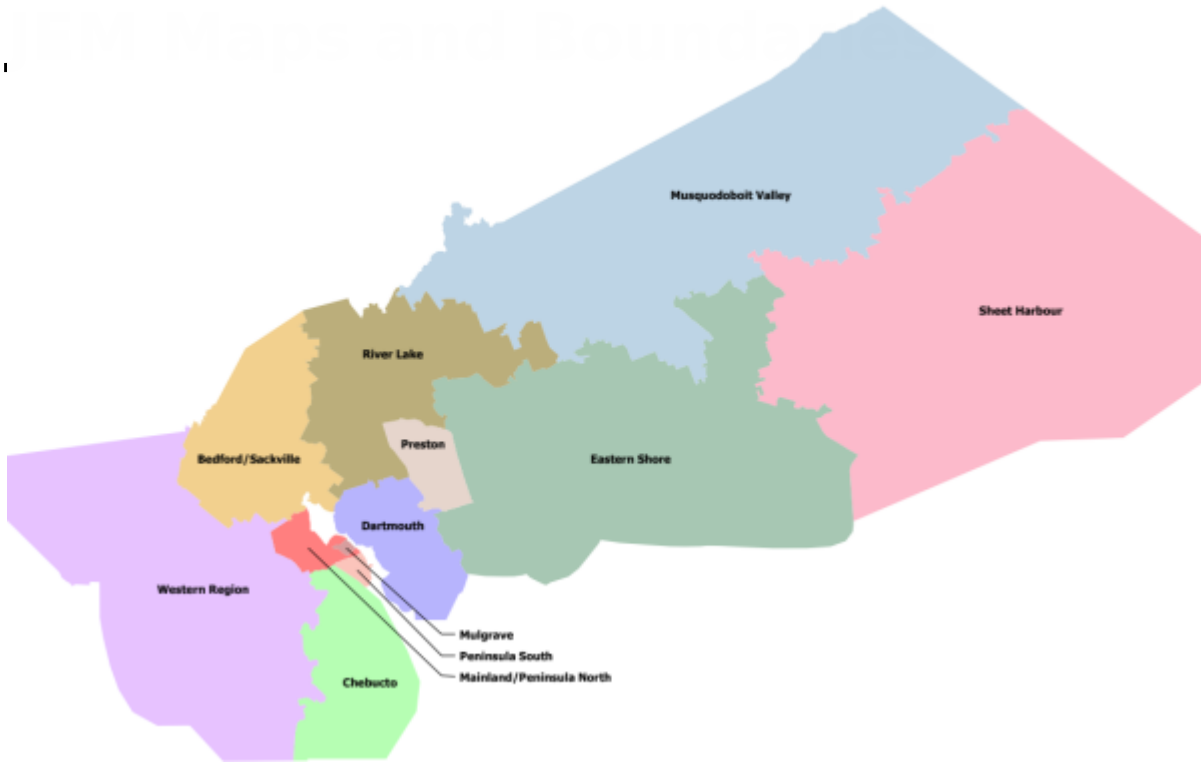
[FILLABLE Volunteer Application Form 2025.pdf](#)

## **Facility Profile Form**

This form is filled by facility owners to provide updated information on the facility to the emergency management office. the facility profile form should be updated yearly.

Document

[Facilities Profile Form 2018.docx](#)



## All JEM Teams Map

You can find the maps and boundaries for each JEM Team below.

Document

[JEM MAP 2024.pdf](#)

## Chebucto

Document

[Chebucto JEM \(March 2024\).pdf](#)

## Bedford-Sackville

Document

[Bedford-Sackville JEM \(March 2024\).pdf](#)

## **Dartmouth**

Document

[Dartmouth JEM \(March 2024\).pdf](#)

## **Eastern Shore**

Document

[Eastern Shore JEM \(March 2024\).pdf](#)

## **Mainland-Peninsula North**

Document

[Mainland-Peninsula North JEM \(March 2024\).pdf](#)

## **Mulgrave**

Document

[Mulgrave JEM \(March 2024\).pdf](#)

## **Musquodoboit Valley**

Document

[Musquodoboit Valley JEM \(March 2024\).pdf](#)

## **Peninsula South**

Document

[Peninsula South JEM \(March 2024\).pdf](#)

# Preston

Document

[Preston JEM \(March 2024\).pdf](#)

# River Lake

Document

[River Lake JEM \(March 2024\).pdf](#)

# Sheet Harbour

Document

[Sheet Harbour JEM \(March 2024\).pdf](#)

# Western Region

Document

[Western Region JEM \(March 2024\).pdf](#)

# **JEM Policy**

In the event of an emergency or disaster where a resident or residents of the Halifax Regional Municipality have been impacted, Joint Emergency Management (JEM) Teams will respond accordingly in compliance to the policies and procedures stated within the JEM Team Plan (JEMP). The purpose of the JEMP is to outline the roles, responsibilities, and procedures for a JEM Team activation. This information has been developed based on HRM policies, consultation with JEM team leaders and associated reference materials. This document is an addendum to HRM's Comprehensive Emergency Management Plan and is intended to provide further guidance in support of Appendix 'G'. The aim of the Halifax Regional Municipality (HRM) Municipal Emergency Plan (MEP) is to prescribe the organization and measures required to protect human health, property and the environment given an imminent or actual emergency affecting the municipality.

## **Roles and Responsibilities**

### **Halifax Regional Municipality**

The responsibility is to ensure the communities within the municipality are as resilient as possible by coordinating and implementing a robust and comprehensive emergency management program encapsulating the four pillars of emergency management.

### **HRM EM**

is responsible for the coordinating Emergency Response Planning, Evacuation Planning and Crisis Communication Planning. This division coordinates the municipal response

to natural and human caused emergencies and disasters that may impact the residents of HRM.

HRM EM will all public information templates, public education literature, promotional material

all other public facing needs to each of the teams.

## **JEM Committee**

The JEM Committees are comprised of each JEM Team chair and HRM EM representatives.

This committee meets regularly to discuss the overall JEM program, JEM training opportunities, and team challenges, success and needs. JEM Chairs will also discuss event response to share lessons learned and general operations at the following committee meeting.

## **JEM Team Chairs**

JEM Chairs have overall responsibility for function of their JEM teams. This person facilitates

meetings and is the main point of contact between HRM-EM and the team. This individual is

elected/appointed by the teams. This person is responsible for ensuring teams are equipped to

respond by organizing monthly meetings, providing training opportunities, and advising HRM of

any administrative needs required for the teams to function. For more information on JEM

Team Chair responsibilities, see Annex 2 - Position Descriptions.

## **Duty Officers**

Duty Officers play a key role during emergencies and disasters. The Duty Officer functions as the liaison between the EOC and the comfort/reception centres. This person maintains overall operational responsibility for their regions JEM Team's response.

## **JEM Volunteers**

JEM Volunteers have a responsibility to follow the JEM Volunteer Code of Conduct and to be aware of their Rights under this plan.

## **Residents Receiving Support**

Residents who receive support from the JEM program have a responsibility to know which services are available and are provided. They are to understand that volunteers do not have decision making authority around HRM EM service provision or program administration and that they are members of HRM communities answering the call for service in times of crisis.

Residents are required to register with the comfort centre if they wish to receive service from the program. Residents who refuse to register are refusing to receive service and will not be permitted to enter the Comfort Centre.

There is no tolerance for abusive behaviour towards JEM Team volunteers. Abusive behaviour in any form will result in termination of services for the individual.

## **JEM Program Document**

All information regarding the JEM Program, roles, and responsibilities can be found in the document attached.

when referencing the document please download from the site directly. This will ensure you have the most up-to-date information.

Document

[JEM Program Document - 20221211HJ.pdf](#)

## **JEM Guidelines**

Document

[JEM Team Guidelines May 2021.pdf](#)

# Meeting Notifications Through hfxALERT

## Did you know you can send meeting and events notifications to your JEM Team through hfxALERT?

to do so, the Emergency Management Office needs to have your most up-to-date contact list. Please email your up-to-date contact list to [HRM\\_EMO@halifax.ca](mailto:HRM_EMO@halifax.ca) in the following format:

<b>Name</b>	<b>Last Name</b>	<b>1st Phone</b>	<b>2nd Phone</b>	<b>Email Address</b>
Juana	Banana	9021234567		juana.banana@gmail.com

- Please use Excel or Google Sheets.
- No need to add dashes or dots when adding the phone numbers
- If the information does not apply (the individual only has one phone number) leave the column blank.
- let us know which JEM team contact list is being updated, (ESJEM, MVJEM, SBJEM, etc..)
- Using this format will ensure your list is updated most efficiently.

JEM Chair can email [HRM\\_EMO@halifax.ca](mailto:HRM_EMO@halifax.ca) to request the current contact list on file.

## Does this mean JEM members will get all emergency notifications?

No, you will only get notifications regarding JEM activities/events/meetings. To receive public emergency notifications you need to register through [hfxAlert](#) and create an account.



# hfxALERT

*Notifications  
when you  
need to know.*

HALIFAX

## **How to request a meeting notification to be sent out:**

1. JEM Chair to email [HRM\\_EMO@halifax.ca](mailto:HRM_EMO@halifax.ca) with the message (please keep the message as short as possible, ideally 140 characters. The message should include the time/date meeting and location), the date/time the notification should go out, and which group it should be sent to.
2. Attach an up-to-date contact list if changes need to be made to the contact list.
3. Please allow one week for a request for notification to be sent out, this allows the emergency management office to make any changes to the contacts.
4. The emergency management office will update the contacts in the system, and schedule the notification to be sent out for the date requested. You will receive a confirmation email when the alert has been scheduled.

# Recruitment

## Application Process

1. **Initial Expression of Interest:** Individuals that are interested in becoming members of their local JEM Teams must fill out the application form and provide HRM EM with a Criminal Records Check and Vulnerable Sectors Check. Once HRM EM has processed the application, the information will be provided to the appropriate JEM Team Chair. It should be noted that the costs of the Criminal Record Check will be reimbursed by HRM EM upon submission of a clear record.
2. **Orientation:** HRM EM will provide template orientation packages to the JEM Teams for new volunteers. HRM EM will provide contacts for new applicants to JEM Team Chairs. Orientation packages will contain documents and literature that will need to be reviewed to complete their registration. An orientation package checklist must be completed and provided back to HRM EM.
3. **Volunteer Registration:** After applicants have received and completed their orientation packages, they will be registered in hfxALERT and will be considered JEM Volunteers. Registration will ensure volunteers are covered under HRM EM insurance policies when responding to HRM emergency events.

## Applications

All JEM applications must go through the Emergency Management Office, this will ensure all applicants are covered under Halifax insurance. and that applicants have gone through the appropriate background checks.

individuals can contact the office directly and/or submit the application form.

we require criminal record checks and vulnerable sector checks done. when submitting the application, the individual will be asked to complete through mybackcheck if they don't have one.

[Go to Forms](#)

## Resources

All updated recruitment resources such as posters, handouts, videos, rack cards etc. can be found under Public Education Resources.

</procedures-and-resources/public-education-resources>

### Criminal Record Checks

## Criminal Record Checks

All JEM Volunteers must undergo a Criminal Background check and a Vulnerable sector check every two years.

if a volunteer requires a check they should contact HRM\_EMO@halifax.ca and provide their full name and email address, they will receive an email from mybackcheck with instructions to complete the check.

# Public Education Resources

## Printing Material

Materials can be printed by the Emergency Management Office, for printing requests email [HRM\\_EMO@halifax.ca](mailto:HRM_EMO@halifax.ca) with requested item/s for printing, when it is needed by, and delivery address.

Please email printing requests with at least 2 weeks notice.

### JEM Recruitment Poster

Poster size is 8.5 X 11 in. best suited to place on boards, and/or walls.

Document

[CC HRFE EMO Poster \(8.5 x 11 in\) PrintReady UDPATED JAN 2024 0.pdf](#)

### JEM Rack Card

Rck Cards size 4 x 9 in, the recruitment rack cards can be placed at home show tables, community centers, and/or distributed.

Document

[CC JEM RackCard 4x9in.pdf](#)

### JEM Poster Video

The video contains the same information as the poster, it can be used in social media channels.

Video file

# Comfort Centre Visuals

the following PDF includes comfort centre visuals such as:

- Comfort Centre Sign
- Wheelchair Accessible Sign
- Bathrooms Sign
- Snacks Sign
- Wifi Sign
- Registration Sign
- Information Sign
- Coffee and Tea Sign
- Comfort Centre Manager Area Sign
- Coat and Bag Drop-off Sign
- Cell Phone Charging Area Sign
- Nut Free Sign
- Toys, Books, Games and Colouring Sign
- Sensory Friendly Area Sign
- Gluten Free Sign
- Dairy Free Sign
- Allergies Sign

Document

[JEM- Visuals.pdf](#)

# Household Emergency Preparedness Guide

## Brochure

Document

[CC\\_EmergencyManagement\\_EmergencyPreparedness\\_Brochure\\_11x8.5 - PRINT.pdf](#)

## Other Resources

Document

[CC\\_HRFE\\_HFXAlert\\_RackCard\\_4x9in \(1\).pdf](#)

Document

[VVPR RACK CARD FINAL.pdf](#)

# Speaker Sessions

Fire Smart Presentation with Kara McCurdy 2023

Document

[FireSmartWildfire Prevention Kara McCurdy - 20230426HJ.pdf](#)